

CLINICALLY SPEAKING

Optima Behavioral Health
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ATTENTION: PHYSICIANS AND STAFF

Important Phone Numbers

Provider Services (eligibility, benefits, authorization, claims, and appeals):
757-552-7174 800-648-8420 option 2, then option 1
Monday - Friday 8am - 7pm

Clinical Care Services (inpatient and IOP authorizations)
757-552-7174 800-648-8420 option 2, then option 2
Monday - Friday 8am - 5pm

www.optimabehavioralhealth.com

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Optima Behavioral Health Networks are Currently Open

Optima Behavioral Health Services (OBH) has four networks available to credentialed providers: Optima Commercial Network, Optima Family Care (Medicaid), Optima Medicare, and Optima Employee Assistance Program (EAP). If you are not currently participating in all of our networks and would like to request participation, please contact your Network Educator. If you are requesting to participate in our Medicaid or Medicare products, you must be a Virginia Department of Medical Assistance Provider or Medicare Provider.

Network Educators:

Hampton Roads and Greater Richmond:

Cara Yanisko - cayanisk@sentara.com

Areas North and West of Richmond:

Jinger Snapp-Laplace - jdsnappl@sentara.com

If you are not currently a credentialed provider and would like to apply, please visit the "Provider Credentialing" section on the "Provider Resources" page of www.optimabehavioralhealth.com for details.

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Taxonomy Codes

A taxonomy code is a number that identifies a provider type or specialty. These codes are now required on most OBH documents. Every provider has a taxonomy code; chosen when they applied for their NPI number. These codes can be found on the provider's NPI confirmation letter or by searching for the provider on the NPI registry at <https://nppes.cms.hhs.gov>.

Using NPI and Taxonomy Codes on the CMS 1500:

1. The individual NPI should be listed in box 24J, "Rendering Provider ID #," in the bottom (unshaded) portion of the box labeled "NPI." Optima Behavioral Health requests/recommends that the provider's taxonomy number be included in the top (shaded) portion of this box.
2. The group NPI should be listed in box 33A, "Billing Provider Info & Ph #." There should be no number in box 33B.

While it is not required for all providers, including the taxonomy code on the claim form is highly recommended. Doing so will help expedite the processing time of your claims.

Continuity and Coordination of Care

The 2009 Treatment Record Review was completed in October. Thank you to those of you who participated by providing requested records for review. We recognize the additional time and effort required of your staff and sincerely appreciate your cooperation. For a third year, the focus of this review was again communication and coordination of care with Primary Care Physicians (PCP). During the annual HEDIS review, which occurs between February and May each year, PCP records are reviewed for evidence of communication from specialists (medical and behavioral health), inpatient hospitalizations, and ambulatory surgery centers. The rate of communication from behavioral health providers found for members who had a behavioral health visit in 2008 was 29 percent, an increase from 23 percent in the previous year.

One hundred of the PCP records reviewed did not contain communication from a behavioral health provider in 2008. Fifty-nine percent of these member records from twelve behavioral health provider groups were reviewed and we are pleased to report an increase from last year both in the number of members with current Exchange of Information forms in their records as well as those containing evidence of communication with the member's PCP. Aggregate data is as follows: More than sixty percent (66.24%) of the records reviewed contained a release of information for the PCP, which was signed in 2008. Nearly sixty percent (59.27%) of the records also contained documentation that some form of communication had occurred, or that the member had declined to have information released. Ten of the 59 members (16.95%) chose not to have information shared with their PCP.

One area for continued improvement is records containing release of information forms that were signed in prior years, often when the patient began treatment. A signed release of information is generally valid for one year. To assist and support coordination of care between our behavioral health and primary care providers, Optima Health's Confidential Exchange of Healthcare Information form is available on the Optima Behavioral Health Web site under Provider Resources. We encourage you to update release of information forms annually and to communicate with your client's PCP at the initiation of treatment, as medication changes occur, and at the discontinuation or termination of treatment.

Optima Behavioral Health Goes Green in 2010



We are excited that the implementation of our "green" business practices will take place in 2010. We are confident that reducing the amount of paper we use to communicate with our providers will have a big impact on the environment in addition to our members. Please make a note that this edition of Clinically Speaking will be the last sent by mail. Providers will be able to receive the newsletter via email or access it on the Web site, www.optimabehavioralhealth.com, to get the latest updates.

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

Optima Behavioral Health Web site Has a New Feature

As part of our continued effort to be "Easy to do Business With," OBH is excited to announce a new, improved "Provider Resources" page on www.optimabehavioralhealth.com. We hope you will find this new page to be a convenient and resourceful tool as you do business with us.

Provider Credentialing Section

Information for providers about becoming a participating Optima Behavioral Health provider, including:

- OBH Credentialing Packet with instructions and the necessary forms needed to initiate the credentialing process.
- Council for Affordable Quality Healthcare (CAQH) ID Request Form is for providers who are new to CAQH.

Provider Changes and Updates Section

The Provider Update Form is available to notify us of provider changes such as:

- Contact information
 - Relocation
 - Providers changing or adding additional practices
- Please remember we request 30 days notice for changes.*

Frequently Used Forms Section

This section contains many downloadable forms such as:

- Substitute W9 (for tax ID or practice changes)
- Claim Reconsideration Form
- Psychological/Neuropsychological Testing Request Form

Happy Holidays from Optima Behavioral Health

Wishing you a happy holiday season and looking forward to working with you in 2010!

