

Referral Date: _____ PCP Name: _____ PCP Phone #: _____

Referring Provider: _____

Member Name: _____ Member ID #: _____ DOB: _____

Member's Preferred Language: _____ Member Phone #: _____ (home)

☐ **Please check** to confirm member eligibility was verified _____ (cell)

**TO RECEIVE A CONFIRMATION OF THIS REFERRAL'S OUTCOME,
PLEASE CHECK THE BOX BELOW NOTING YOUR PREFERRED METHOD AND CONTACT DETAILS.**

☐ **Email Address:** _____

☐ **FAX Number:** _____

Requested Referral (please use separate forms for multiple referrals)

☐ **PCP Decision Support:** Request a phone call (curbside consult) with a Beacon psychiatrist for member diagnostic or prescribing support. ****Include** med list and 2 PCP progress notes for psychiatrist review before phone call.

- Please note preferred date/time for consult: _____ (date) _____ (time)
- Best phone number to directly call PCP: _____

Fax form to: **877-321-1787** OR secure email: medi-cal.referral@beaconhealthoptions.com

☐ **Outpatient Behavioral Health Services:** Refer members interested in therapy, medication management, or psychological/neuropsychological testing via Beacon's network when needs are outside PCP scope. Beacon coordinates with county mental health.

Fax form to: **877-321-1787** OR secure email: medi-cal.referral@beaconhealthoptions.com

☐ **Referral for Local Care Management:** Local behavioral health care coordination services to help link members to mental health providers, support their transition between levels of care, or engage members with history of non-compliance and link them to community support services.

** For exchange of information include signed member Consent to Release Information.

Fax: **855-371-2279** OR email: MediCal_PHP@beaconhealthoptions.com

Request Reason (check all that apply):

Symptoms:

- | | |
|--|--|
| <input type="checkbox"/> Depression/Anxiety | <input type="checkbox"/> Abuse/CPS |
| <input type="checkbox"/> Poor self-care due to mental health | <input type="checkbox"/> Suicidal Ideation |
| <input type="checkbox"/> Psychosis (auditory/visual hallucinations, delusional) | <input type="checkbox"/> Homicidal Ideation |
| <input type="checkbox"/> PTSD/Trauma | <input type="checkbox"/> Chronic Pain |
| <input type="checkbox"/> Violence/Aggressive Behavior | <input type="checkbox"/> Perinatal Depression and/or Anxiety |
| <input type="checkbox"/> Substance use type: _____ | |
| <input type="checkbox"/> Other BH symptoms: _____ | |
| <input type="checkbox"/> Request for Psychological or Neuropsychological testing | |

Impairments:

- | | |
|--|---|
| <input type="checkbox"/> Difficult/Unable to complete ADLs | <input type="checkbox"/> Difficulties maintaining relationships |
| <input type="checkbox"/> Difficult/Unable to go to work/school | <input type="checkbox"/> Legal/CPS |
| <input type="checkbox"/> Other: _____ | |

Medications (list below or send medication list with this form):

Frequently Asked Questions (FAQ)

Psychology and Neuropsychology Testing

Q: When is testing commonly recommended?

A: Psychological and neuropsychological testing is the use of standardized assessment tools to gather information relevant to a member's intellectual, cognitive, and psychological functioning. Psychological testing helps determine differential diagnosis and assesses overall psychological and neuropsychological functioning. Testing results usually inform subsequent treatment planning. Neuropsychological testing is most often utilized for members with cognitive impairments that impede functioning on a day-to-day basis.

Q: Does the member require an authorization for testing?

A: No. Beacon no longer requires an authorization for testing effective 1/1/2020. Prior to 1/1/2020 Beacon providers were required to request an authorization for psych and neuropsych testing prior to rendering the testing.

Q: How can a PCP refer a member to psych and neuropsych testing?

