



PrimariLink

The Managed Service Organization of the Brattleboro Retreat
P.O. Box 803, Brattleboro, VT 05302
Phone: 1-800-320-5895
Fax: 1-802-258-3749

Annual Survey & Update for 2011

This year's survey is slightly different. As part of Vermont's update to Rule 10, now known as Rule H2009-03, the Health Care Administration has developed a survey with standard questions that all managed care groups will use. This will allow for a comparison between CIGNA, Magellan and PrimariLink. The one caveat to this is; with PrimariLink's role focused solely on clinical issues and with approval from the Health Care Administration, the questions related to claims payment; reimbursement, network adequacy and benefit information have been removed from our survey.

Nonetheless, your responses are important. Over the past several years, we have moved away from traditional UM processes and moved towards more of a case management focus on 'high risk' members with complicated clinical stories and multiple diagnostic needs. So please tell us if we are heading in the right direction.

Current Initiatives and Updates:

- **Collaborative Office Rounds** for Windham County pediatricians and family practitioners continues to go strong. This work provides medical and mental health/substance abuse clinicians a place to meet and work together. We continue to partner with HCRS, our local Designated Agency on this project. This year we offered CME's and had a variety of presenters from around the state share their expertise; this included presentations from clinicians at Dartmouth and UVM.
- Work on the **ADHD Project** was completed. We identified cases where ADHD was diagnosed and where clinical interventions included medication and therapy together or separately. We then contacted families to ask if the care being received was helpful or if they needed assistance finding additional services. Two results were consistent: 1) parents were very pleased that we'd take the time to check in and ask if they needed help, & 2) regardless of the treatment intervention, parents reported improvements in their child's ability to function and were pleased with the help they received.
- **Federal Mental Health Parity** has been underway for the past year. It appears to have been an easy transition for most members and providers. Reminder: although OTR's are no longer required for members with **large group plans**, treatment is being monitored via retrospective review and is still required to meet medical necessity. If questions arise, please feel free to call PrimariLink.
- **Scott Miller** work on client centered care continues with monthly consultation calls and case presentations with Scott. If you are interested in the project, please contact PrimariLink for more details.
- **Quality Improvement Projects:** This year we are joining with the Vermont Child Health Improvement Project (VCHIP) along with CIGNA and Magellan to work on a joint project focused on improving the coordination of care between pediatricians and mental health providers, in their areas.
- **Keep an eye on health care reform in Vermont; it's crucial that mental health and addictions care be a key part of this work. Participate and make your voices heard. Stigma still exists and reform without mental health/addictions care will not be effective.**

You can fax your completed survey to 1-802-258-3749 or use the enclosed self addressed envelope to return your survey. PrimariLink will again be offering two free seats to each of the Brattleboro Retreat's Continuing Education Series and these will be offered on a first come, first served basis. We hope you are well, thank you for all your work and please, don't forget to call us if you have questions or just want to chat.

Thank you,

Fritz Engstrom, MD
Peter Albert, LICSW

Nancy Overman, BA
Rebecca Green, BA

Bruce Rogers, LICSW

PrimariLink Annual Provider Survey 2011

Please circle your answers and return the survey by 9/15/11 in the enclosed, postage-paid envelope or fax to PrimariLink at 1-802-258-3749.

Overall, I am satisfied with PrimariLink.

Strongly agree Agree Neither Agree or Disagree Disagree Strongly Disagree

I would recommend PrimariLink to other practioners and to my patients.

Strongly agree Agree Neither Agree or Disagree Disagree Strongly Disagree

PrimariLink's staff is responsive when I need assistance.

Strongly agree Agree Neither Agree or Disagree Disagree Strongly Disagree

PrimariLink's quality of communication; such as care management tools, policy bulletins and manuals, is adequate.

Strongly agree Agree Neither Agree or Disagree Disagree Strongly Disagree

PrimariLink provides adequate support to patients with chronic conditions or other serious illness.

Strongly agree Agree Neither Agree or Disagree Disagree Strongly Disagree

The amount of time spent obtaining PrimariLink pre-approval for services for my patients is appropriate.

Strongly agree Agree Neither Agree or Disagree Disagree Strongly Disagree

I have adequate access to PrimariLink's utilization management department (e.g., when coverage for a service has been denied.)

Strongly agree Agree Neither Agree or Disagree Disagree Strongly Disagree

PrimariLink is required to use a standard set of clinical criteria when reviewing treatment; do you know that we use the American Society of Addiction Medicine (ASAM) and Level of Care Utilization System (LOCUS) (Both written by providers)? If so, do you find them useful?

Very Useful Useful Not Useful

If you do not know about the criteria used, would you like a copy?

Yes No

(Please include your address if answering yes)

Updating our referral information is always a top priority. Please take a few minutes and complete this page. Don't forget to sign it and if you'd be more comfortable, forward it to us in a separate envelope or fax it to us at 802-258-3749. One third of the calls we receive are from people looking for a therapist. This information is one way of helping people to get quick access to care. Thanks for your help.

1. Have there been any changes to your practice or have you had enhanced trainings in a particular area we should know about so we may better refer individuals to you?
2. Are you currently taking on new clients? Yes No
3. What is the wait time for a new client to see you?
4. Are you able to take referrals for same day emergency cases?
5. Do you do your own scheduling or do you have administrative help with calls and scheduling?
6. Do you practice solo or are you part of a group that can refer to each other when you are full?
7. Are there certain clients, diagnoses or treatment needs you are less likely to treat?
8. What is the scope of service you feel most comfortable working in and have the training and experience to support? Are you licensed for both MH and CD work yes ___ no ___?
9. What is your arrangement for after hour emergencies with your clients?
10. Do you have evening and/or weekend hours?

Please add any additional information you think would be helpful in making a referral to you.

Printed name

Signature and email address