

**PROVIDER NEWS**

Spring 2007

**NATIONAL PROVIDER  
IDENTIFIER NUMBER  
(NPI)**

Effective May 23, 2007, all healthcare providers must apply and receive a NPI number.

The NPI is a unique 10-digit identification number that is currently being assigned to health care providers by the Centers for Medicare and Medicaid Services (CMS). The creation of the NPI is a result of the *Health Insurance Portability and Accountability Act of 1996 (HIPAA)*, which mandates the adoption of standard unique identifiers for health care providers, as well as the adoption of standard unique identifiers for health plans. The purpose of these provisions is to improve the efficiency and effectiveness of the electronic transmission of health information.

Healthcare providers required to have this number include physicians, dentists, pharmacists and organizations such as hospitals, nursing homes, pharmacies, and group practices. Instructions on applying can be obtained by visiting <http://www.nnpes.cms.hhs.gov>.

In order to ensure that UMBH stays in compliance with this new requirement by the compliance date above, providers are encouraged to apply and immediately, upon receipt of their assigned number, fax it to the UMBH Credentialing Department at (305) 243-6886.

**PRACTITIONER  
RECORDKEEPING**

As part of the UMBH Quality Improvement program, UMBH requires treatment records to be maintained in a manner that is current, detailed and organized, and permits effective and confidential patient care and quality review. UMBH demonstrates accountability for the treatment record requirements through the establishment of treatment record guidelines. UMBH routinely assesses contracted practitioners treatment recordkeeping and documentation practices through Treatment Record audits. The annual treatment record review allows UMBH to assess and improve, as needed, the quality of its practitioners' treatment record keeping.

**PRACTITIONER  
AVAILABILITY**

UMBH has established a standard that offers at least one provider within 30 minutes from members. What's more, UMBH has established a standard member-provider ratio-one psychiatrist for every 2,000 members, one psychologist for every 2,000 members, one psychotherapist for every 1,500 members, and one inpatient facility for every 15,000 members. UMBH consistently exceeds these standards throughout the South Florida market. In fact, UMBH has consistently had 100% compliance with these standards for the past four years. UMBH currently has one psychiatrist, one psychologist, and one psychotherapist within 6 minutes of members and one facility within 10 minutes driving time from members. UMBH has also contracted with 100 Community Mental Health Centers in Dade, Broward, Monroe, Duval, and West Palm counties. UMBH currently has one CMHC within 10 minutes driving time from members.



**UNIVERSITY OF MIAMI  
BEHAVIORAL HEALTH  
ESTABLISHES  
ACCESSIBILITY OF SERVICE  
STANDARDS**

UMBH is committed to providing its members with accessibility to health care services with reasonable promptness. To make this happen, we have established criteria for the classification of appointments and implemented standards regarding the timeliness of office visits. We expect all UMBH providers and their office staff to comply with the criteria and standards described below.

The criteria for classification of complaints by level of urgency is as follows:

- **Emergency Care:** *the sudden onset of an acute life threatening psychiatric or substance abuse disorder.*
- **Urgent Care:** care that is needed to prevent a serious deterioration in mental health and cannot be delayed for more than 24-hours

*Standards for office visits, include the following:*

**Life Threatening Emergencies:** seen immediately  
**Non-Life Threatening Emergencies:** seen within 6 hours

**Urgent:** seen within 24 hours for Medicare / Medicaid.  
Within 48 hours for commercial

**Routine:** seen within 7 business days for Medicare / Medicaid. Within 10 business days for commercial

UMBH evaluates each service request for level of urgency and assigns the referral to one of the urgency level categories. The referral is tracked from the hour and date of the authorization to the date of the initial visit as indicated in the claim submitted by the provider.



## PRACTITIONER INCENTIVES

University of Miami Behavioral Health does not pay incentives to employees, provider advisors, or contracted network providers or practitioners to reduce medically necessary care. Clinical care decisions are based on appropriateness of care and services. **We do not reward non-authorizations of care and we do not offer incentives to encourage non-authorizations or underutilization of behavioral health services.** Further, more providers are encouraged to discuss all treatment options available to the members in their care, including medication treatment options, regardless of benefit coverage limitations.



