**Collaborative Care Management**

***Mutual Agreement*** between Quality Behavioral Health Management Services and Generic

* Define responsibilities between Generic and Quality Behavioral Health (QBH)
* Define scope of practice and identify care team

|  |  |
| --- | --- |
| **Expectations for specialty Psychiatric and Behavioral Health services provided by Quality Behavioral Health Management Services** | |
| Generic | Psychiatric (Behavioral Health) services provided by Quality Behavioral Health Management Services |
| □ Provide adequate space for the evaluation and  treatment of residents (patients) on site  □ Informs patient of need, purpose, expectations, and  goals of the Psychiatric (Behavioral  Health), visit with Quality Behavioral Health  Management Services  □ Informs patient of their right to freely choose their  behavioral health providers and explains benefit of  this compact relationship  □ Communicates reason for referral and sends  relevant information to Quality Behavioral Health  Management Services such as laboratory results,  scans, etc. [or informs of documents in EHR]  □ Schedules appointments with Quality Behavioral  Health Management Services for patient or  provides patients with the contact information  and expected timeframe for the appointment with  Quality Behavioral Health Management Services  □ Ensures QBH provider is informed of any changes  in a patient’s condition if changes are relevant to  behavioral health care.  □ Follows up with patients who did not follow  through with appointments to assist in problem  solving  □ Resumes care of Patient when patient returns from  behavioral health care and acts on care plan  developed by QBH providers  □ Utilizes urgent availability (2-7 business days) and  “curbside consultation” access provided by QBH in  an appropriate Manner that recognizes such access  as a highly valued resource  □ Agrees to work with QBH to ensure shared  population receives all appropriate medical  evaluation before or after consultation with QBH  □ Agrees to engage in collaborative discussion with  QBH leadership regarding future opportunities to  employ outcome measures and actionable  utilization data to improve health and healthcare  and reduce healthcare costs for the shared  population of patients | □ Have timely appointment availability within a  reasonable timeframe to meet patient care needs  □ The QBH care team will consist of a Board  Certified Licensed Psychiatrist, a Nurse  Practitioner (APRN) for medication management, a  Licensed Social Worker, Licensed Mental Health  Counselor or Psychologist to  provide psychotherapy and a  Neuro-Psychologist to provide psychological  testing.  □ QBH providers will use only evidence-based  treatments  □ Orders appropriate diagnostic testing and treatment  for patient, including the ordering of RX and refills  while the patient is under direct care of Quality  Behavioral Health Management Services specialty  Psychiatric and Behavioral Health care.  □ Informs patient of diagnosis, prognosis, and  follow-up recommendations  □ Provides appropriate educational materials and  resources for patient/family  □ Sends timely reports to PCP to include a care plan,  follow up, recommendations, and results of  psychiatric evaluations or therapeutic interventions  □ Confers with PCP or establishes other protocol  before referring to secondary or tertiary specialist,  obtains prior authorizations, if required.  □ Agrees to work with Generic to ensure shared  population receives all appropriate medical  evaluations, medication management and  evidenced based psychotherapy.  □ Recommends appropriate follow-up with PCP  □ QBH Psychiatrist will provide consultation  services with Generic nursing staff upon request  and upon agreed on remuneration  □ Agrees to engage in collaborative discussion with  Generic leadership regarding future opportunities  to employ outcome measures and actionable  utilization data to improve health and healthcare  and reduce healthcare costs for the shared  population of patients  □ Emergency Crisis Evaluation services |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Robert P. Arruda, Director Date

**Quality Behavioral Health Management Services**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Date

**Generic**