

Coordination of Care: Multiple Providers of Behavioral Health & Medical Care

UMBH is committed to ensuring that our enrollees have access to the most comprehensive and clinically appropriate care possible. One of our major contributions to facilitating this is educating and empowering behavioral health providers to take a holistic and thoughtful approach to the care of their clients. UMBH believes that coordination of care between multiple behavioral health care providers and medical care providers is not only a potentially beneficial protocol to encourage, but is one of the most important standards of best practices that should become as routine as conducting a comprehensive evaluation. To accomplish this, UMBH has provided our network practitioners with the practical guidelines to follow to be able to accomplish optimal coordination. In addition to this, UMBH has adopted internal care management practices to facilitate and drive coordination when appropriate. UMBH has established itself as a consultative resource to our health plan partners. In this manner UMBH works closely with health plan nurse coordinators to address behavioral health concerns that arise in medically complex cases. In the same manner, UMBH has been able to rely on our health plan partners as consultative resources for behavioral health care cases identified as having co-morbid medical conditions that require medical follow up and coordination.

Practitioner Care Coordination Guidelines

Behavioral Health and Medical

I. Assessment & Documentation

UMBH practitioners are expected to conduct comprehensive evaluations of their clients. These evaluations should include a thorough history of medical conditions and any relevant information regarding the treatment of these conditions. The documentation of client reported medical information is the first step in being able to effectively coordinate care with medical practitioners. As a part of the evaluation process practitioners should assess and document the following:

A. Any and all information regarding current and past medical conditions; this should be thoroughly documented in the medical record and as appropriate on Axis III of the Diagnostic portion of the record.

B. Duration of illness, treatment outcomes, current medications and any current symptoms.

C. The presence of any chronic medical conditions.

D. All pertinent information about treatment compliance reported

E. Treating physician information including first and last name, specialty, current address and telephone number.

II. Coordination with Other Behavioral Health Providers

UMBH expects that behavioral health clinicians coordinate care in order to concurrently work towards the health and recovery of the client. It is expected treating practitioners exchange information regarding medications prescribed, treatment plan objectives, progress, and expected outcomes to ensure adherence to joint treatment plan objectives and to develop an understanding of how to best work together to empower the client towards recovery.

Clients are expected be active participants in this process and should receive the appropriate guidance and support to do so.

III. Treatment Planning & Client Involvement

Treatment plans should include coordination of care efforts. It is suggested that the client actively participate in the process of care coordination as a way to also empower the client and improve adherence to treatment. Client involvement in the development and ownership of the treatment plan should be considered an integral part of engagement in the treatment process. Clients that are active, informed partners in their own treatment have been shown to have better treatment outcomes.

IV. Care Coordination Benefits

- Improvement in client level outcomes
- Prevention of Medical Errors – specifically related to medication management in clients with co-morbid conditions
- Improvement in adherence to co-occurring treatment
- More effective use of resources
- Client empowerment
- The provision of holistic care

V. Coordination Tools

UMBH has developed several tools to assist in the process of care coordination, which can be found on the UMBH website at <http://umbh.med.miami.edu>. These tools are designed to assist in efforts to obtain consent for release of information and in managing the process of sharing necessary information.