



BEHAVIORAL HEALTHCARE PROVIDERS

BHP's Quality Program

BHP has a robust quality management and improvement program that strives to ensure that our members receive high quality behavioral services. We have designed many quality initiatives that help us to that end. BHP has implemented the following activities aimed at increasing the quality of patient care:

- Patient satisfaction surveys
- Clinical Practice Guidelines
- Follow-up and scheduling assistance after behavioral hospitalization
- Ensuring easy telephone access to BHP staff
- Monitoring how quickly BHP is able to offer an appointment

To learn more about these and additional BHP quality programs and view our most recent annual year-end report you can go to our website at www.bhpcare.com, select the *Network Providers* dropdown option, then select *Quality*.

Care Connect

In January, BHP launched a new online system called Care Connect. You should have received an email giving you access to this new system. If you have not done so already, be sure to create an account, ensure your provider and clinic information is correct, and update your provide profile including specialties. If you have any questions you can access our frequently asked questions on our website at <http://www.bhpcare.com/frequently-asked-questions/>. If you need further assistance please call 763-525-1746.

BHP is a non-profit organization of behavioral providers, programs and hospitals offering quality mental health and chemical health services.

Our phones are answered 24 hours / 7 days a week. If you are calling outside our normal business hours, our after hours service will assist you with urgent or emergent needs. For routine requests or general questions, please call during normal business hours; 8am – 4:30pm.

Main:
763-525-1746
866-604-2739

Care Management Department:
763-486-4445

DEC Department:
763-210-4690

Self-Management Tools

BHP has several self-management tools that are available to help members manage their health on our website. Each self-management tool offers personalized results and feedback to assist members in assessing their health. We currently offer the following self-management tools:

- ❖ The PHQ-9 screening tool for depressive symptoms
- ❖ The CAGE-AID screening tool for problematic chemical use
- ❖ A stress management screening tool
- ❖ BMI calculator

If you feel one of your patients would benefit from these tools please direct them to our website: <http://www.bhpcare.com/patient-information/self-management-tools/>

Coordination of Care with Primary Care Providers

In keeping with improving the quality and standard of care, BHP is committed to efforts to improve the coordination of care between primary care providers and behavioral practitioners. BHP has previously met with a number of primary care clinics to talk about coordination of care between behavioral health providers and medical providers. **The physicians we met with shared that the information they receive directly from behavioral health providers about their mutual patients is extremely valuable.** The physicians informed us that patients will often inform them that they are seeing a behavioral health professional, but will not have insight about their diagnosis, treatment goals, or progress. The physicians shared that the clinical information they receive from behavioral health professionals allows them to provide more informed and better quality care to the patient. It also helps them to confirm that the medications prescribed to the patient matches the diagnosis the behavioral health professional, who often has more frequent contact with patient, has given them.

The following clinical information was identified by the medical providers as useful and important:

- ❖ Notification upon the beginning of treatment and at the end of treatment; with major changes or updates, monthly (if applicable).
- ❖ Diagnostic information, treatment plans, medications prescribed, risk status and treatment updates/changes (if/when applicable).

BHP's Screening Program

BHP believes that efficient screening is the first step in the process of identifying and treating mental health and substance use concerns. In order to assist in the identification of these concerns BHP has two defined behavioral health screening programs. One is designed to screen for co-existing mental health and substance use disorders, the other is designed to screen for Generalized Anxiety Disorder. These screening programs assist BHP staff in identifying potential mental health and substance use concerns in members. BHP uses the results of these screening programs to help members access and schedule appropriate behavioral health services and also coordinate care by relaying the results of the screening program to any providers or practitioners the member is scheduled with.

BHP believes these screening programs assist in the identification and treatment of mental health and substance use concerns. For more information about these screening programs and other quality initiatives you can visit our website at: <http://www.bhpcare.com/network-provider-information/quality/>.

Personalized Outreach Program.

BHP offers Complex Case Management services to our members through our Personalized Outreach Program. These services include scheduling assistance for appointments with mental health and/or substance use practitioners, telephonic support from our licensed care management staff, and discussion of treatment goals and available resources. If you have a patient you would like to refer to this program you can call BHP at 763-525-1746 and ask for our Care Management department.