

## Continuity and Coordination of Care

UPMC Health Plan Behavioral Health Services routinely monitors the coordination of a member's care and exchange of clinical information among practitioners. UPMC Health Plan Behavioral Health Services 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 2007 goal for written evidence of exchange of information among behavioral health practitioners was 90%. In 2007, the rate was 94% overall, with practitioners at 100%, inpatient mental health at 81%, detoxification at 100% and rehabilitation at 100%. This means that, when it was appropriate to do so, providers exchanged information and documented that they did so 94% of the time.

For evidence of exchange of information from behavioral health clinicians to PCPs, the goal for 2007 was 80%. In 2007, the rate was 73% overall, with practitioners at 95%, inpatient mental health at 55%, detoxification at 33% and rehabilitation at 37%. 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, UPMC Health Plan Behavioral Health Services did the following in 2007:

- 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 the Commercial and Medicare member sections of our website.

UPMC Health Plan Behavioral Health Services works 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.