



PROVIDER ALERT



Alert # 3 3-29-2011 – HCAL, HCCH, HCYA, HCBK, HCNE, HCNC, HCKK

ATTENTION PROVIDERS:

NEW Physical Health/Behavioral Health Monitoring

Community Care views coordination of care between behavioral health and physical health care providers to be a key element of treatment. It is particularly important and a safety issue when prescribing psychotropic medication and whenever a consumer has concurrent physical health illnesses or other health concerns, such as smoking or obesity. When consumers allow providers and managed care organizations to communicate with one another, an effective medication and treatment regime can be developed, member safety can be enhanced by improved care and by avoiding repeated invasive tests and treatment, and a comprehensive and holistic recovery plan can be developed.

In order to promote coordination of care and communication between physical health and behavioral health providers and managed care organizations, Community Care has developed a sample *Consent to Release Health Information*. We encourage the use of this form or one similar in order to obtain permission for the exchange of information. **This form differs from earlier versions primarily in that both physical and behavioral health managed care organizations are identified, in addition to the consumer's providers.** These additions allow the managed care organizations to communicate with each other and with providers to strengthen coordination of consumers' care.

Community Care's Quality Department measures exchange of information with Primary Care Physicians and coordination of care between behavioral health providers as part of all record reviews. You may contact a Quality Department representative for ideas on how to increase the rate of this exchange.

The attached *Consent to Release Health Information* is based on one developed with consultation from the Department of Public Welfare. It can also be downloaded from the Community Care website by putting the following web address into your browser:

<http://www.ccbh.com/providers/phealthchoices/forms/index.php>

If you have any questions regarding the new form, please do not hesitate to contact your Care Manager immediately for assistance.

Thank you.