



Coordinating Behavioral Health with Social Services

As a key component of the Department of Behavioral Health (DBH) managed by the City of Philadelphia, Community Behavioral Health (CBH) is uniquely equipped to facilitate cooperation between behavioral health and other key social services. DBH exists within the city structure as part of the overarching Department of Social Services. As a result, the DBH is connected to the Departments of Human Services, Aging, Adult Services, Recreation and the Prison System. These ongoing structural relationships allow for unified planning, sharing of common resources and the development of a social service delivery system so that a Philadelphia citizen only needs to walk through one door to obtain service. In addition, an agreement is held between the DBH and the Philadelphia School District to coordinate the provision of behavioral health services to children in schools. Providers are also responsible for coordinating care for clients with the appropriate social service agencies as necessary and as directed by CBH, OMH/MR and CODAAP.

Coordinating Laboratory Services

CBH is financially responsible for all laboratory work ordered by its behavioral health providers. Providers should refer all routine lab work to a CBH contracted laboratory, while emergency lab work should be referred to a participating hospital. The participating laboratories will bill CBH for all lab work ordered by its providers.

DBH/CBH currently has contracts with the following commercial laboratories:

	Bendiner and Schlesinger.	(212) 254-2300
	DeJohn Medical Laboratories, Inc.	(610) 626-2112
	International Medical System Laboratories . . .	(610) 292-0613
	Parkway Clinical Laboratories	(215) 245-5112
	Princeton Biomedical Laboratories.	(215) 785-5200
	TechNow, Inc..	(610) 362-0610

In addition to these commercial labs, CBH participating hospitals may also use their on-site laboratories.

Laboratory Authorizations

Commercial and hospital laboratories are not required to call CBH for authorizations but should submit a claims form for payment. When completing the claims form, laboratories should use "0" in the authorization number field. However, labs must insure that the individuals for whom they conduct tests are CBH clients at the time the service is performed and that all tests performed are listed as reimbursable services in the CBH Laboratory Fee Schedule. Claims will reject if the client is not eligible on the date of service and/or if the test performed is not a CBH reimbursable service.

Coordinating Physical and Behavioral Health Services

In Philadelphia County, there are currently three physical health Managed Care Organizations (MCOs) participating in HealthChoices: Health Partners Plan of Philadelphia, Inc., AmeriChoice of Pennsylvania, and Keystone Mercy Health Plan. Coordination with these HMOs allows for the creation of a seamless system of physical and behavioral healthcare for clients and the cost-effective use of resources. It is essential that there be collaboration, cooperation, interaction, identification and resolution of problems between and among the HMOs, DBH/CBH and the provider network. This section outlines the primary areas of coordination.

Coordination of Medical/Primary Care Physician and Behavioral Health Care

Behavioral health treatment providers are expected to coordinate care with the Primary Care Physician (PCP). This includes but is not limited to the following:

- ▶ identifying the client's PCP and obtaining appropriate releases to share relevant clinical information
- ▶ assessing the patient's needs for care, coordinating with the client's PCP and making appropriate referrals
- ▶ providing health records to each other as requested
- ▶ notifying each other of all prescriptions and, where deemed advisable, checking with each other before prescribing medication
- ▶ making certain both behavioral health providers and PCPs have a complete, up-to-date record of medications
- ▶ being available for consultation
- ▶ participating in Interagency Team meetings when necessary

Confidentiality

Both physical and behavioral health providers are responsible for obtaining all releases, adhering to consensual and non-consensual guidelines and informing DBH/CBH of the status of the client's consent. DBH/CBH will monitor these responsibilities through chart audits.

Co-existing Physical and Behavioral Health Needs



**Only DBH/CBH can authorize and reimburse providers for behavioral services.
Only a HMO can authorize and reimburse providers for medical services.**

Outpatient providers must report all medical needs to the PCP for follow-up. Inpatient providers must notify the PCP of admissions and any changes in the client's status. Routine inpatient medical services such as physical exams, pharmacy, radiology and lab services are included in the facility's per diem.

For emergency medical services, the provider should notify the client's HMO Utilization Management Department within 24 hours. If a medical consult is needed, prior authorization is not required for the initial consultation, but the HMO Utilization Management Department should be notified as soon as possible. Medical conditions not requiring immediate attention should be reported to the PCP.