## PRACTITIONER PROFILING

As part of the recredentialing process, UMBH is required to produce a practitioner profile that is used for recredentialing decision making and made part of the practitioner's permanent file. The profile consist of complaints and/or compliments made against the practitioner in the last two years to UMBH, treatment record and/or site visit scores, quality of care issues, member satisfaction data, coordination with PCP data, practitioner transfer requests, and average lengths of stay for hospital admissions.



## CONTINUING EDUCATION ON ADHD

Attention Deficit Hyperactivity Disorder (ADHD) is both over-diagnosed and under-diagnosed in children. Understanding and effectively treating this disorder is a challenge for physicians and other practitioners. A new HEDIS measure assesses health plans' rate of follow-up visits for children who have been newly prescribed ADHD medications. The goal of this online program is to enhance practitioners' understanding of the nature and treatment of ADHD in children, including best practices for meeting HEDIS performance measure requirements.

For Physicians/1.5 CME credits; for Nurses/1.5 contact hours; for Pharmacists/1.5 contact hours (0.15 CEUs). Accredited by the American Pharmacists Association and NCQA. Complete accreditation information is provided online at [www.ncqa.org/education](http://www.ncqa.org/education).



## QUALITY IMPROVEMENT & UTILIZATION MANAGEMENT PROGRAM DESCRIPTIONS

If you would like to receive copies of our Quality Improvement Program Description or 2006 Program Evaluation, or copies of our Utilization Management Program Description or 2006 Program Evaluation, please call Quality Improvement with your request at 1-800-294-8642. If you are interested in becoming a member of our Quality Improvement Committee or Credentialing Committee, please contact Quality Improvement at 1-800-294-8642. Both committee meetings are scheduled every other month in our Miami offices.



## How to receive copies of 2007 UMBH MEDICAL NECESSITY CRITERIA AND/OR CLINICAL PRACTICE GUIDELINES

UMBH has adopted the "Criteria for Short-Term Treatment of Acute Psychiatric Illness" from the American Academy of Child & Adolescent Psychiatry and the American Psychiatric Association as the UMBH 2007 Medical Necessity Criteria. A copy of this criteria can be obtained by calling UMBH at 1-800-294-8642 or downloading a copy from our website at <http://umbh.med.miami.edu>.

UMBH has adopted the American Psychiatric Association Clinical Practice Guidelines for Major Depressive Disorder, and the American Academy of Pediatrics Guidelines for Attention Deficit Hyperactivity Disorder. Practitioner adherence to these Guidelines is monitored by the QI Department. Other guidelines that UMBH has adopted from the APA are Treatment of Patients with Panic Disorder, Treatment of Patients with Bipolar Disorder, Treatment of Patients with Substance Use Disorders, Treatment of Patients with Suicidal Behaviors, and Treatment of Patients with Schizophrenia Disorders. If you would like to receive copies of these Guidelines, please contact UMBH at 1-800-294-8642, or download from our website at <http://umbh.med.miami.edu>.



## ATTENTION DEFICIT HYPERACTIVITY DISORDER

The diagnosis of Attention Deficit Hyperactivity Disorder is the second most frequent diagnosis seen in University of Miami Behavioral Health's child and adolescent members. University of Miami Behavioral Health has developed a preventive behavioral health program for parents of children and adolescents diagnosed with attention deficit hyperactivity (ADHD). Every quarter a report is generated indicating new diagnoses of ADHD. The report also identifies those practitioners who have patients with ADHD. UMBH then mails to these practitioners a Help Guide to be distributed to these members. Also, a self-addressed postage paid postcard is mailed along with the Help Guide asking for feedback from both the practitioners and the patients. UMBH wants to know how helpful they find the ADHD Help Guide. University of Miami Behavioral Health believes that by providing attention deficit hyperactivity disorder educational information to clients, their parents or guardians, as well as to University of Miami Behavioral Health providers, we are assisting our providers to better serve their clients and their families. Please call Quality Improvement at 1-800-294-8642 if you would like to receive more information on this preventive health program.



