

Member Safety

Western Behavioral Health is committed to improving member safety and routinely monitors behavioral health treatment practices in a variety of ways to ensure member safety. This monitoring includes:

- Performing medical record reviews to identify problem areas such as medication errors or infrequent visits,
- Investigating adverse events, such as a member injury that happened while receiving care, and
- Analyzing member complaints and satisfaction data related to member safety.

In addition, the offices of providers who are likely to see a significant number of members are assessed for safety, particularly environmental safety, when these providers are being considered for joining our network.

Western Behavioral Health works collaboratively with providers to encourage and support them in improving member safety. We appreciate your assistance in ensuring that all adverse events are reported to Western Behavioral Health by calling 1-888-251-2224.