



PROVIDER ALERT



Alert #5 05262010 HCAL, HCBK, HCCH, HCCMP, HCNC, HCNE, HCYA

TIME SENSITIVE PROVIDER SURVEY-LGBTQI

As part of its continuing efforts to meet the diverse needs of the consumers it serves, the Office of Mental Health & Substance Abuse Services (OMHSAS) is in the process of reviewing its HealthChoices network provider competencies and experience in working with lesbian, gay, bisexual, transgender, questioning, or intersex (LGBTQI) consumers. One component of this is the development of a web-based provider directory detailing network providers and staff members with experience and expertise in serving members of this community and specialty programs they may offer.

OMHSAS has designed the enclosed survey to aid in this initiative. The survey responses will serve several key purposes:

- It will allow OMHSAS to publish a directory of providers with experience, expertise, and specialty programs for LGBTQI consumers.
- It will aid OMHSAS in a preliminary gap analysis of the provider network's ability to serve this consumer population.
- It will aid in planning a more comprehensive diversity and competency training program for providers in order to better meet the needs of the members of the LGBTQI community.

Providers may also have received this request from other HealthChoices Behavioral Health Managed Care Organizations with whom they are contracted; only one response per provider is required. Community Care will collect this data from providers in its credentialing and recredentialing applications, therefore it is not necessary to return this survey to Community Care.

By June 18, 2010, Community Care providers should complete and return the attached survey to:

By mail: Heather Huff
Mercer
3131 E. Camelback Road, Suite 300
Phoenix, AZ 85016

Or by fax: 1-602-957-9573
Attention: Heather Huff

If you have any questions specific to this request, please contact your Community Care Provider Relations Representative.