

Clinically Speaking

September 2009

An Optima Behavioral Health Publication

Optima Behavioral Health Online Services

Optima Behavioral Health is pleased to introduce a new pilot program, "Provider Connection," as part of our continued focus on being "Easy To Do Business With." Provider Connection is a self-service online tool created for behavioral health providers and staff to help ease day-to-day business practices. It allows you to verify member eligibility and benefits, check claims status, and view remits and pending claim reports online.

If you are interested in participating in the pilot program for this service, please contact your Network Educator via e-mail.

Network Educators:

Hampton Roads and Greater Richmond:

Cara Yanisko - cayanisk@sentara.com

Areas North and West of Richmond:

Jinger Snapp-Laplace - jdsnappl@sentara.com

Inside This Issue

1 OBH Online Services

1 Going Green

2 Continuity & Coordination of Care

2 Contracted as a Group?

2 Provider Update Form

3 Pharmacy Changes

3 Psychological and Neuropsychological Testing Privileges

Optima Behavioral Health Goes Green in 2010

Let's face it, everything we do affects the environment and the environment affects our health. Optima Behavioral Health (OBH) would like to provide you with notice of coming changes to Clinically Speaking. We are excited to announce that we will be implementing some new "green" business practices in 2010. We have taken a close look at how the work we do here impacts the world out there. Small changes, like reducing the amount of paper we use to communicate with our providers, can have a big impact on the environment. Beginning in 2010, you will no longer receive Clinically Speaking by mail. Providers will be able to receive our newsletter via e-mail 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.

Continuity and Coordination of Care

It is Optima Health's policy to monitor and identify potential problems with continuity and coordination of care for all of our members. Ongoing collaboration between behavioral health providers and primary care physicians promotes a continuous plan of care and allows for better decision-making regarding treatment for our members. A signed release of information from the member is required for a behavioral health practitioner to communicate with a primary care physician regarding behavioral health treatment. The "Confidential Exchange of Healthcare Information" release form is available on the provider resource page of www.optimabehavioralhealth.com.

Because many patients often see more than one provider for health issues and do not always alert other providers of each other's treatment recommendations, please follow these steps to help improve care coordination:

1. Encourage patients to sign Authorization for Release of Information forms so that their health information can be shared with other health practitioners involved in their care as appropriate.
2. Document in the medical record when communication with other health practitioner(s) took place, with whom, and what was communicated.
3. Request that all discharge summaries be sent to the primary care physician regarding inpatient hospitalizations.
4. Request that any associated lab or test results be sent to the primary care physician in a timely manner.

Are You Contracted As A Group?

Optima Behavioral Health strives to be "Easy To Do Business With." As part of this effort, we encourage our group practices to obtain a group contract rather than individual contracts for each provider. Contracting as a group will reduce the amount of time and paperwork required by your office staff when new clinicians join your practice. After a new provider is approved by credentialing, they may begin seeing Optima Health members much sooner because there is no need to sign an individual contract when a group contract is already in place.

If you are interested in obtaining a group contract, please contact your Network Educator.

New Provider Update Form

We have created a new, improved Provider Update Form. It is now available to download on the Provider Resources page of www.optimabehavioralhealth.com. Please use this new form for all future provider changes.

Reminder: Provider changes require 30 days notice and should be submitted via fax to: 757-552-7114 or 1-866-751-7645.

Pharmacy Changes

Applies to plans with pharmacy benefits administered by Optima Health. The purpose of the following is to communicate pharmacy changes effective October 1, 2009.

Note: Pharmacy changes are made on a quarterly basis with effective dates of: January 1st, April 1st, July 1st, and October 1st.

Drug Name	Indication	Description of Change (by Formulary Type)	Generic Alternatives	Lower Tier Alternatives
<u>Edular</u>	Insomnia	<u>New Medication</u> Commercial - Tier 4, step-edit through zolpidem and temazepam OR triazolam Generics Plus - Non-Formulary Medicare - Non-Formulary Medicaid - Non-Formulary	Zolpidem	n/a
<u>Zolpimist</u>	Insomnia	<u>New Medication</u> Commercial - Tier 4, step-edit through zolpidem and temazepam OR triazolam Generics Plus - Non-Formulary Medicare - Non-Formulary Medicaid - Non-Formulary	Zolpidem	n/a

Psychological and Neuropsychological Testing Privileges

Psychological Testing Privileges

All credentialed Licensed Clinical Psychologists (LCPs) may perform psychological testing due to the nature of their education and training. Optima Behavioral Health (OBH) permits Licensed Professional Counselors (LPCs), who have been certified by OBH, to perform psychological testing for Optima Health members. **Qualified LPCs must apply for psychological testing privileges and be approved through our credentialing department before rendering these services.**

Neuropsychological Testing Privileges

Optima Behavioral Health (OBH) permits Licensed Clinical Psychologists (LCPs), who have been certified by OBH, to perform neuropsychological testing for Optima Health members. **Qualified LCPs must apply for neuropsychological testing privileges and be approved through our credentialing department before rendering these services.**

The application for testing privileges is available on the Provider Resources page of www.optimabehavioralhealth.com.

CLINICALLY SPEAKING

Optima Behavioral Health
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Virginia Beach, VA 23462

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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