



# BEHAVIORAL HEALTHCARE PROVIDERS

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

## 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](http://www.bhpcare.com), select the *Network Providers* dropdown option, then select *Quality*.

## Provider Survey

Please watch your email inbox as BHP will be sending out a survey to our network providers who utilize our scheduling system, the ScheduIR. We would greatly appreciate your feedback as we try to continue to improve services for our members. The survey will be coming within the month and you can complete it online. Thank you to all BHP providers who offer appointment times on our ScheduIR, we greatly appreciate the partnership to improve appointment access for our members!



## Clinical Practice Guidelines

BHP has adopted several Clinical Practice Guidelines. We currently have practice guidelines for the following disorders: Depression, Bipolar, ADHD, and substance use disorders. These guidelines can be found on our website at <https://www.bhpcare.com/network-provider-information/quality/>. Each year we utilize chart audits to assess practitioner's adherence to aspects of our clinical practice guidelines. In 2018, BHP met the performance goal of 90% adherence for all measures, aside from one measure related to the assessment of depression. (Documentation within the diagnostic assessment that the patient has had a physical/medical evaluation, or a recommendation to have an evaluation, to rule-out possible medical explanations for their depressive symptoms). Detailed results can be found in our most recent Year End Report.

## Coordination of Care

BHP currently has several initiatives focused on the coordination of care. BHP believes that patients are best served when their providers are in active communication with each other and have a consistent and collaborative treatment plan. BHP currently has several measure that look at improving coordination of care between practitioners, as well as levels of care. BHP encourages providers to coordinate care for the members they treat. If you need any assistance in looking for ways to implement this into your practice you can email the BHP quality department at [quality@bhpnet.com](mailto:quality@bhpnet.com).

## Diagnostic Evaluation Center

In 2002, BHP developed the Diagnostic Evaluation Center (DEC®), an innovative service to help ED's connect behavioral health patients with licensed health professionals who evaluate each patient's individual needs and make recommendations for follow-up care. DEC tele-behavioral services began in 2012, allowing patients to access DEC in Minnesota hospitals. DEC Services Include:

- Timely access to a licensed mental health professional (LMHP)
- Clinically-appropriate treatment recommendations and thorough assessment documentation
- Bed-finding and outpatient appointment scheduling
- Advanced care coordination with follow-up calls to all discharged patients

DEC services are currently located in our 30 hospitals, clinics, and schools in Minnesota. For more information on the DEC you can visit our website at <https://www.bhpcare.com/product-offerings/diagnostic-evaluation-center/>.

## **BHP's Screening Program**

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/>.

## **Level of Care Guidelines**

Level of care guidelines describe the criteria used by BHP in medical necessity determinations for various services. These guidelines are developed using industry standards, and level of care guidelines from our contracted payers. Guidelines are reviewed annually by our Clinical team. You can access level of care guidelines by visiting our website at <https://www.bhpcare.com/managed-behavioral-services/level-of-care/>.

## **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.