



Dear Psychcare Network Practitioner/Provider:

We encourage you and your patients to visit our website, www.psychcare.com. The website contains information about current Quality of Care and Service Activities, UM, Provider Relations, and Claims processes as well as educational information to share with your patients. Information collected on the Psychcare website is for quality improvement, utilization management, credentialing and recredentialing, and network practitioner purposes. The confidentiality of the information collected is maintained as per HIPAA requirements. The website includes, but is not limited to:

Quality and Services Activities:

- How to obtain information about our 2009 Quality Improvement Program, and a report on the progress in meeting our goals
- 2009 Publication of Safe Clinical Practices (**Updated**)
- Health Literacy, Cultural Competency, and Limited English Proficiency Activities (**New**)
- Psychcare Privacy Practices
- Practice-site treatment record confidentiality standards
- Provider treatment record confidentiality standards
- Outpatient Treatment Record Confidentiality and Documentation Standards
- AHCA Requirements for Florida Medicaid Outpatient Treatment Record Documentation
- Links to national and community resources, such as 12-step Programs, community support groups, HIPAA, and the FDA

Clinical Quality Activities:

- Psychcare Clinical Management Guideline Compendium
- Healthy Solutions to Managing Depression (**Updated**)
- Healthy Solutions to Managing Bipolar Disorder
- Healthy Solutions to Managing Schizophrenia
- Healthy Solutions to Managing Childhood ADHD (**Updated**)
- Healthy Solutions to Managing Substance Abuse
- Members' Rights and Responsibilities and Member Literature

Continuity and Coordination of Care Activities:

- Continuity and coordination of care activities among behavioral healthcare specialists and between behavioral healthcare specialists PCPs
- High Risk Criteria to enhance communication between practitioners and providers
- Psychcare Network Clinician Communication Forms (**Updated**)
- The Psychcare Network Psychiatrist Initial Treatment Plan (**Updated**)
- The Annual Client Primary Care Physician Manual and Manual Satisfaction Survey (**Updated**)
- 7 and 30 day ambulatory follow-up after an inpatient hospitalization processes
- Inpatient psychiatric consultation timeliness standards
- PharmAssist© Program
- The Encompass Program

Utilization Management Activities:

- Psychcare Mental Health Level of Care Clinical Criteria
- Psychcare Substance Abuse Level of Care Clinical Criteria
- Psychcare Medicaid Level of Care Guidelines
- Psychcare Neuropsychological Testing Criteria
- Accessibility to Customer Service Staff and Clinical Staff to discuss utilization management issues
- Ensuring appropriate utilization management
- Conflict of Interest Statement
- Pre-service, concurrent, and post-service review decision-making timeliness standards
- Authorization processes
- Post-service review processes for Psychcare network practitioners and providers
- The opportunity to request a Peer Clinical Review to discuss an initial medical necessity denial determination

Preventive Health Activities:

- Adolescent Suicide Prevention Program and Stakeholder Comment Form
- Alzheimer's Disease Preventive Health Program and Stakeholder Comment Form
- Substance Abuse Prevention Program and Stakeholder Comment Form
- Childhood ADHD Preventive Health Program and Stakeholder Comment Form
- Postpartum Depression Prevention Program and Stakeholder Comment Form
- Stress Management Prevention Program and Stakeholder Comment Form
- Domestic Violence Prevention Program and Stakeholder Comment Form
- Eating Disorders Prevention Program and Stakeholder Comment Form
- Tobacco Cessation Preventive Health Program and Stakeholder Comment Form
- Annual Prevention Program Survey (**New**)

Most of the information on the website can be downloaded. If you would like a hard copy of the any of the documents and/or activities we have on our website, please call our Quality Management Department at (800) 221-5487, Monday through Friday, 8:30 AM to 5:30 PM. We have also enclosed the Psychcare Website Member Notifications. We ask that you distribute the applicable notification to your Psychcare patients so they can also access our website to assist in self-management of their illness.

Thank you.