

Evaluation of Treatment Provider Communication - Behavioral Health to Primary Care Provider (BH:PCP)

Overview

Treatment record reviews are performed on a regular basis to ensure that Carelon members are receiving safe, evidenced-based, high-quality care. The tool used for provider record reviews is proprietary and developed by Carelon specifically for in-network providers. The tool assesses provider documentation from assessment to discharge, and the framework is based on accreditation standards, clinical practice guidelines, and best practice in behavioral health and substance use disorder treatment. The National Committee for Quality Assurance (NCQA) standards, Utilization Review Accreditation Commission (URAC) standards, and recognized professional associations in the field of psychiatry and psychology guided development of the Carelon tool. The tool includes measurement of provider adherence to the in-network provider services agreement between the provider and Carelon.

Treatment Record Review Section

Evaluation of Treating Provider Communication (BH:PCP)

- As part of care coordination activities, participating providers should identify all providers/participating providers involved in the medical and/or behavioral healthcare and treatment of a member.
- Goal: assess timeliness of communication between BH provider and PCP.

Rationale for why questions in this section are monitored

- NCQA Standard Care Coordination 2: Collaboration between Behavioral Healthcare and Medical Care.
 - The organization collaborates with relevant providers and uses information at its disposal to coordinate behavioral healthcare and medical care and to measure the effectiveness of these actions.

Suggestions for meeting the standard

- The measure is met if there is documentation that the provider collaborated/communicated with other PCP provider within 30 days of initial assessment.
 - Communication - contact note, discharge summary, treatment plan, case consultation note.
 - Use of integrated medical record system that is accessible by multiple providers meets the standard.
 - Document member refused authorization to speak with PCP.
- The measure is not met if there is evidence that the member is being treated by a PCP but there is no documented communication or documented refusal from the member (i.e., assessments, progress note, discharge summary, release of information when required, including genetic information, HIV, SUD).



- Signed Release of Information or Consent to Obtain Information to sign authorization for other MH providers when required due to Health Insurance Portability and Availability (HIPAA) restrictions (i.e., genetic information, HIV status, or SUD). HIPAA allows provider to have contact with other treating provider without ROI if there are not

Additional Resources

Carelon Provider Handbook:

www.carelonbehavioralhealth.com/providers/resources/provider-handbook

Use a standard form to share information. You can use your own or one of the two versions available for free on Carelon's website:

www.carelonbehavioralhealth.com/providers/forms-and-guides