

# Staff treatment recommendations

## FOR PHQ-9 SCORING TOOL



### During the rooming process, the care team will:

- Administer and score PHQ-2
- If positive, administer PHQ-9 with patient; ensure PHQ-9 has patient's medical records number (MRN) recorded on the form

## SCORE OF 0–4 | NO TO VERY LIMITED DEPRESSIVE SYMPTOMS

No further evaluation needed, continue to monitor

## SCORE OF 5–9 | MILD OR MINIMAL DEPRESSIVE SYMPTOMS

### During the visit, the provider will review the total, and based on score:

- Determine suicidal risk
- Discuss potential for depression with patient and the need to monitor mood
- Direct care team to review depression education with patient at the end of the visit

### At the end of the visit, the care team will:

- Ensure PHQ-9 score is entered into electronic medical record (EMR)
- Advise patient to call and schedule appointment immediately if symptoms worsen
- Review
  1. Educate patient on signs/symptoms of depression
  2. Refer to Depression Staff Resource Sheet

### During the checkout process, the front office staff will:

- Schedule appointment for follow-up as recommended by provider

## SCORE OF 10–14 | MILD MAJOR DEPRESSION

### During the visit, the provider will review the tool, and based on score:

- Determine suicidal risk
- Discuss potential for depression with patient and the need to monitor mood
- Discuss patient/family history of depression and time of onset
- Consider psycho-pharmacotherapy and/or psychotherapy
- Review medication information with patient, if prescribed
- Direct care team to review depression education with patient at the end of the visit

### At the end of the visit, the care team will:

- Ensure PHQ-9 score is entered into EMR
- Advise patient to call and schedule appointment immediately if symptoms worsen
- Review
  1. Educate patient on signs/symptoms of depression
  2. Refer to Depression Staff Resource Sheet and provide referral for additional behavioral health services
  3. Refer to Humana behavioral health consult as needed

### During the checkout process, the front office staff will:

- Schedule appointment for follow-up as recommended by provider

## SCORE OF 15–19 | MODERATE MAJOR DEPRESSION

### During the visit, the provider will review the tool, and based on score:

- Determine suicidal risk
- If suicidal, contact local crisis services or 911
- Discuss diagnosis of depression with patient and the need to monitor mood, if appropriate
- Discuss patient/family history of depression and time of onset
- Consider psycho-pharmacotherapy and/or psychotherapy
- Consider more intensive psychological treatment, such as psychotherapy several times a week
- Collaborate with psychiatrist or Humana medical director with any questions or concerns
- Review medication information with patient, if prescribed
- Direct care team to review depression education with patient at the end of the visit

### At the end of the visit, the care team will:

- Ensure PHQ-9 score is entered in EMR
- Advise patient to call and schedule appointment immediately if symptoms worsen
- Review
  1. Educate patient on signs/symptoms of depression
  2. Refer to Depression Staff Resource Sheet and provide referral for additional behavioral health services
  3. Refer to Humana behavioral health consult as needed

### During the checkout process, the front office staff will:

- Schedule appointment for follow-up as recommended by provider

## SCORE OF >20 | SEVERE MAJOR DEPRESSION

### During the visit, the provider will review the tool, and based on score:

- Determine suicidal risk
- If suicidal, contact local crisis services or call 911
- Discuss diagnosis of depression with patient and the need to monitor mood
- Discuss patient/family history of depression and time of onset
- Consider psycho-pharmacotherapy and/or psychotherapy
- Consider more intensive psychological treatment, such as psychotherapy several times a week, admitting to a behavioral health partial hospitalization program, or admitting to a behavioral health inpatient unit
- Collaborate with psychiatrist or Humana medical director about any questions or concerns
- Review medication information with patient, if prescribed
- Direct care team to review depression education with patient at the end of the visit

### At the end of the visit, the care team will:

- Ensure PHQ-9 score is entered in EMR
- Advise patient to call and schedule appointment immediately if symptoms worsen
- Review
  1. Educate patient on signs/symptoms of depression
  2. Refer to Depression Staff Resource Sheet and provide referral for additional behavioral health services
  3. Refer to Humana behavioral health consult as needed

### During the checkout process, the front office staff will:

- Schedule appointment for follow-up as recommended by provider



## ADDITIONAL INFORMATION AND RESOURCES ABOUT DEPRESSION

Behavioral healthcare coordination and consultation services may be included in some eligible Humana Medicare plans. This service connects patients with in-network behavioral health professionals for substance abuse treatment, resource referrals and education. This service also can connect them with other Humana programs.

Patients with benefit questions can call the number on the back of their Humana member ID card.



### We can help

For provider referrals for behavioral health support, call **866-900-5021**. Referrals also can be emailed to **[BehavioralReferrals@humana.com](mailto:BehavioralReferrals@humana.com)**. Please include the patient's name, Humana ID number, behavioral health need and any health history pertinent to the request; behavioral diagnosis; and member contact number and preferred time and language.

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