



Medical Management Update  
November 2017



**Medical & Behavioral Health Coordination (Outpatient Services)**

McLaren Health Plan (MHP) would like to thank you for the high quality services you provide our members. Among these services is the Behavioral Health benefit. It is important that an open line of communication be established between the patient, medical practitioner, and behavioral health practitioner. MHP has been working closely with Community Mental Health Systems to increase the coordination and availability of information between both the medical and behavioral health care settings. Some areas that your office can assist patients in obtaining care or screenings are:

- Screen for behavioral health issues on a regular basis
- Develop effective collaborative relationships with behavioral health specialists in your community
- Ensure that the patient understands the nature of their condition, treatment options, and recommended follow up, and back up oral communications with written handouts and instructions.

**For Medicaid Members** - MHP administers to Medicaid members a behavioral health benefit to any behavioral health practitioner. As of 10/1/17 there is no limit on outpatient behavioral health visits. These services do not require authorization. Your office and the MHP patients you care for have a nurse case manager that can assist in the coordination of care. They may be reached by calling our toll free number (888) 327-0671 and asking for the Nurse Case Manager for your county.

**For Commercial/Medicare Members** - Many of our Commercial members have an in-network behavioral health outpatient benefit which varies by employer group. These services do not require authorization. All Commercial and Medicare members' nurse case manager may be reached by calling our toll free number (888) 327-0671 and asking for the Commercial Nurse Case Manager or the Medicare Nurse Case Manager.

- For behavioral health benefit questions – call MHP's Customer Service (888) 327-0671
- For in-plan behavioral health practitioners – go to MHP's provider directory at [McLarenHealthPlan.org](http://McLarenHealthPlan.org)

**McLaren Health Plan thanks you for the quality care your deliver!**

**PCP Feedback**

[Comments, Requests, Questions, etc.: FAX BACK to **(877) 502-1567**]

Name \_\_\_\_\_ Phone/email \_\_\_\_\_

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