



Reminder: UM Criteria

Referral and assessment decisions are made according to established medical necessity criteria that define the level of urgency, intensity and appropriate level and setting of care. Cenpatico uses InterQual Criteria adult and pediatric guidelines for mental health and ASAM for substance abuse criteria. A copy of the specific criteria relevant to any individual need for authorization is available by calling our toll-free number.

WWW.CENPATIO.COM

Working Together

Quality truly drives all that we attempt to accomplish in mental healthcare at Cenpatico. It is the reason we work here and desire close contact with our provider network. While reviewing this spring edition of our newsletter, it struck me that every topic was built around the delivery of quality care. To me, this only emphasizes the need for providers, insurers, hospitals and ancillary services to work together to form well-tuned quality healthcare delivery systems.

Toward this goal, we present this newsletter along with our thanks: Our members are increasingly satisfied with your services, as well as with the information you provide them regarding their medications. This year, we are focused on working together to improve follow-up rates after hospitalization.

Preventive care is something that we can help you with. See what we offer to help you motivate your clients to keep their appointments and follow up on instructions after a child has been discharged with a mental health diagnosis.

Also, read about our new logo and its purpose. It represents an evolving era in Cenpatico's identity as well as a reflection of the increasing complexity of healthcare in general. Our work in schools, corrections systems and social services, as well as our expansion into other specialty services, demonstrates this trend nicely.

Consider expanding your own relationships with provider organizations representing other levels of care as well as other medical disciplines. "Patient-centered healthcare homes" and "accountable care organizations" are phrases that are increasingly important for you to become familiar with.

Finally, we are always trying to find ways to help you operate more efficiently. Please read about our free online continuing education credits as well as our tips for claims processing. And, please, stay in touch. I try to personally respond as much as possible to your suggestions for further improvements.

Sincerely,

Bernard T. Engelberg,
M.D., Medical Director



LOOKING FORWARD

Our Annual Quality Review

To help improve its processes and programs, Cenpatico conducts an annual review of its Quality Improvement (QI) program to assess the effectiveness of its clinical and administrative interventions. The Annual QI Evaluation reviews numerous data sources, including the Cenpatico member satisfaction survey and Healthcare Effectiveness and Information Data Set (HEDIS) rates.

In 2010, members reported feeling more satisfied with the care you provided them and indicated that doctors and therapists provided good information regarding their medications. A highlight of the survey: Members felt they did not have to wait as long to see a behavioral health professional for an appointment.

The Annual QI Evaluation also indicates that members discharged from the hospital for a mental health issue saw a doctor or therapist at a rate of 51 percent (of applicable discharges) within seven days of leaving the hospital, and also had a follow-up appointment within 30 days at a rate of 73 percent (of applicable discharges).

Thank you for continuing to work with Cenpatico in improving our members' lives.

Have You Seen Our New Look?

What our current branding reflects.

Out with the red and in with the blue ... and green ... and, well, there is still a little red, too. If you logged onto www.cenpatico.com this spring, you might have noticed a new look. For more than six months, Cenpatico staff worked hard to develop a new brand that is more representative of both who we are as an organization and who we serve every day.



On April 1, 2011, Cenpatico transitioned to our new logo: The "Apple C" logo joined by the phrase "Improving Lives." It's a theme that is the basis of everything we do as an organization. In Texas, April 1 marked the date that our name changed to Cenpatico from Integrated Mental Health Services (IMHS).

Cenpatico has grown into a business that encompasses a wide range of products and services, and our new logo embodies just that. While we are still among the nation's top behavioral health organizations, we now specialize in a variety of services:

- Cenpatico manages behavioral health services for more than 1.5 million members throughout the nation.
- Cenpatico boasts a one-of-a-kind foster care program, which allows us to work exclusively with Texas' foster children and provide them with the behavioral health services and support that will help them find permanent homes and/or prepare them for life beyond the system.
- Through our Schools Division, we provide direct alternative educational services to children in need throughout Arizona.
- Cenpatico is piloting a Community Re-Entry program in Arizona that includes behavioral health management and skills training for our members who are transitioning out of the corrections system.
- Cenpatico is developing and implementing our Specialty Therapy and Rehabilitative Services (STRS) Division, which includes the management of speech, physical and occupational therapies for our members in multiple markets.