Special Needs Populations

Special needs populations are a high priority for both DBH/CBH and the HMOs. Providers may be asked to participate in Interagency Team meetings and in the development of specialized plans for clients with multiple needs such as:

- ▶ persons with HIV
- ▶ drug-addicted pregnant women
- ▶ persons with mental retardation
- ▶ persons with physical disabilities
- ▶ persons with co-occurring disorders

Any concerns regarding the coordination of physical and behavioral health services should be referred to the CBH Chief Medical Officer.

>>> REQUIRED REPORTING OF COMMUNICABLE DISEASE <<<

In accordance with Pennsylvania Disease Prevention and Control Law of 1955 (35 PS sections 521.1 - 521.21), all providers, including physicians, licensed health practitioners and any other persons having knowledge or suspicion of a reportable disease or condition, shall report it promptly to the Disease Control Unit within the Philadelphia Department of Public Health at (215) 685-6740.

Providers having any questions regarding compliance with this law should call the Disease Control Unit directly.

Behavioral Health Services at Federally Qualified Health Centers and Health Care Clinics

The Philadelphia Department of Public Health operates eight Federally Qualified Health Centers throughout the City. These centers meet standards set by the Pennsylvania Department of Health, Bureau of Community Health and some of these centers also provide behavioral health services. DBH/CBH is committed to ensuring reasonable access to licensed behavioral health services provided by Federally Qualified Health Centers and clinics within 30 minutes for residents of urban areas. CBH Care Managers also work with clinic and center staff on client-specific issues. In addition:

- ▶ Whenever possible, DBH locates assessment services in Federally Qualified Health Centers and health care clinics.
- ▶ Health clinics and centers which provide behavioral health services to clients are required to follow procedures outlined in this Provider Manual.

Emergency Services

CBH is clinically and financially responsible for Emergency Room evaluations for voluntary drug/alcohol/mental health admissions, or involuntary mental health commitments pursuant to the 1976 Mental Health Procedures Act. However, if the patient is admitted, the per diem will include the payment for the evaluation. All other emergency services are the clinical and financial responsibility of the HMO. Disputes regarding the responsibility for emergency services must not delay services to the client.

Transportation



CBH does not pay for transportation.

The HMO is responsible for all emergency medical and/or non-emergency medically necessary ambulance transportation for clients receiving both physical and behavioral healthcare.

The provider is responsible for making transportation arrangements using the HMO's contracted transportation services.

AMBULANCE COMPANIES

The HMOs contract with the following ambulance companies:

	Physician Choice Ambulance	(215) 482-8560
	NuCare	(215) 877-5900
	Network Ambulance Co.	(215) 476-3800
	Keystone Quality Transport	(215) 492-5880

Non-emergency transportation is the financial responsibility of the treatment provider that receives the client. If the receiving provider fails to pay the non-emergency fees for which it is responsible, DBH/CBH reserves the right to pay the service and then deduct the applicable amount from future claims submitted by that provider.

Wheels of Wellness, Inc., (215) 563-2000, provides routine pre-arranged transportation for outpatient services within Philadelphia County.

Pharmacy

All outpatient prescriptions must be filled at the client’s HMO participating pharmacies. When DBH/CBH clients are denied or have difficulty acquiring prescribed medications by pharmacies contracted with their HMOs, prescribing physicians are requested to complete a **Medication Problem Report** form. (See next page.) This form should be faxed to Medical Director, OMH/MR, at (215) 685-5467.

PHILADELPHIA BEHAVIORAL HEALTH SYSTEM

Office of Mental Health
Coordinating Office for Drug and Alcohol Abuse Programs
Community Behavioral Health

MEDICATION PROBLEM REPORT

(TO BE FILLED OUT BY PRESCRIBING PHYSICIAN)

Please check all that apply, fill in the blanks as necessary, and please print

- Client unable to obtain medication because of HMO/pharmacy denial
Keystone Mercy Health Plan
Health Partners
Americhoice of PA

Pharmacy name Pharmacy phone

Pharmacy address

Name of medication

Questions to Physician

- Were you aware of the need for preauthorization, if indicated?
Did the pharmacist call you?
Was the 72-hour supply provided to the client?
Did you speak to the HMO?

Time of day HMO staff name

Were you able to obtain the prior authorization within 24 hours?

If no, why?

Name of physician

Agency

Phone Fax

Signature Date

PLEASE FAX THIS FORM TO: Medical Director, OMH/MR Fax: (215) 685-5467 Telephone: (215) 685-5460