

PROVIDER Update



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Reminder: Screen Members Annually for Depression

Refer members to MHN for help with behavioral health needs

Health Net* encourages physicians and other providers to screen all members annually for depression.

Clinical recommendation

The U.S. Preventive Services Task Force (USPSTF) recommends screening for depression among adolescents ages 12-18 and the general adult population, including pregnant and postpartum women. The USPSTF also recommends that screening be done with adequate systems in place to ensure accurate diagnosis, effective treatment and appropriate follow-up.

Quality measures that monitor depression screening and follow-up

Health Net uses the Healthcare Effectiveness Data and Information Set (HEDIS®)¹ **Depression Screening and Follow-Up (DSF-E)** measure to monitor depression screening and follow-up rates. Refer to the following list for screening tools and follow-up requirements for supporting annual screenings, and follow-up for depression:

Screening tools for adolescents and adults

- Patient Health Questionnaire (PHQ-9) – **positive finding:** Total score ≥ 10.
- PRIME MD PHQ-2² – **positive finding:** Total score ≥ 3.
- Beck Depression Inventory-Fast Screen (BDI-FS)^{2,3} – **positive finding:** Total score ≥ 8.
- Center for Epidemiologic Studies Depression Scale-Revised (CESD-R) – **positive finding:** Total score ≥ 17.
- Edinburgh Postnatal Depression Scale (EPDS) – **positive finding:** Total score ≥ 10.
- PROMIS Depression – **positive finding:** Total score (T Score) ≥ 60.

¹ National Committee for Quality Assurance (NCQA).

² Brief screening instrument. All other instruments are full-length.

³ Proprietary; cost or licensing requirement may be associated with use.

THIS UPDATE APPLIES TO:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Support (CS) Providers
- Enhanced Care Management (ECM) Providers

LINES OF BUSINESS:

- IFP
 - Ambetter HMO
 - Ambetter PPO
- Employer/Group
 - HMO/POS/HSP
 - EPO
 - PPO
- Wellcare By Health Net
 - Medicare Advantage (HMO)
 - Medicare Advantage (PPO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

Ambetter from Health Net IFP

Ambetter PPO – 844-463-8188

Ambetter HMO – 888-926-2164

Health Net Employer Group HMO, POS,

HSP, PPO, & EPO – 800-641-7761

Medicare (individual & employer group)

(Wellcare By Health Net) – 800-929-9224

Medi-Cal (including CS and ECM providers)

– 800-675-6110

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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Follow-up requirements for positive screens

Any of the following on or 30 days after the first positive screen:

- An outpatient or telephone follow-up visit with a diagnosis of depression or other behavioral health condition.
- A depression case management encounter that documents assessment for symptoms of depression or a diagnosis of depression or other behavioral health condition.
- A behavioral health encounter, including assessment, therapy, collaborative care or medication management.
- A dispensed antidepressant medication.
- Additional evaluation for depression: Can include receipt of an assessment on the same day and subsequent to the positive screen.
 - Documentation of additional depression screening indicating either no depression or no symptoms that require follow-up. For example, if the initial positive screen resulted from a PHQ-2 score, documentation of a negative finding from a subsequent PHQ-9 qualifies as evidence of follow-up.

Tips and best practices for medical records

Keep these tips in mind:

- Make sure there is documentation of a referral or the need for further evaluation on the encounter date, where applicable.
- If the screening is positive for depression, ensure there is documented evidence of follow-up care. If screening is positive and there is no follow-up plan, the visit will only count for the screening and not for follow-up care.

Primary care physician (PCP) referrals to behavioral health

MHN is Health Net’s behavioral health administrator. Their customer service is open 24/7. Refer to the member’s identification (ID) card for the phone number.

- Talk with the patient about behavioral health services the patient may like to receive.
- Refer the patient to MHN if the patient is open to those behavioral health services.
- Patients do not need a referral if they are in active treatment with behavioral health providers and like their provider.
- Patients should be aware of the PCP referral to MHN for behavioral health services.
- Please refer patients to MHN if they feel that their current behavioral health treatment is not working, want to change providers or add another service.

