

Quality Improvement Projects (QIPs)

PsychHealth is actively involved in Quality Improvement. Many of our Quality Improvement Projects are award winning. The following Quality Improvement Projects are in process. Additional information can be requested by contacting PsychHealth. We welcome discussion of these processes with our providers and members.

Perinatal Depression QIP

Transition of Care/Post Discharge 48hr calls QIP

Behavioral Health 7 Day Follow-Up QIP

Release of Information (ROI)/Informed Consent QIP

Access to Utilization Management Staff at PsychHealth

Please be informed that at PsychHealth:

1. Calls regarding UM determinations can be made to our toll-free number at (800) 753-5456;
2. Calls regarding UM decisions are taken after normal business hours via a Voice Mail system or answering service at the same 800# listed above;
3. Calls regarding UM decisions are returned within one business day of receipt;
4. TDD/TTY services are available to deaf, hard of hearing or speech impaired members;
5. Language assistance is available for members to discuss UM issues during office hours. PsychHealth utilizes Lingualinx Translation Solutions with access to over 150 language interpreters
6. Additionally, PsychHealth supports communications for special needs including, e-communications, written materials, audio-visual, tape/CD, large font and Braille as requested by members or providers.

Privacy Laws: PsychHealth adheres to and complies with Health Insurance Portability and Accountability Act of 1996 (HIPAA), Health Information Technology for Economic and Clinical Health Act (HITECH Act) and IL Mental Health and Developmental Confidentiality Act (IL MHDDCA). Copies of these Privacy Laws can be found at www.psychhealthld.com. Members are advised of their privacy rights by PsychHealth as well.

Member Rights and Responsibilities

PsychHealth supports human rights. Our Members Rights and Responsibilities can be found on our website as well as in the Provider Manual. Requests for alternate formats of the Member Rights and Responsibilities document to support special needs can also be accommodated, including large font, Braille, and audio versions. We encourage you to use these documents with your members in support of forging a great and active recovery partnership.

Member's Rights and Responsibilities

PsychHealth, Ltd. coordinates mental health

services. We support human rights. We respect and protect the rights of our members or their guardians without discrimination. We support and respect your dignity, worth, confidentiality and privacy.

You are the center of the Care Team. PsychHealth. understands that members have certain rights and responsibilities as part of the Care Team.

- You have the right to be treated with respect, concern and dignity.
- You have the right to be informed of and receive facts on your rights, responsibilities and health care.
- You have the right to receive facts about PsychHealth, PsychHealth policies, services, benefits, available services, practitioners, providers, and accepted clinical guidelines for care.
- You have the right to receive quality care.
- You have the right to receive a care plan.
- You have the right to join in with your care team and to make decisions about your care plan.
- You have the right to discussions in plain language about treatment options, costs and benefits. This includes options that may be higher priced or are not covered benefits.
- You have the right to be treated in the least restrictive setting.
- You have the right to complain or appeal about PsychHealth or the care provided.
- You have the right to confidentiality as provided by law.
- You have the right to your Health Records. Your record is confidential and private.
- You have the right to be treated with non-discrimination, respect, privacy and dignity.
- You have the right to be protected from abuse, neglect, exploitation and harassment.
- You have the right to make suggestions about our rights and responsibilities policy.

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- You have the right to have a family member, support person, or other person present. They can be involved in treatment decisions or make health care decisions, as permitted by law.

- You have the right to have an Advance Directive. This states wishes for health care decisions.

- You have the right to be informed about health problems, treatment options, and possible outcomes for care planning. Discharge planning includes deciding about care options, providers or need to transfer to another facility.

- You have the right to request, accept or refuse care, treatment or services. You have the right to be informed of the medical outcomes if you refuse care.

- You have the right to change of providers or a second opinion.

- You have the right to an interpreter and / or translation services.

- You have the right to privacy and confidentiality when you are receiving care.

- You have the right to practice and get advice about cultural, spiritual and ethical beliefs, if it does not affect the rights of others.

- You have the right to ask for support for difficult decisions about care.

- You have the right to be free from restraints or seclusion, unless medically necessary or needed for safety.

- You have a right to safety, including zero tolerance for violence.

- You have a right to resources and advocacy facts.

- You have a right to kindly care at the end of life.

- You have a right to review medical records and receive answers about that record.

You can ask to make changes to that record. You can get copies as per the law.

- You have the right to keep records confidential. Records will only be shared with those who can legally see them. You may request facts on who has received your record.

- You have a right to receive a copy of and details about bills.

- You have the right to ask about business links between payors, hospitals, and other health care providers that may affect care.

- You have a right to request an electronic version of your medical record, if the medical record is electronic.

- You have a right to not share your record with a health plan if you have paid out of pocket for services or per the law.

You and/or your family member, support person, or other person acting on your behalf have the responsibility to:

- Provide correct and complete information about yourself and your health, including your current contact information, medical and behavioral health complaints, past health problems and hospital visits, medications you have taken and are taking (including prescriptions, over-the-counter and herbal medicines), alcohol and drug use and any other information you think your caregivers need to know

- Share your thoughts on a care plan that you accept

- Follow plans and instructions for the care plan you have agreed to with your providers

- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible

- Share what you expect in your care, including your pain or safety needs

- Follow your agreed-upon care plan and report on your progress

- Ask questions about your care, treatment, and services

- Share any concerns about your care plan or attending treatment

- Learn what can happen if you do not follow the care and attend treatment

- Provide your Advance Directive if you have one.

- Respect the rights, property, privacy, dignity, and confidentiality of others

- For more information about your Patient Rights and Responsibilities, please contact

The Quality Department at PsychHealth.



REMINDER: APPOINTMENT AVAILABILITY STANDARDS

- Routine request: schedule within 10 days of request
- Urgent request: schedule and provide care within 24 hours
- Emergent request: respond to emergent request immediately. If unable to do so have a process to direct for prompt care

PsychHealth conducts an appointment availability study annually. The goal is that 90% of surveyed practitioners meet all standards. The most recent survey outcome data shows a compliance rate of 58% urgent care needs, 61% routine care needs, 53% emergent care needs. The study will be repeated during the 4th quarter of 2019. We appreciate your participation.

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