



PROVIDER ALERT

August 1, 2003

Western Behavioral Health (WBH) Providers

WBH/Community Care Network

Dear WBH Provider,

Our updated 2002/2003 **Provider Manual** is available to you online at www.ccbh.com. Click on [Providers](#), [Western Behavioral Health Providers](#), then [Provider Manual](#). We have addressed important topics for you and your team as a network provider, including:

- Information about our quality improvement program
- Medical Necessity Criteria, including how to obtain or view a copy
- Clinical practice guidelines and process to measure adherence to the guidelines
- Expectations for exchange of information with primary care physicians and within the behavioral health continuum to facilitate continuity and coordination of care
- The availability of, and process for, contacting an appropriate WBH Peer Reviewer to discuss utilization management decisions
- A description of the availability of an independent external appeals process for utilization management decisions made by WBH
- A policy prohibiting financial incentives for utilization management decisions-makers
- Efforts to measure the availability of practitioners, facilities, and treatment programs
- Efforts to measure the accessibility of care and service for our members, such as how long it takes to get an appointment
- Member rights and responsibilities statement
- Confidentiality policies including:
 - WBH's routine uses and disclosures of protected health information (PHI)
 - Enrollees' rights to approve the release of personal protected health information (PHI) via "routine consent" and information not covered by the routine consent
 - Access to protected health information (PHI)
 - A commitment to protect enrollees' privacy in all settings
 - A policy on sharing protected health information (PHI) with employers
- Information about preventive behavioral health programs
- Treatment record policies regarding confidentiality of treatment records, documentation standards, systems for organization of treatment records, standards for availability of treatment records at the practice site, and performance goals

We have placed **Key Contact Information** and **Authorization Procedures** at the front of the document, for quick reference. Other information is listed in the Table of Contents. Provider Alerts will continue to be used to provide you with updates as needed throughout the year.

If you have any questions or are unable to access our website and would like to request a paper or CD-ROM copy, please contact us at 1-888-251-2224. **We ask that you carefully review the information** in this update. We have worked to ensure that the information is clear and we hope that it is useful to you and your team.

Sincerely,



Stephanie Fudurich
Senior Director, Commercial Services
Community Care



Patricia Rosenstein
Senior Director, Network Relations
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