



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

Health Net Community Solutions, Inc. (Health Net) coordinates with MHN to manage the behavioral health benefits of Cal MediConnect Plan (Medicare-Medicaid Plan) 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](http://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  
**CAL MEDICCONNECT**  
 PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

### PROVIDER SERVICES

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)  
 Los Angeles County – 1-855-464-3571  
 San Diego County – 1-855-464-3572  
[www.healthnet.com](http://www.healthnet.com)

### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)  
[healthnet.com](http://healthnet.com)  
 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](http://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

Providers are encouraged to access Health Net's provider portal online at [provider.healthnet.com](http://provider.healthnet.com) 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 Health Net Provider Services Center by county within 60 days at:

Line of Business	Telephone Number	Email Address
CAL MEDICCONNECT – LOS ANGELES COUNTY	1-855-464-3571	provider_services@healthnet.com
CAL MEDICCONNECT – SAN DIEGO COUNTY	1-855-464-3572	

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### Access to Health Net's Provider Portals

Health Net migrated certain functions from existing systems to new systems effective January 1, 2018, starting with individual Medicare Advantage (MA) and Individual Family Plan (IFP) products. Providers can access the Health Net provider portals at:

- [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com) for individual MA and IFP members.
- [provider.healthnet.com](http://provider.healthnet.com) for employer group MA HMO, HMO, PPO (including EnhancedCare PPO for small business groups), EPO, POS, Medi-Cal (including CalViva Health), and/or Cal MediConnect members.