We look forward to continuing to provide you and our members with the high-quality, appropriate care that has come to be expected from Cenpatico. When we all work together, we are "Improving Lives."



Preventive Care

How we're helping the health of families.

Cenpatico has two preventive health programs: Perinatal Depression Screening and Child Safety, for children who have been hospitalized for a mental condition.

PERINATAL DEPRESSION

For the Perinatal Depression Screening program, we use the Edinburgh Depression Screener to screen members who are pregnant and members who have just delivered a baby. We use this tool since it's less likely to screen positive when coupled with the symptoms of pregnancy. Members receive this screening tool in a START SMART for

Your Baby™ packet during pregnancy and in a Healthy Beginnings packet after delivery. Both materials are geared to educate mothers about pregnancy and caring for newborns. After a member completes the Edinburgh, she mails it to Cenpatico and it's scored. If the score indicates probable depression, we attempt outreach. We talk with her, refer her for care and offer advice on community support systems that she may access.

CHILD SAFETY

Our second program is for children who were recently discharged with a mental health diagnosis. The

goal is to keep kids safe as they adjust to the home environment.

We talk to their parents about storing medications safely and the importance of giving their child medications as prescribed to achieve the maximum results.

Children and their caretakers are offered an incentive if they keep their follow-up appointment within seven days of being discharged. While the incentive package varies in the states we serve, we generally offer a Build-a-Bear, a book on emotions called *Me and My Feelings* and a \$10 Wal-Mart gift certificate. (This gift certificate is not available in Florida or Massachusetts.)

Claims Processing

Follow these tips to help ensure first-time claims are clean and contain all the necessary data elements.

All claims received for processing must first pass specific minimum edits prior to processing.

WHEN YOU'RE PROCESSING CLAIMS:

- Submit claims via EDI whenever possible.
- Use red HCFA forms, not photocopied or black and white forms.
- Bill using CMS guidelines with required information in the appropriate fields.
- Check that the font is legible. Avoid using 8-point font, matrix-dot printed information and hand-written billings.
- Include all other primary insurance information, such as policy holder, carrier name, identification number and address.
- Provide a complete EOB from the primary insurance carrier.
- Do not submit two-sided correspondence.
- Use paper clips instead of staples.
- Be sure that any correspondence documents (such as medical records and consent forms) contain the member's name, ID number and claim number, if applicable.

- Do not highlight information on the claim, as this may make it illegible.

FOR ADJUSTMENTS AND APPEALS:

- Use the correct form or a cover letter, indicating what is incorrect or needs to be adjusted.
- Corrected claims should be marked as a corrected claim to avoid being considered a duplicate submission.
- List the original claim number on an adjustment request.
- Include the member's name, ID number, claim number and date of service on the refund check stub.

Free Continuing Education Credits Online

Providers can obtain free continuing education credits on the United States Department of Veterans Affairs website. This site offers Web-based modules on a variety of subjects, including trauma, PTSD treatment and more. Visit www.cenpatico.com/providers/education to find out more information.

How You Can Help

Cenpatico is committed to offering member outreach to provide the best care possible, and we need your help. Structured preventive health programs like the ones we have developed help us identify those members at risk and take positive steps to provide them with the care they need. We could also use your help. Here's how: If you are aware of an opportunity for us to help, please let us know and we will work with you to formulate a program.

We are always looking for ideas that would help us expand our existing programs as well. You can refer members to the appropriate preventive health program if you know the member is pregnant or if the member is recently discharged. If you know that a member is already in a program, encourage that member to respond to our outreach.



FOR MORE DETAILS ABOUT OUR PREVENTIVE SERVICES AND PROGRAMS, VISIT US ONLINE AT WWW.CENPATICO.COM.