## CONFIDENTIALITY OF MEMBERS' TREATMENT RECORDS AND PERSONAL HEALTH INFORMATION

The National Committee for Quality Assurance, NCQA, has mandated twenty-four (24) required elements for medical record documentation. While it is a lengthy list, each and every element is required as a way to ensure that only the best possible care and service is consistently provided to each enrollee. As a handy way of keeping these required elements available, we have included them on our website which may be downloaded and taped, posted or photocopied to any location that will help you meet this standard. As a special reminder, NCQA mandates that informed consent be obtained for treatment, for medication, and for communication with other medical and/or behavioral health providers. Also be aware that all treatment records must be maintained in a secure/locked and confidential manner at your practice site. All of these elements are monitored as part of the site visits that UMBH conducts with our practitioners during the credentialing/re-credentialing process.

UMBH requires that all the involved components of the members' delivery system protect the privacy, confidentiality, collection, use, and disclosure of member information and records, that is consistent with the needs to conduct business without divulging more information than is necessary, and to report and measure quality using aggregate or non-identifiable data wherever possible. To

that end, UMBH has a Policy and Procedure- "Privacy and Confidentiality" (available on the UMBH website <http://umbh.med.miami.edu>, or by calling the QI Department at 1-800-294-8642) in effect that describes how UMBH ensures that its employees, contracted providers and facilities will handle member information, which will protect access to member medical/personal health information needed to conduct

- Treatment
- Coordination of care
- Quality assessment and measurement, including surveys of members/enrollees
- Accreditation
- Billing
- Other stated uses

Remember: All requests for personal health information, whether oral or written, must have the consent of the member. Only the member or his or her authorized representative may give consent. When a member is unable to give consent, providers must be sure to obtain a Release of Information, durable Power of Attorney, or Court Order of Appointment of Guardianship before any information is to be released.

Members' Access to Their Treatment Records: Providers may determine if it is clinically appropriate to release treatment records to members, on an individual basis. UMBH does not restrict the release of records to members, if the Provider determines that there is no contraindication to do so.

UMBH will not disclose or share any member information with any employer without **written consent** from the member. When required to provide information to a member's employer, UMBH will ensure that privacy is maintained by: encrypting identifiable information sent electronically, blinding any identifiable information when appropriate, and removing collateral information that may implicitly identify the member. UMBH does not release any member personal health information to their employers (whether fully insured or self-insured) without their written consent.

There are situations for which there are **special consent** requirements: Members may approve or deny Release of Information for any of the following;

- Workmen's Compensation Claims or auto insurance claims purposes
- Drug companies or pharmaceutical programs
- As a means to restrict access to their personal health information to specific named persons or under what terms information is to be released.

UMBH recommends that all practitioners and providers keep the above information readily available to improve compliance with the revised Federal privacy standards.



## NOTICE OF AVAILABILITY OF REVIEWER FOR DISCUSSION OF AUTHORIZATION DETERMINATIONS

UMBH affords all practitioners the opportunity to discuss all Authorization Determinations that result in a non-determination decision (denial), with the Physician Reviewer that rendered the decision. The Reviewer that rendered the decision will be available for discussion, or to receive additional relevant clinical information that may impact the authorization decision. At the same time providers are notified of the authorization decision, they will be furnished with the telephone number to contact the Physician Reviewer. This "discussion" does not replace or alter the right to appeal the authorization decision.

## COMPLAINT & GRIEVANCE PROCESS

Whenever University of Miami Behavioral Health receives a complaint, whether from a member, a provider, or a practitioner, we record and track that complaint until it is resolved. Our standard is to achieve resolution within 72 hours. We conduct an annual provider satisfaction survey analysis to identify the types of issues that indicate the most provider dissatisfaction in order to identify opportunities for improvement. If you would like more information about our Complaint or Grievance Process, please call our Quality Improvement Department with your request at 1-800-294-8642.

