

MEDICAID PROVIDER BULLETIN

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This is an update about information in the provider manual. For access to the latest manual, go online to <https://mediproviders.anthem.com/ky>.

Importance of behavioral health collaboration

It is estimated approximately 80% of patients in care have comorbid conditions. Anthem Blue Cross and Blue Shield Medicaid (Anthem) puts special emphasis on the coordination and integration of physical and behavioral health services wherever possible. Cooperation and collaboration among all treating providers positively enhances outcomes and ensures patient safety and well-being. Anthem's program requires open communication between PCPs and behavioral health providers when a patient's condition or medication changes.

Key elements of the model for coordinated care include:

- Providing ongoing communication and coordination between PCPs and specialty providers including behavioral health (mental health and substance use) providers.
- Screening for co-occurring disorders; screening tools for PCPs and behavioral health providers can be found at <https://mediproviders.anthem.com/ky>.
- Providing referrals for assessment and treatment to PCPs or specialty providers (including behavioral health providers) for patients with co-occurring disorders or any known or suspected and untreated physical health disorder.
- Involving patients and caregivers/family members, as appropriate, in the development of patient-centered treatment plans.
- Offering case management and disease management programs to support coordination and integration of care among providers.

Visit the provider website for more tips and suggestions on physical and behavioral health care integration for patients at <https://mediproviders.anthem.com/ky>.

If you have any questions, please contact your Provider Relations representative or the Provider Services department at **1-855-661-2028**.

<https://mediproviders.anthem.com/ky>