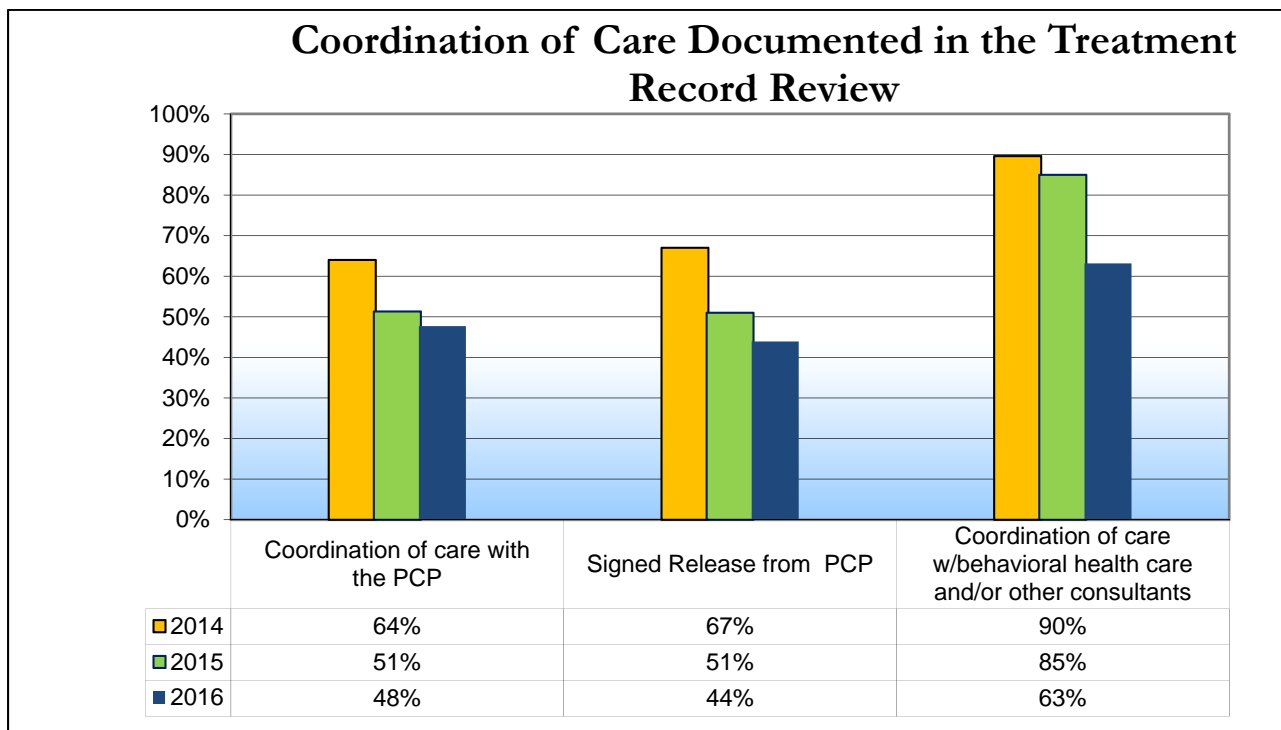


Coordinating Care: Keeping Key Health Care Practitioners in the Loop

When a member has multiple providers, communication becomes essential to promote quality health care, ensure safe practice, and prevent potential medical errors or complications. Communication needs to occur at all levels:

- Between behavioral health therapists and/or psychiatrists
- Between behavioral health practitioners and the Primary Care Physician (PCP)

How are we doing?



Communicating with other members of the health team

An important step toward improvement of behavioral health care is to ensure that members do not “slip through the cracks.” Coordination of care addresses this issue, especially at critical times in the treatment process. Key times for communicating with the member’s other care providers include:

- Initiation of treatment
- Initiation or change in pharmacotherapy
- Changes in health status
- Laboratory findings

One way to ensure the PCP receives copies of lab results is to encourage the member to request a copy or request that a copy is sent to their PCP.

Beacon Health Options has developed a form (included) for your use that is compliant with HIPAA regulations to help you document permission from your member to coordinate care. *If you would like additional copies of this form for use in your office or have questions, please call the Quality Management Department (866)719-6032 and request the **Sample Practitioner Form Authorizing Protected Health Information (PHI) Exchange**.* You may also download the form at <https://www.beaconhealthoptions.com/providers/beacon/network/ncoc-state-government-and-healthplans/>.