Practical ways to encourage members to access behavioral health services

Actions for you and the patient ...	Talk with patients about contacting MHN ...
Partner with the patient to call MHN’s customer service number during an office visit.	<i>“Let’s call MHN together to find a provider that fits what you need.”</i>
Let patients know they can call MHN directly to get a list of available providers, including the best telehealth options.	<i>“MHN’s customer service can help you find a behavioral health provider or specialist. They can also help review telehealth choices.”</i>
Find an MHN network provider through their online directory.	<i>“MHN’s website can help you choose a provider – even one with telehealth service.”</i>

Assure Medi-Cal members that MHN works with county agencies

The California Department of Healthcare Services Mental Health Services Division oversees county mental health plans. Each county provides access to specialty mental health services and substance use disorder (SUD) services (also known as chemical dependency services). These Medi-Cal specialty and SUD services are excluded from the Plan's coverage responsibilities. For Medi-Cal members with a severe level of impairment and/or SUD, MHN can help you and your patient by working with the county agencies to get patients the right mental health or SUD care that's needed.

Share information to improve treatment results

Make sure you have obtained the member's signed Authorization for Disclosure form to disclose patient information to the designated behavioral health specialist and MHN. Give a signed copy of the document(s) to the patient, or the patient's parental or legal guardian.⁴

Access the MHN provider directory online

- Visit www.mhn.com/find-a-provider.html.
- Check the Health Net Plan that applies, then click *Next*.
- Choose one of three search options shown in the table below:

Telehealth	Distance	Provider attributes and location
<ul style="list-style-type: none">• For telehealth options, check the box next to "Search by Telehealth."• For a specific telehealth option (listed below), enter the name in "Last Name, Group or Facility Name."• Finally, check "View Search Results."	<ul style="list-style-type: none">• Search by Distance, Address, City, or State and Zip Code.• If you want telehealth options, check the box next to "Provides Telehealth Service."• Finally, check "View Search Results."	<ul style="list-style-type: none">• Search by Last Name, Group or Facility Name, National Provider Identifier (NPI), License Number, Admitting Facility, Area code, Address, City, State and Zip Code, and County.• Finally, check "View Search Results."

myStrength

Health Net also offers myStrength. myStrength is a free, dynamic and personalized website that offers clinically proven mental health applications and tailored wellness resources to help with mental health challenges. If a member is struggling with mental health or simply needs a lift, advise the member to visit www.myStrength.com to access and sign up for the online program. Once members are registered online, they can also use their username and password to log in to the myStrength mobile app.

Sign up today!

For members with depression, the myStrength program can provide an additional resource. If a member needs emergent or routine treatment services, physicians and other providers should call MHN at 844-966-0298. To refer a member to the myStrength program, members can visit myStrength.com to sign up online or download the myStrength app at [Google Play](#)^{TM, 5} or the [Apple Store](#)[®].

To join online, enter myStrength.com/hnwell for Commercial and Medicare members (HMO, POS, HSP, PPO, EPO and Medicare Advantage) or myStrength.com/hnmedical for Medi-Cal members.

⁴ Any transfer of information or data between providers and/or facilities about a member's Opioid Use Disorder (OUD) or SUD must first be authorized by the member before transferring the information or data between providers and/or facilities. This can be done by having the member sign an Authorization for Disclosure (AFD) form and designating the provider or entity that will be reviewing the member's data.

⁵ Google Play and the Google Play logo are trademarks of Google LLC.

To join online, enter myStrength.com/hnwell for Commercial and Medicare members (HMO, POS, HSP, PPO, EPO and Medicare Advantage) or myStrength.com/hnmedical for Medi-Cal members.

Click *Sign Up* and complete the sign-up process with a brief wellness assessment and personal profile.

Additional information

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

Line of Business	Phone number	Email address
IFP Ambetter PPO	844-463-8188	provider_services@healthnet.com
IFP Ambetter HMO	888-926-2164	provider_services@healthnet.com
Health Net Employer Group HMO, POS, HSP, PPO, & EPO	800-641-7761	provider_services@healthnet.com
Medicare (Individual & Employer Group)	800-929-9224	provider_services@healthnet.com
Medi-Cal	800-675-6110	N/A