

Clinically Speaking

September 2010

An Optima Behavioral Health Publication

Direct Deposit Now Available

Would you like to receive 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. You will receive a confirmation email when the EFT set up is complete.

You can access the form directly here:

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 to obtain a login ID and password.

Additional Self-Service Tools on 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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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>

Pharmacy Lock-In Program

On August 1, 2010, Optima Health implemented a clinical safety program for members taking controlled substances. Members will be locked into one pharmacy if they are:

- Eligible for the chronic pain program (obtained at least 10 narcotics from 4 or more pharmacies and from 4 or more providers in a quarter)
- Had greater than 24 claims for controlled substances in a quarter

Members are identified each quarter. If a member is suffering from chronic pain, they will be asked if he/she would prefer to be referred to a pain management specialist. If the member has a substance abuse problem, they will be further evaluated. Members will be limited to only one pharmacy no matter if they opt-in or opt-out of other programs.

Other situations where a member may be locked into one pharmacy include:

- Patterns of uncoordinated care:
 - Use of multiple pharmacies
 - Use of multiple prescribers
- Excessive ER visits as defined by the plan
- Reports of prescription drug abuse from law enforcement agencies, providers, or Optima Health Plan staff
- Patient safety concern

For these situations, members will be evaluated on a case-by-case basis.

The member will be given verbal notice of the excessive or inappropriate utilization. When a member is eligible for the lock-in program, they will have up to 30 days to choose a primary pharmacy as a single source of care. Notification of the lock-in will be sent to the selected pharmacy, the Primary Care Physician, and the member. The member can appeal the decision. The consequence of a member's non-response to notification in the selection of a pharmacy will be that the plan defaults to a select pharmacy in the area. All prescriptions including non-controlled substances will be processed at the pharmacy that the member selected. The pharmacy can be changed upon request, but not more than every 6 months. Members will be allowed to obtain medications at a different pharmacy for extenuating circumstances, in case of an emergency, or for limited distribution drugs. Due to Medicare regulations, this program is not offered to Medicare members.

CME Opportunity

Optima Behavioral Health Welcomes

Cory Newman, PhD
Associate Professor of Psychology in Psychiatry,
University of Pennsylvania School of Medicine
as he presents:

“Taming the Swings: Cognitive Therapy for Bipolar Disorder”
8:00 a.m. - 12:00 p.m.
Friday, October 15, 2010

Wingate by Wyndham – Shortpump
13991 North Gayton Rd
Richmond, VA

Please register by October 8, 2010. Registration fee: \$35

Registration forms are available for download on the homepage of optimabehavioralhealth.com under "What's New for Providers?" or by calling Provider Services at 1-800-648-8450.

We look forward to seeing you there!

New Physical Activity Resources

A regular Yoga practice has many benefits that can make a significant difference in one's health. Each of the DVD's below target a specific audience. They contain exercises, breathing techniques, and meditations that can be adapted to any fitness level and then incorporated into daily life. The Yoga stretching exercises help to rejuvenate the blood, improve circulation, and improve alertness, memory, and mood. The meditation and relaxation training allows the body to release muscle strain and tension.

Yoga: A Journey Toward Health (New)

Developed to give your moderately active patients a Yoga class that provides information and exercises to improve their health.

Healthy Heart Yoga

A basic Yoga class intended for patients capable of modest physical activity. The DVD presents stretching, toning, and breathing exercises. The importance of relaxation is stressed.

Healthy Heart Chair Yoga

Designed for individuals who have difficulty getting up and down from the floor. Many stretching, toning, and breathing exercises can be done from a chair. Participants learn to maximize the physical abilities they have to help improve their quality of life.

Encourage your patients to start a regular Yoga practice today!

Optima Health members and members of the community can obtain Yoga DVD's free of charge by calling 1-800-SENTARA.

Optima Medicare Products for 2011

Optima Health will continue to offer our most popular options for Medicare plans in 2011, the \$0 premium Value and Value Plus plans. We are very excited about the growth in Optima Medicare Value plans in 2010 and we thank you for your commitment to our Medicare members.

Optima Preferred and Preferred Plus plans will not be offered for 2011. Should members currently enrolled in one of the Preferred plans have questions, please direct them to Optima Medicare Member Services at 1-800-927-6048.

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.

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.

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