

Continuity and Coordination of Care – Primary Care Provider (PCP) to Outpatient

Overview

Treatment record reviews are performed on a regular basis to ensure that Carelon members are receiving safe, evidenced-based, high-quality care. The tool used for provider record reviews is proprietary and developed by Carelon specifically for in-network providers. The tool assesses provider documentation from assessment to discharge, and the framework is based on accreditation standards, clinical practice guidelines, and best practice in behavioral health and substance use disorder treatment. The National Committee for Quality Assurance (NCQA) standards, Utilization Review Accreditation Commission (URAC) standards, and recognized professional associations in the field of psychiatry and psychology guided development of the Carelon tool. The tool includes measurement of provider adherence to the in-network provider services agreement between the provider and Carelon.

Treatment Record Review Section

Continuity and coordination - PCP to outpatient

- As part of care coordination activities, participating providers should identify all providers/participating providers involved in the medical and/or behavioral healthcare and treatment of a member.
- Goal: assess communication/activities between PCP and behavioral health provider.

Rationale for why questions in this section are monitored

- NCQA Standard CC2: Collaboration Between Behavioral Healthcare and Medical Care
 - The organization collaborates with relevant providers and uses information at its disposal to coordinate behavioral healthcare and medical care and to measure the effectiveness of these actions.
- Whole health, treating the whole person from medical AND behavioral health perspectives.

Suggestions for meeting the standard

- Minimum evidence to demonstrate coordination of care with a PCP would be a signed and dated ROI in the chart or other documentation that communication occurred between provider and PCP.
- Communication - Contact Note, Discharge Summary, Treatment Plan, Case Consultation Note, etc.
- Note: The use of an integrated medical record system that is accessible by multiple providers is suffice for this measure.

Additional resources

Carelon Provider Handbook:

www.carelonbehavioralhealth.com/providers/resources/provider-handbook

Use a standard form to share information. You can use your own or one of the two versions available for free on Carelon's website:

www.carelonbehavioralhealth.com/providers/forms-and-guides

The American Psychiatric Association Practice Guidelines for the Psychiatric Evaluation of Adults (page 79) □ **GUIDELINE VI. Assessment of Medical Health** (includes: *Review of Supporting Research Evidence*): [PsychEval.book \(psychiatryonline.org\)](http://PsychEval.book.psychiatryonline.org)