



ATTENTION: Optum Behavioral Network Practitioners and Clinical Staff

Treatment for individuals with substance use disorder (SUD):

- When newly diagnosing individuals with a SUD, initiate follow up treatment within 14 days of the diagnosis
- Those same individuals should have two or more additional services within the next thirty (30) days

Source: National Committee for Quality Assurance 2019 HEDIS Specifications, see NQF-Endorsed Measures at www.ncqa.org

To help your patients with substance use disorder, we recommend the following actions:

- As soon as patient is diagnosed, encourage your patients to schedule routine follow-up visits
 - Contact your patients if they fail to attend their appointments
- Obtain releases of information (ROI) and involve patient's family and support system in treatment
- Listen for and work with existing motivation for change in your patients

Click on the below links to access educational information and screening tools about Substance Use Disorders:

Treating Individuals Who Have Co-Occurring Disorders

- Optum suggests that individual(s) with an active **primary or secondary diagnosis** indicating abuse of alcohol or other drugs **receive formal services** in addition to community-based recovery support services or mutual aid groups
- Have a **discussion with these individual(s) about the need for continued treatment in order to prevent relapse**
- Communicate relevant treatment information and **coordinate treatment** with other behavioral health practitioners, primary care physicians (PCPs), and other appropriate medical practitioners involved in their care

Source: American Psychiatric Association (2006). *Practice Guideline for the Treatment of Patients with Substance Use Disorders, Second Edition.*

- Our practitioner website, providerexpress.com, includes educational materials, member resources and screening tools.
 - [Clinical Resources Page](#) provides access to screening tools and assessments, as well as a link to Live and Work Well clinician center.
 - *Clinical Resources* also includes a [Recovery and Resiliency Toolkit](#) for addressing personal strengths and recovery & wellness planning.
 - [Medication Assisted Treatment Resources](#).
- [Substance Abuse and Mental Health Services Administration \(SAMHSA\) Treatment Locator](#)

Nothing herein is intended to modify the Provider Agreement or otherwise dictate MH/SA services provided by a provider or otherwise diminish a provider's obligation to provide services to members in accordance with the applicable standard of care.

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Important Information about Coordinating Care

Optum requires contracted behavioral health practitioners and providers to communicate relevant treatment information and coordinate treatment with other behavioral health practitioners and providers, primary care physicians (PCPs), and other appropriate medical practitioners involved in a member's care.

WHY?

Coordination of care among practitioners (behavioral and medical) benefits your practice because it:

- Establishes collaborative, credible relationships
- Provides opportunities for referrals

Coordination of care improves patients' quality of care by:

- Avoiding potential adverse medication interactions
- Providing better management of treatment and follow-up for patients

WHEN?

Coordination of care may be most effective:

- After the initial assessment
- At the start or change of medication
- Upon discharge
- Upon transfer to another provider or level of care
- When significant changes occur (diagnosis, symptoms, compliance with treatment)

RESOURCES FOR COORDINATING CARE

Our practitioner website, providerexpress.com, includes tools and resources to support you in coordinating care. Select the "Clinical Resources" tab at the top of the main page, select "Clinical Tools and Quality Initiatives" and then download the needed form under "Coordination of Care".

Use the "**Exchange of Information Form**" to communicate relevant treatment information with other treating practitioners. This template may be signed by the patient to show their consent and then completed by you.

Use the "**Coordination of Care Checklist**" to document your efforts to coordinate care with patients' other practitioners.

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GUIDELINES TO FACILITATE EFFECTIVE COMMUNICATION

When scheduling appointments for new patients, request that they bring names and contact information (address, phone number, etc.) for their other treating practitioners.

Within a week of your initial assessment and annually thereafter provide other treating practitioners with the following information:

- A brief summary of the patient's assessment and treatment plan recommendations
- Diagnosis (medical and behavioral)
- Medications prescribed (brand or generic name, strength and dosage)
- Your contact information (name, telephone, fax number, and the best time you may be reached by phone, if needed)

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