A: PCP can complete the "PCP Referral Form" and request testing for a member. The "PCP Referral Form" is faxed to Beacon to conduct member outreach to assist with linkage to a psychologist. The psychologist will complete an intake assessment to determine if testing is indicated. Beacon will send a fax notification back to the PCP with the outcome of the request.

Q: Who conducts the psychological and neuropsychological testing?

A: Beacon contracts and credentials licensed Ph.D. psychologists. Beacon psychologists are licensed by the state of California, and Medi-Cal certified. To view the codes, full descriptions, coding assistance tables, and associated coding guidelines can be found in the 2019 American Medical Association (AMA) Current Procedural Terminology (CPT) Code Book, which is available at <https://www.ama-assn.org/practice-management/cpt/finding-coding-resources>. We also recommend contacting your professional industry organizations (example, <https://www.apapracticecentral.org/reimbursement/health-codes> for information about code updates, webinars, code crosswalks, and tip sheets that may also be available.

Q: What are examples of members who may benefit from testing?

A: Below are three vignettes of testing requested; differential diagnosis, treatment planning and response.

18 year old on meds: Lamictal, Latuda and Intuniv, hearing intermittent voices, family history is unknown due being adopted. Side effects on Latuda, not responding to meds, possible rule out psychotic illness or mood disorder or if part of personality.

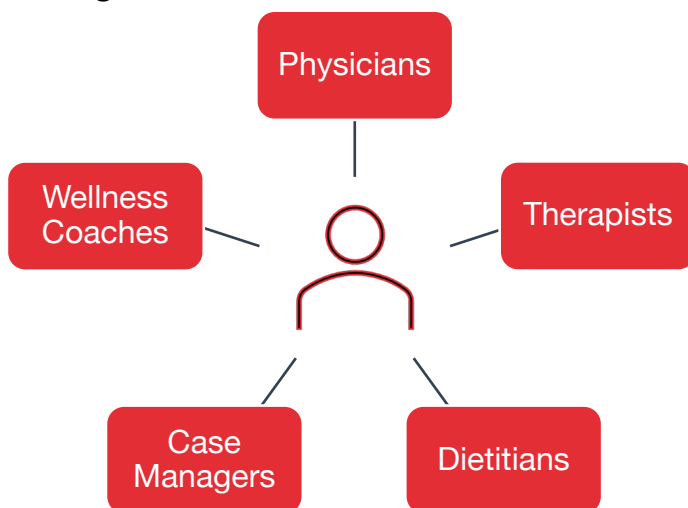
8 year old has a history of inattention, poor impulse control, not failing grades, and father held back in education, mother is sole care taker, father not involved, testing could be to rule out ADHD or mood disorder.

69 year old getting agitated, very forgetful of recent events, change in mood and behavior, possible hallucinations, no history of psychosis. Possible rule out of dementia, alzheimer's, mood disorder or brain injury.



Bright Heart Health is an On-Demand behavioral health and pain management telemedicine program providing complete wrap around services across the United States.

We assign each patient a multi-disciplinary team, consisting of:



The **Bright Heart Health Virtual Clinic** allows for **24/7 admission** and can be accessed by patients and providers at <https://www.brighthearthealth.com/contact-us/>.

Getting treatment is as easy as 1, 2, 3:

- 1 Visit the **Virtual Clinic** or call us at **(800) 892-2695**
- 2 Complete enrollment documentation with a Care Coordinator
- 3 Get scheduled to see a licensed physician or therapist through Zoom



Bright Heart Health provides telemedicine treatment options for:

Medication-Assisted Treatment (MAT)

Comprehensive evidence-based care from a multi-disciplinary team of experts:

- Individual & Group Therapy
- Medication Management
- Life-Saving Treatment

Mental Health

Utilizing a metrics-based care model to provide comprehensive mental health outpatient care:

- Psychiatric Services
- Eating Disorder Services
- Individual & Group Therapy

Chronic Pain Program

Focuses on functional restoration by using evidence-based care for long-term pain management:

- Behavioral Therapy
- Non-Procedural Interventions
- Physical Health Interventions

We accept several methods of payment: Medicaid, Medicare, most commercial insurances, and self-pay.

