



Treating and Managing Behavioral Health Conditions Primary Care Provider Toolkit is Available Online

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) coordinate with MHN to manage the behavioral health benefits of Health Net members. Since many health plan members prefer to be treated by their primary care physician (PCP) for behavioral health concerns along with their medical conditions, a growing number of PCPs need to coordinate care with behavioral health providers (BHPs). PCPs are sharing a more significant role in the initial diagnosis and treatment of mild to moderate mental illnesses.

OVERVIEW

An update to the Treating and Managing Behavioral Health Conditions Primary Care Provider Toolkit (formerly known as the MHN Coordination of Care Toolkit) is now available in the Quality Improvement Corner on provider.healthnet.com under *Working with Health Net > Quality > Behavioral Health Resources for Health Net Providers > PCP Tools for Coordinating Care – MHN/EPC Behavioral Health*.

The toolkit is intended as a reference to provide a basic understanding of common mental health conditions. It is available online for easy access to support PCPs during an office visit with recognizing, screening, treating, and referring mental health conditions.

Topics

The toolkit covers the following topics with a breakdown of disorder types and available treatment options:

- Anxiety: generalized, social, panic, separation, and elective mutism
- Depression: persistent, perinatal, psychotic, seasonal, and bipolar
- Childhood attention deficit hyperactivity disorder (ADHD): hyperactive/impulsive, inattentive and combined hyperactive/inattentive
- Substance use disorders: alcohol and opioid
- Serious mental illnesses (SMIs)
 - Psychosis
 - Schizophrenia
 - Bipolar disorder
 - Major depression
 - Suicidal behavior

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

EnhancedCare PPO (IFP)

1-844-463-8188

provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188

provider.healthnet.com

Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761

provider.healthnet.com

Individual Family Plan

1-888-926-2164

provider.healthnetcalifornia.com

Medicare (individual)

1-800-929-9224

provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224

provider.healthnet.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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fax 1-800-937-6086

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Coordination of Care

Guidelines for sharing or exchanging patient information between BHPs are found under this topic. It specifies how to communicate with MHN and the requirements for sharing or requesting protected health information (PHI) from one health care provider to another. The toolkit outlines some situations where providers are required to obtain the patient's authorization to disclose PHI prior to disclosing or requesting PHI from another health care provider. For example, based on the most stringent federal or state regulations, such as the Health Insurance Portability and Accountability Act (HIPAA), psychotherapy notes require written patient authorization. Additionally, federal guidelines under 42 CFR Part 2 require patient authorization before disclosing alcohol and drug abuse patient information in most circumstances. Remember to keep a copy of the patient's authorization forms for your records.

Referring Patients to MHN

This topic provides information which may assist the PCP in determining when to refer a patient to MHN. For referrals to MHN, complete the Coordination of Care between Medical and Behavioral Health Providers form available in the Quality Improvement Corner on provider.healthnet.com under *Working with Health Net > Quality > Behavioral Health Resources for Health Net Providers*, or call the MHN service line that is listed on the member's ID card to speak to a representative that can provide immediate assistance.

Performance Metrics

Lastly, the toolkit contains a summary list of the Healthcare Effectiveness Data and Information Set (HEDIS®) behavioral health performance metrics that Health Net monitors and reports for regulatory and accreditation purposes. PCPs and their health care staff should utilize the resources in this toolkit to support their practices' performance in these metrics.

ADDITIONAL INFORMATION

If you have questions or would like to request a printed version of this toolkit, contact Amie Eng by email at amie.x.eng@healthnet.com and include PCP BH Toolkit in the subject line.

Providers are encouraged to access Health Net's provider portal online, as listed in the table below, for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Provider Portal	Email Address
ENHANCED CARE PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.com
ENHANCEDCARE PPO (SBG)	1-844-463-8188	provider.healthnet.com	
HEALTH NET EMPLOYER GROUP HMO, POS, HSP, PPO, & EPO	1-800-641-7761	provider.healthnet.com	
INDIVIDUAL FAMILY PLAN	1-888-926-2164	provider.healthnetcalifornia.com	
MEDICARE (INDIVIDUAL)	1-800-929-9224	provider.healthnetcalifornia.com	
MEDICARE (EMPLOYER GROUP)	1-800-929-9224	provider.healthnet.com	
MEDI-CAL	1-800-675-6110	provider.healthnet.com	N/A