## UMBH PATIENT SAFETY PROGRAM

As part of the overall QI program, UMBH recognizes its responsibility to create a supportive atmosphere for UMBH practitioners to provide a safe environment for UMBH enrollees. The Patient Safety program makes an effort to improve quality of care, safety and service through the identification, investigation, and analysis of the frequency and causes of critical incidents that may impact patient safety.

As UMBH practitioners you are required to report all adverse events involving UMBH members to UMBH QM Department within 72 hours of occurrence. The following is a list of critical incidents that are to be reported.

- Prescription drug toxicity
- Re-admission within 7 days
- Acquired injury while hospitalized

- Severe reaction occurred during seclusion/restraint
- Unexpected death
- Suicide attempt completed
- Homicide attempt completed
- Other quality of care, service or safety issue (specify)

For more information about UMBH's Patient Safety program or to report an incident please contact us at 1-800-294-8642 or visit our website at <http://umbh.med.miami.edu> to download a copy of the Patient Safety program.

## MEMBER RIGHTS & RESPONSIBILITIES

At University of Miami Behavioral Health we are committed to ensuring that all enrollees are treated in the same manner that we would like our own families to be treated. The following is a list of member rights and responsibilities. Remember that these member rights have to be posted at all times and copies available upon request by a patient.

### Member Rights

- Members have a right to receive information about UMBH's services and providers, clinical guidelines, and enrollees' rights and responsibilities.
- Members have a right to be treated with respect and recognition of their dignity and need for privacy.
- Members have a right to participate with providers in decision-making regarding their treatment planning.
- Members have a right to candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Members have a right to voice complaints or appeals about UMBH or the care provided.
- Members may make recommendations regarding UMBH enrollees rights and responsibilities policies.
- Members have the right to receive information about UMBH's services in a language they can understand.
- Members have the right to participate in the decision making process of UMBH's policies and quality improvement activities.
- Members have the right to easily access care.
- Members have the right to fair and equal treatment, regardless of their race, religion, gender, ethnicity, age, or disability.
- Members have the right to receive information about advocacy and community groups and prevention services.
- Members have the right to receive information on the clinical guidelines used in providing and / or managing their care.

### Member Responsibilities

- Members have a responsibility to provide, to the extent possible, information that UMBH and its providers and facilities need in order to care for them.
- Members have a responsibility to follow the plans and instructions for care that they have agreed upon with their providers.

- Members have a responsibility to participate, to the degree possible, in the understanding of their behavioral health problems and developing mutually agreed upon treatment goals.
- Members are required to keep appointments or notify their provider as soon as possible regarding a missed appointment.
- Members have a responsibility to discuss any difficulty in regards to fee payment with their provider.

For your convenience we have enclosed a copy of UMBH Member Rights and Responsibilities. If additional copies are needed you may contact our office at 1-800-294-8642 or download a copy from our website at <http://umbh.med.miami.edu>.



## CMHC TREATMENT RECORD REVIEW

In the month of January 2007, University of Miami Behavioral Health conducted onsite Community Mental Health Center (CMHC) reviews of enrollee medical records.

The time period for this review was for services received during third quarter and fourth quarter 2006. A modified version of the National Community on Quality Assurance record review tool was used as a standardized tool for data collection. This instruments looks at the following areas of a medical record: General Information (demographics), Member Rights and Member Confidentiality, Initial Clinical Evaluation, Coordination of Care, Treatment Plan, Progress Note in Treatment, Medication, Referral and Outreach.

The overall average of all charts reviewed for the third and fourth quarters was eighty-eight percent (88%). Results indicate that there are no general corrective actions necessary at this time for the CMHCs. A section level drill-down will be conducted to determine what areas were below 80% as a whole. Once these are identified there will be technical assistance provided to these providers in order to develop a corrective action plan to improve performance in the identified areas.

If you would like to receive a copy of the Treatment Record Guidelines, please contact UMBH at 1-800-294-8642.