



## **Provider Tool for Coordination of Care with PCP**

Midwest Behavioral Health Network, MBHN, regularly performs audits of member records to monitor the continuity and coordination of care between the behavioral health Provider and the member's Primary Care Physician, PCP. MBHN must adhere to the regulations of the National Committee for Quality Assurance, NCQA, to monitor collaboration between our Providers and our members' PCP's. MBHN believes that the sharing of information between the behavioral health Provider and the PCP is important not only in reducing costs and enhancing efficiency but will effectively encourage the member taking an active role in managing their care and result in better patient outcomes.

### MBHN has set percentages to fulfill to meet this Standard:

- (1) 85% of MBHN patients will be asked by their behavioral health Provider for consent to communicate information to their PCP.
- (2) For 85% of the patients who gave consent – the Provider will follow through and document communication with the member's PCP.

This Tool will assist you and your staff in recording the Coordination of Care performed for MBHN members referred to your practice. We also provide a Coordination of Care letter to facilitate communicating with the member's PCP.

### We have outlined a few steps in documenting the Coordination of Care:

1. Ask each MBHN member to sign your office Release of Information allowing you to communicate verbally or in writing with their PCP. As you know information may not be shared without the member's written consent. The signed document becomes part of the member's medical record.
  - If the member declines to sign the Release of Information, document this on the Release and enter it in the member's medical record to remain in compliance with the standard.
2. Share with the member the Coordination of Care letter using this as a method for explaining the benefits of communicating their care with their PCP.
3. Complete the Coordination of Care letter, sending a copy to the PCP and placing a copy in the member's medical record. Update this letter when there is significant change in the member's care or upon discharge from care.
4. Document your actions in the appropriate fields on our standard MBHN Initial Clinical Assessment (ICA) form and the Outpatient Treatment Report (OTR).

We have enclosed a copy of the Coordination of Care letter and the ICA and OTR. You may also download these forms from our website, [www.NewAvenuesOnline.com](http://www.NewAvenuesOnline.com), Provider Forms.

We thank you for being a part of our network and for your continued commitment to our members by providing first-rate care and service; your dedication is appreciated. We encourage you to become a partner with us in exceeding this standard.