

### PsycHealth

Winter, 2019 Volume 1, Issue 1

## Provider Newsletter

#### **Annual Attestations**

PsycHealth is open Monday to Friday 8:30 a.m. to 4:30 p.m. On-call Services 24/7 for after hours, legal Holidays

PsycHealth is accredited by NCQA.

At PsycHealth, we affirm that:

- 1. UM decisions are based on medical necessity, which includes appropriateness of care and services, and the existence of available benefits;
- 2. This organization does not specifically reward practitioners, health plan staff, or other individuals for issuing denials of coverage, care or service; and
- $_3$ . Incentive programs are not utilized to encourage decisions that result in under/over-utilization.

PsycHealth, also affirms that there is no conflict of interest between PsycHealth, and its UM decision makers.

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#### NATIONALLY RECOGNIZED MEDICAL NECESSITY CRITERIA

The PsycHealth UM Staff apply professionally and nationally recognized and approved criteria when performing utilization review of requested healthcare services in a consistent and professional manner. These criteria are based upon sound clinical evidence and currently accepted clinical practice guidelines.

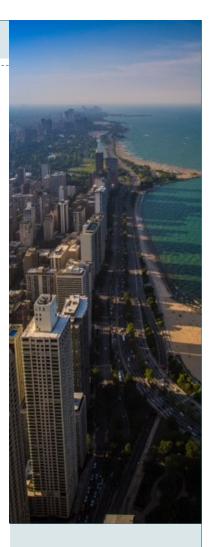
The Executive Committee annually selects, reviews, updates, and approves nationally recognized medical criteria used in medical necessity review and level of care determinations. Review and input from the Peer Review Committee consisting of a multi-disciplinary representation of board certified, credentialed, licensed and actively practicing MDs and other behavioral health providers is obtained before final approval. The most current edition of criteria will be utilized.

The screening criteria to be used for all prospective, concurrent, and retrospective review, and case management activities are:

- Apollo Managing Behavioral Health 2019 for medical necessity determinations
- $\bullet$  ASAM Criteria for Substance Use Disorder Determinations third edition, 2013

A copy of the medical necessity criteria used to make a determination is available upon request by contacting PsycHealth Quality Department offices.

PsycHealth adopts practice guidelines that define standards of practice pertaining to improving the quality of care for behavioral health diagnoses and substance abuse disorders. For 2019, the American Psychiatric Association Guidelines were adopted by Peer Review Committee and approved by the Executive/Quality Improvement committee. Practice guidelines can be requested by individual providers for specific quality initiatives or activities or viewed on the website.



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### Quality Improvement Projects (QIPs)

PsycHealth 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 PsycHealth. 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 PsycHealth

Please be informed that at PsycHealth:

- 1. Calls regarding UM determinations can be made to our toll-free number at (800) 753-5456;
- 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. PsycHealth utilizes Lingualinx Translation Solutions with access to over 150 language interpreters
- 6. Additionally, PsycHealth supports communications for special needs including, ecommunications, written materials, audiovisual, tape/CD, large font and Braile as requested by members or providers.

Privacy Laws: PsycHealth 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.psychealthltd.com. Members are advised of their privacy rights by PsycHealth as well.

#### Member Rights and Responsibilities

PsycHealth 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, Braile, 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

PsycHealth, 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. PsycHealth. 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 PsycHealth, PsycHealth 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 PsycHealth 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
- 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 agreedupon 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 PsycHealth.





## Provider/Member Portal

Your feedback is welcome so we can continue to improve and serve you.

#### **E-Visits for Members**

PsycHealth is pleased to provide our members with two options for e-visits. Our Holistic Health and Wellness Program has achieved great results and excellent member feedback. Data review shows that this program helps members progress and stabilize.

Tele-Behavioral Health Services are also available for members with select providers. Services can be accessed via the website, securemail, fax or phone.

#### PSYCHEALTH'S WEBSITE

Please visit our website at <a href="https://www.psychealthltd.com">www.psychealthltd.com</a>. We are extremely proud of the changes in look and increased supportive content for providers as well as members. Let us know your feedback and suggestions for continued improvements.

Screening Tools and Resources for our Providers: PsycHealth promotes screening tools and resources to Medical and Behavioral Health Providers via the website, newsletter, new provider information and routine annual education/ information to Network Providers. The following screening tools are available for Providers to help identify members at risk.

Kessler 6 screening for behavioral health and psychological distress including as related to health issues.

CAGE-AID screening for alcohol and substance abuse. CAGE AID is a commonly used, 5- question tool used to screen for drug and alcohol use.

Use of the Kessler Screening and the CAGE-AID screening are recommended jointly in order to assess for coexisting mental health and substance use issues.

Columbia Suicide Severity Rating Scale (C-SSRS) assesses suicide-related thoughts and behavior.

Use of the C-SSRS is recommended to assess for suicide risk as based on increasing suicide rates reported in the literature.

Adverse Childhood Experiences (ACE) Screening. An ACE score is a tally of different types of abuse, neglect, and other hallmarks of traumatic childhood. According to the Adverse Childhood Experiences study, now 20 years old, the higher the ACE score, the more likely the risk for later health problems.

Use of ACE screening is recommended to assess for past traumas and review with regards to physical and behavioral health risk potentials. It is also supportive as an educational tool which helps members recognize the impact of trauma.

Edinburgh Perinatal Depression Screening (EPDS) to assess for risk for depression for perinatal females. This is a State of IL Initiative.

Use of the EPDS is recommended as based on data regarding perinatal and post-partum depression.
Screening supports timely treatment and recommendations which in turn support both the mother and the child.

Screening and Self-Management Tools for Members:

In order to promote recovery model and member empowerment, PsycHealth offers holistic support for members via selfmanagement tools as well as the Holistic Health and Wellness program. Through these options, members have alternative health supports available so that they can be involved in their recovery plan, work to stay healthy and reduce risks. The following support areas are targeted and include self-screening tools, brochures, pamphlets, links, tapes and CDs can be found on the Member tab of the website.

Healthy diet
Movement, Exercise
Cigarette and nicotine cessation
Managing stress
Substance Use education
Self-assessment education
Treatment monitoring /Care
Coordination
ACES
Positive Parenting Reducing of Violence

Members will now be able to self-refer via the member portal. Many members have requested this option to self-manage their

Suggestions for website improvements are welcomed.

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#### Behavioral Health Virtual Wards— Complex Case Management

PsycHealth uses, Behavioral Health Virtual Wards, its own proprietary system for risk assessment, stratification and complex care coordination. Members as well as Providers/Practitioners can self-refer or refer for complex case management via the website or by phone, securemail or fax.

# 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

PsycHealth 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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