

Care Coordination and Release of Patient Information

Dear Behavioral Health Care Provider,

Humana Behavioral Health is committed to helping facilitate the lines of communication between behavioral health care providers and primary care physicians (PCPs). Timely sharing of information and careful medication monitoring is especially important when a Humana Behavioral Health-covered patient is receiving psychotropic medications and/or has a new or continuing medical problem. This coordination enhances clinical quality, helps ensure patient safety and improves clinical outcomes.

It is the behavioral health care provider's responsibility to help the Humana Behavioral Health-covered patient understand the importance of this communication among his or her health care providers and to obtain the patient's consent for the coordination of care. To simplify this necessary exchange, a form is enclosed for your use that will provide other treating physicians with brief but essential information about the patient's diagnosis and treatment plan. The form, when signed by the patient, also is a signed release for the exchange of information between behavioral health care providers and other physicians who treat the patient. The following are steps to follow:

- If you are seeing a Humana Behavioral Health-covered patient, obtain the name of his or her PCP and the name of any other behavioral health care provider the patient is seeing.
- Have the patient, parent, guardian or legal representative sign the release of information section on the form at the first appointment.
- Fax or mail the completed form to the PCP and/or any other behavioral health care provider.
- Keep a copy of the form in the patient's medical record and mark the day it was mailed or faxed. Include the fax confirmation sheet if available.
- Humana Behavioral Health monitors compliance annually through on-site visits.
- This form may be copied and also is available at www.Humana Behavioral Health.com.

This form must be completed for each Humana Behavioral Health patient you see. All Humana Behavioral Health network providers are responsible for actively coordinating the behavioral health care they deliver with primary care physicians, and for documenting this activity in the patient's treatment record.

If the patient declines to sign the release form or checks the box that denies sharing information with any other health care provider, document that on the release form and include the form on the patient's medical chart.

Thank you for your assistance and your care of our members.

Sincerely,

Larry Weinstein, MD
Chief Medical Officer