

# Clinically Speaking

March 2011

An Optima Behavioral Health Publication

## Our Next CME/CEU Opportunity...

Optima Behavioral Health and Sentara Healthcare invite you to attend

**“Use of Psychiatric Drugs in Seriously ill Children and Adolescents:  
Are We Poisoning Our Children or Providing Evidence-Based Treatment?”**

***April 29, 2011  
8:00 a.m. - 12:00 p.m.  
Founders Inn, Virginia Beach, Virginia***

### Keynote Speakers

#### **Linmarie Sikich, MD**

Associate Professor, Division of Child and Adolescent Psychiatry  
University of North Carolina, Chapel Hill, NC  
and

#### **Peter Dozier, MD**

Children’s Hospital of the Kings Daughters and  
Assistant Professor of Pediatrics  
Eastern Virginia Medical School, Norfolk, VA

Please register by April 22, 2011. Registration fee: \$35

Registration forms are available for download on the homepage of  
[www.optimabehavioralhealth.com](http://www.optimabehavioralhealth.com)

We look forward to seeing you there!

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## We Are Pleased to Introduce our New Network Educator!

Please join us in welcoming our new Network Educator, Sheena Deyo, to the Optima Behavioral Health team. Ms. Deyo will serve Optima Behavioral Health providers in the Central and Western Virginia areas. Cara Yanisko Burgis will continue to serve as the educator for Hampton Roads.

Network Educators serve as the liaison between our providers and the health plan. They are available to visit practices educating providers and/or staff on how to successfully do business with Optima Health. To schedule an education visit, please contact your Network Educator directly:

- Central Virginia/Western Virginia: Sheena Deyo – [sndeyo@sentara.com](mailto:sndeyo@sentara.com) or 804-510-7431
- Hampton Roads/Eastern Shore/North Carolina: Cara Yanisko Burgis – [cayanisk@sentara.com](mailto:cayanisk@sentara.com) or 757-552-7413

If you have questions about who to contact, please call Provider Services at 1-800-648-8420.

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## Direct Deposit Available

Would you like to receive your reimbursement faster? Optima Behavioral Health is pleased to offer Electronic Funds Transfer (EFT) for direct deposit of your payments, giving you instant access to your funds. EFT is safe, secure, efficient, and less expensive than paper check payments. To sign up for direct deposit, please complete the Electronic Enrollment Form on the provider page of [www.optimabehavioralhealth.com](http://www.optimabehavioralhealth.com). You will receive a confirmation email when the EFT set up is complete.

Funds are normally deposited 24 hours after payments are processed, and email notification is sent when EFT payments are sent to your bank. This email will provide a control number and the amount of deposit.

You can access the Electronic Enrollment Form directly here:

[http://www.optimabehavioralhealth.com/NR/rdonlyres/D142053E-3E55-48DF-A2F5-14DDE0931E2B/0/EFT\\_Enrollment\\_form\\_51110.pdf](http://www.optimabehavioralhealth.com/NR/rdonlyres/D142053E-3E55-48DF-A2F5-14DDE0931E2B/0/EFT_Enrollment_form_51110.pdf)

To receive direct deposit, you must first be registered for Provider Connection, our online resource tool for providers. Please register on [www.optimabehavioralhealth.com](http://www.optimabehavioralhealth.com) to obtain a login ID and password.

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## Optima Behavioral Health Networks are Currently Open

Optima Behavioral Health (OBH) has four networks available to credentialed providers:

- Optima Commercial Network
- Optima Family Care (Medicaid)
- Optima Medicare (To participate in Optima Medicare, you must be a Medicare provider)
- Optima Employee Assistance Program (EAP)

If you are currently not participating in all of our networks, and would like to request participation, please contact your Network Educator.

## New Bipolar Guideline

Optima Health has adopted the VA/DoD evidence-based clinical practice guideline on the Management of Bipolar Disorder in Adults, published in May, 2010. This guideline contains algorithms for treating acute episodes based on initial presentation (manic, hypomanic or mixed vs. depressive symptoms), as well as an algorithm for maintenance treatment. A medication table with information on dosing and titration is included, as well as a table regarding parameters and frequency of monitoring for metabolic effects related to atypical antipsychotics. A summary of the guideline is available on the Optima Health and Optima Behavioral Health websites under Provider Resources. The full guideline may be accessed directly from the VA/DoD website:  
[http://www.healthquality.va.gov/bipolar/bd-305\\_full.pdf](http://www.healthquality.va.gov/bipolar/bd-305_full.pdf)

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## Are You Registered for Provider Connection?

If you are not yet familiar with Provider Connection, you are missing out on Optima Behavioral Health's suite of secure self-service transactions for providers. All you have to do is complete the online application to become a registered Provider Connection user. As a registered user, you can:

- Check Member Eligibility and Benefits
- View Detailed Claims Status
- View and Download Remits and Pend Reports
- Download Forms and Documents

Registration is open to all participating providers and staff.

Go to <http://www.optimabehavioralhealth.com/OBH/Providers/ProviderResources/> and choose "Provider Registration" from the Provider Connection box. You will be contacted by your Network Educator with your login ID and password.

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## April 2011 Pharmacy Changes

**These changes apply to plans with pharmacy benefits administered by Optima Health.  
The purpose of the following is to communicate pharmacy changes effective April 1, 2011.**

**Note: Pharmacy changes are made on a quarterly basis with effective dates of:**

**January 1st, April 1st, July 1st, and October 1st.**

**\*For Groups without a Four-Tier pharmacy plan, drugs listed as moving to Tier 4 will remain at Tier 3.**

There are no pharmacy changes effective April 1, 2011 for Behavioral Health.

## Health Reform Update

As we work to ensure compliance with the new laws, Optima Behavioral Health recognizes that our members, providers, employers, and brokers have many questions. Please visit the Optima Health Web site for Frequently Asked Questions and other information related to health reform.

<http://www.optimahealth.com/OptimaHealth/Public/HealthPlanProducts/Pages/health-reform-updates.htm>

## Remember!

Clinically Speaking is now published quarterly and delivered to providers and office staff via e-mail. It is also available to view on the Web site, [www.optimabehavioralhealth.com](http://www.optimabehavioralhealth.com).

We encourage you to provide your e-mail address and practice name to [OBHproviders@sentara.com](mailto:OBHproviders@sentara.com) to have the quarterly newsletter e-mailed to you directly.

**Optima Behavioral Health Wishes You A Wonderful And Safe Spring!**



## Important Phone Numbers

Provider Services (eligibility, benefits, authorization, claims, and appeals)  
757-552-7174 or 800-648-8420 option 2, then option 1  
Monday - Friday 8:00 a.m. - 7:00 p.m.

Clinical Care Services (inpatient and IOP authorizations)  
757-552-7174 or 800-648-8420 option 2, then option 2  
Monday - Friday 8:00 a.m. - 5:00 p.m.

[www.optimabehavioralhealth.com](http://www.optimabehavioralhealth.com)