

PREVENTIVE HEALTH PROGRAM UPDATE
Western Behavioral Health Member
Spring 2005

Western Behavioral Health, UPMC Health Plan's behavioral health coordinator, continues to maintain two Preventive Behavioral Health Programs that are offered to members.

- Improving Treatment Compliance for Adults with Depression Preventive Health Program for adults' ages 18-64 years.
- Parenting Skills for Children with Attention Deficit Hyperactivity Disorder (ADHD) Preventive Health Program for parents and guardians of children up to 12 years.

The programs send a series of three educational newsletters to members that will help them to learn more about these problems and what they can do to help themselves or their children feel better. The newsletters are free and any member can request to receive them by calling the toll-free Preventive Behavioral Health Phone Line at 1-866-639-2943. Some members will receive a letter asking them if they want to participate in the program. Members can always say no by calling the Preventive Behavioral Health toll-free line and asking not to receive the newsletters.

Western Behavioral Health measures the progress of the Preventive Health Program in six-month cohorts. The information presented here is from December 2003 to May 2004.

We found that an average of 97% of members with depression and 96% of parents and guardians of members with ADHD participated in the program by remaining on the mailing list and receiving a complete set of three newsletters.

These are high participation rates and Western Behavioral Health is pleased that so many members and families are choosing to be involved with the program.

Some members and parents or guardians who participate in the programs will receive a phone call from Western Behavioral Health to ask them how helpful the newsletters were to themselves and their families. Most of the members and parents or guardians, who were surveyed about the newsletters, said they were very helpful. Members with depression said it helped them to know more about depression after reading them, and parents or guardians of children with ADHD said they felt less stress with their children after reading the newsletters.

The toll-free Preventive Health Phone Line received 89 calls during this time period. There were 81 calls from members about the depression program. There were 9 calls from parents/guardian about the ADHD program. Western Behavioral Health is happy that members use the Preventive Health Phone Line.

We are pleased that so many members and parents/guardians seem to be benefiting from the Preventive Health Program. Because of what parents and guardians told us on the phone when we called them about the ADHD newsletters and input from members from a Member Focus Group that was held in March 2004, Western Behavioral Health added a Medication Fact Sheet as an insert to ADHD Newsletter Issue One. The fact sheet gives

parents/guardians more information about the medications used for ADHD, some of the common side effects, and answers to frequently asked questions.

We encourage you to use the Preventive Health Program. Any member can call to receive the newsletters or the ADHD Medication Fact Sheet. If you would like more information about the programs or wish to receive the newsletters, please call the **toll-free** Preventive Health Phone Line at **1-866-639-2943**. You can see the materials on the Western Behavioral Health website at <http://www.ccbh.com/UPMCpreventivehealth.html>