

September 8, 2009

BEHAVIORAL HEALTH RECORD REVIEW

Care1st will conduct PCP behavioral health record reviews 9/10/09 – 9/30/09. PCP practices who are providing medication management to members with a diagnosis of ADHD, anxiety and depression and PCPs who have received behavioral health information from a Magellan of Arizona behavioral health provider will be selected at random to participate in this record review process.

- ✓ The audits will include a review of one to ten medical records per provider and the aggregate results will be presented to the Care1st Clinical and Service Quality Improvement Committee on October 27, 2009.
- ✓ The purpose of this review is to obtain data on the current behavioral health management practices of Care1st providers and is separate and unrelated to the annual HEDIS audits.

Our goal is to provide feedback to our practitioners regarding trends in the treatment of behavioral health disorders. We will use this information to increase practitioner awareness and to promote excellence in the provision of behavioral health services to our members. We also will use the results to help ascertain additional support Care1st can provide to our practitioners to make your job easier when treating a Care1st member with behavioral health issues. To that end, we will be leaving a questionnaire with practices, asking for your feedback regarding challenges faced when treating your patients' behavioral health issues.

We will call PCP practices directly to set up a convenient time to conduct the audit. If you would like to have a copy of the audit tool faxed to your office or if you have any questions regarding the record review process, please feel free to contact Donna Smith, Care1st Behavioral Health Coordinator, at (602) 778-1834.

Thank you!

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Visit our website at www.care1st.com/az