

Continuity and Coordination of Care

Western Behavioral Health (WBH) routinely monitors the coordination of a member's care and exchange of clinical information among practitioners. WBH strongly encourages practitioners to coordinate care with other practitioners who are seeing the same member. Coordination is important for member safety, to avoid duplicate assessments, procedures or testing and to improve treatment outcomes.

The 2006 goal for written evidence of exchange of information among behavioral health practitioners was 90%. In 2006, the rate was 90% overall, with facilities at 85% and practitioners at 100%. This means that, when it was appropriate to do so, providers exchanged information and documented that they did so 90% of the time.

For evidence of exchange of information from behavioral health clinicians to PCPs, the goal for 2006 was 80%. In 2006, the rate was 65% overall, with facilities at 55% and practitioners at 83%. Exchange of information is more likely to occur from one behavioral health provider to another than it is between behavioral health providers and PCPs.

To encourage exchange of information, WBH did the following in 2006:

- Requested Corrective Action Plans from providers when rates were below goal.
- Published articles in the Provider Newsletter that informed providers that there is a sample exchange of information letter on our website.
- Posted articles related to the importance of coordination of care on both the provider and Commercial and Medicare member websites at www.ccbh.com.

WBH also works collaboratively with UPMC Health Plan to identify and implement interventions to improve exchange of information. If you have found other techniques that are effective in promoting coordination of care among behavioral health practitioners or between behavioral health practitioners and PCPs, we would appreciate hearing from you. Please call us at 1-888-251-2224 and ask to speak to a Quality Representative with your ideas and comments.