For more about rates and payment options, visit the **Virtual Clinic** or call **(800) 892-2695**.



HPSA Score Improvement Grant Opportunity Announcement



Partnership HealthPlan of California (PHC) is pleased to announce a new grant opportunity under our 2021 Workforce Development initiative.

The HPSA Score Improvement Grant program aims to address healthcare workforce challenges within our provider network. Grant funds awarded to providers under this program will help with technical assistance, staff training, and preparedness concerning the HPSA review process, including Facility Reviews and Geographic Reviews. The grant will also support subject matter expert development within provider organizations, with the ultimate goal of competitive HPSA scores.

Who should apply:

- *Provider organizations that will undergo HPSA review within 1-2 calendar years from the grant effective date*
- *Provider organizations who would like to develop a HPSA subject matter expert within their organization*
- *Provider organizations who would like to increase Facility or Geographic HPSA score*

Application Timeline

- The application period will open on May 17, 2021
- The program will begin in August, 2021
- Grants of up to \$5,000 per provider will be awarded
- **The grant application and additional information is available [here](#)**

PM Talbot Enterprises will provide services under this grant agreement. The firm has over 20 years of experience advising on HPSA matters, including in PHC's service area and across the State of California. For more information, visit their website, [here](#).

Questions? Contact cthompson@partnershiphp.org for more information

Pediatric Specialty Telehealth Services with UC Davis Health Member Frequently Asked Questions (FAQs)

1. Why should I use pediatric specialty telehealth?

Pediatric specialty telehealth will help you and your child get quicker access to specialty care services from the comfort of your primary care office, and will help with travel time and transportation costs. It will also increase the communication between you, your PCP, and specialist.

2. Is pediatric specialty telehealth available to all PHC members?

You must be a PHC member that is 20 years of age or younger with PHC primary or dual coverage.

3. How do I book a specialty telehealth appointment?

You will need to refer to your PCP to see if you or your child is a good fit.

4. Which pediatric telehealth specialties are available?

- Allergy and Immunology
- Cardiology
- Dermatology
- Endocrinology
- Otolaryngology (cleft and craniofacial)
- Gastroenterology
- Infectious Disease
- Neonatology
- Nephrology
- Neurology
- Neuromuscular Disease Medicine
- Orthopedics
- Palliative Care
- Pulmonary
- Urology
- Rheumatology

Please contact your PCP to see if these are available at your health center. Specialties are subject to availability and may change over time.

5. How long does it take to get a pediatric telehealth appointment?

It can take up to 5- 20 days to get a pediatric telehealth appointment.

NEW TELEHEALTH TOOLKIT AVAILABLE

May 2021

The Partnership HealthPlan of California's (PHC's) **Telehealth Toolkit** is designed to inform providers and healthcare organizations about the various telehealth technologies and resources being utilized within our network. The **Telehealth Toolkit** can be found in the Provider Telehealth Services section of the PHC website @

<http://www.partnershiphp.org/Providers/Quality/Pages/Telehealth-Toolkit.aspx>

The toolkit features trainings on how to get started with telehealth technologies such as: **Zoom**, **Doxy.Me**, **SecureVideo**, **Doximity** and **Webex**. The toolkit also includes information and links to other reliable telehealth resources including but not limited to the following topics:

- **Available grant and funding opportunities**
- Telehealth technology comparison chart
- Tips to help patients prepare for telehealth visits
- How to initiate a telehealth program during a pandemic
- How to get reimbursed for telehealth services
- Reasonable accommodations for telehealth
- Testimonials from providers who are currently using telehealth
- And much more!



Visit our **Telehealth Toolkit** webpage today and learn more. For any questions, please contact telemedicine@partnershiphp.org

Important Note: *The Telehealth Toolkit is provided as a convenience and for informational purposes only; the inclusion of specific resources within the toolkit does not constitute an endorsement by the HealthPlan.*