

## Important Information about Coordinating Care

Optum requires contracted behavioral health practitioners and providers to communicate relevant treatment information and coordinate treatment with other behavioral health practitioners and providers, primary care physicians (PCPs), and other appropriate medical practitioners involved in a member's care.

### WHY?

Coordination of care among practitioners (behavioral and medical) benefits your practice because it:

- Develops credibility
- Establishes collaborative relationships
- Provides opportunities for referrals

Coordination of care improves patients' quality of care by:

- Minimizing potential adverse medication interactions
- Allowing better management of treatment and follow-up for patients
- Notifying or confirming with other medical practitioners that the patient is seeing a behavioral health professional

### WHEN?

When is the most important time for behavioral health care practitioners and other medical practitioners to coordinate care?

- After the initial assessment
- At the start or change of medication
- Upon discharge
- Upon transfer to another provider or level of care
- When significant changes occur (diagnosis, symptoms, compliance with treatment)

### RESOURCES FOR COORDINATING CARE

Our practitioner website, [providerexpress.com](http://providerexpress.com), includes tools and resources to support you in coordinating care.

Use the **“Exchange of Information Form”** to communicate relevant treatment information with other treating practitioners. This template may be signed by the patient to show their consent and then completed by you.

Use the **“Coordination of Care Checklist”** to document your efforts to coordinate care with patients' other practitioners.

To access these forms go to [providerexpress.com](http://providerexpress.com) and select the “Clinical Resources” tab at the top of the main page, select “Clinical Tools and Quality Initiatives” and then choose the form you want to download under “Coordination of Care”.

*Nothing herein is intended to modify the Provider Agreement or otherwise dictate MH/SA services provided by a provider or otherwise diminish a provider's obligation to provide services to members in accordance with the applicable standard of care.*

### GUIDELINES TO FACILITATE EFFECTIVE COMMUNICATION

When scheduling appointments for new patients, request that they bring names and contact information (address, phone number, etc.) for their other treating practitioners.

Within a week of your initial assessment and annually thereafter provide other treating practitioners with the following information:

- A brief summary of the patient's assessment and treatment plan recommendations
- Diagnosis (medical and behavioral)
- Medications prescribed (brand or generic name, strength and dosage)
- Your contact information (name, telephone, fax number, and the best time you may be reached by phone, if needed)

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