

UnitedHealthcare Community Plan Newsletter for Behavioral Health Providers



Optum's clinician website, provider.express.com, can connect you to various organizations (Select Clinical Resources > Links > [Consumer Organizations/Self-Help](#)). There are links to the [Depression and Bipolar Support Alliance \(DBSA\)](#) and the [National Alliance on Mental Illness \(NAMI\)](#), which can help you to find local resources and support groups for your patients.

Sharing Decision Making

Shared decision making is when providers and members work together to develop a plan of care. These discussions help members to develop a better understanding of their diagnosis and their treatment options. Shared decision making can contribute to a member's commitment and success in their recovery because it contributes to their knowledge about their diagnosis and treatment goals.

When you meet with members, it is important that you and the member make decisions together about their treatment. Examples of some of these decisions include things such as their treatment goals, which medications to prescribe them and possible side effects, as well as who they might want to involve from their support system. The decision making process should involve speaking with members about their symptoms in a way they understand and developing trust. This process can lead to better outcomes and follow through from members.

Members may have questions surrounding shared decision making. It is important for members to understand your experience, recommendations, and

treatment options. It is also important for them to be informed about other things, such as after-hours policies and resources, alternative treatment options, community resources, and their right to refuse medication. There is additional information on member rights and responsibilities within the provider manual for your reference.

Additionally, shared decision making is necessary for the process of informed consent, which is the standard of care and follows best practice guidelines. It is important that you document all elements of informed consent and shared decision making conversations discussed with your patients.

If members have any additional questions about their rights and responsibilities, encourage them to contact member services at **1-866-675-1607**.

Citation:
mentalhealthamerica.net/youre-team-shared-decision-making

Citation:
healthit.gov/sites/default/files/nlc_shared_decision_making_fact_sheet.pdf

Attention – Tips to Address the SAA Measure

We want you to have the most current information about the Adherence to Antipsychotic Medication for Individuals with Schizophrenia (SAA) Healthcare Effectiveness Data and Information Set (HEDIS[®]) measure. For your convenience, we're providing you with a brief overview of the measure, why it's important and ideas to help you meet quality care standards. Please share with your office staff and/or print and post in a common area.

What is the SAA measure?

HEDIS[®] defines this measure as the percentage of Medicaid members ages 19-64 during the measurement year who have schizophrenia and were dispensed and remained on their medication for at least 80 percent of their treatment period.

Are there best practices to meet the measure's requirements?

Yes. Please continue to carefully monitor your patients who are UnitedHealthcare Community Plan members and taking an antipsychotic medication. Doing so can help prevent side effects and promote safety and adherence. Here are some other ideas to help meet quality care standards for SAA:

- Educate your patients on the benefits of their medication and common side effects.
- Discuss how long it might take for the medication to make them feel better.
- Encourage your patients to have an open dialogue with you.
- Stress why it's important for them to keep taking their medication even after they feel better.
- Schedule appropriate follow-up with your patients to make sure they're taking their medication as you prescribed.
- Call your patients to remind them of upcoming appointment(s).
- Code and submit claims appropriately for services rendered.



Questions?

Please Contact:

Louisiana
Provider Services at:

1-866-675-1607