



Important Reminder from Carelon Behavioral Health to Coordinate Care with Other Providers

Carelon Behavioral Health and Parkland Community Health Plan have partnered to improve coordination between providers when members receive mental health and substance use treatment services.

Coordination of care between healthcare providers is an important and necessary process for optimal client health and wellness. This includes coordination between behavioral health providers and medical providers as well as different behavioral health providers who might be involved in a member's treatment.

Tips to Improve Coordination of Care

- 1) Request a release of information from all members to coordinate with his/her medical providers or behavioral health providers.
- 2) Use a standard form to share information. You can use your own or one of the forms on Carelon's website:
<http://www.carelonbehavioralhealth.com/providers/forms-and-guides>
- 3) Follow a standard process for sharing and requesting information with members' medical or behavioral health providers.
- 4) Ensure that coordination of care is documented in the member's medical record.
- 5) Ensure that your intake process/paperwork includes the member's medical history and any other treatment history.
- 6) Keep the member in the communication loop as clinically necessary. Let them know when you have communicated with other providers.
- 7) If you do not know if a member has a primary care provider, contact Carelon's Parkland Case Management team to get the information.

Please see our first quarter 2023 provider newsletter for additional information:
<https://www.carelonbehavioralhealth.com/content/dam/digital/carelon/cbh-assets/documents/global/first-quarter-q1-2023-newsletter.pdf>