NEWS ABOUT….

Submit Articles!!

- If your organization would like to submit articles or announcements for News About InteCare, please send your articles to:

- Geoffrey Buck, Psy.D., CEO

  8604 Allisonville Rd., Suite 325, Indianapolis, IN 46250

Suggestion?

Contact us at 237-5770 or visit www.Intecare.org—
"Contact Us"

NEW InteCare Provider Rostering Database:
BHOLT(Behavioral Health Organizations Linking Together)

InteCare has upgraded its current Provider Rostering Database to a NEW Provider Rostering Database with enhanced features. We did this due to the increased requests from the MCO/MBHO's for additional information and the need for increased reporting functions. The NEW InteCare Database is called BHOLT (Behavioral Health Organizations Linking Together). It looks significantly different and has more areas for additional data, but all of the existing data has been transferred and remains in the NEW Database. All User Log In and Passwords will also remain the same for all current users.

BHOLT is more comprehensive and continues to include information that is being requested by the majority of Managed Care organizations and the State of Indiana regarding behavioral healthcare and addictions providers. Some of the additional fields include but are not limited to areas such as: services provided, specialty services, treatment modalities and levels of care.

BHOLT will still be used primarily for Hoosier Healthwise/HIP and Care Select Medicaid programs and Medicare programs and constitutes the basis for: development of claim payment files, generation of GeoAccess reports related to the accessibility and availability of providers, listings of treating providers for purposes of directories and some utilization management by payers. It is also important to note that most of the additional information fields have been added with the goal of streamlining the rostering process for InteCare providers and other clients. Therefore, it is imperative that the information in BHOLT is accurate and updated no less than monthly.

To access the New InteCare Database, use the link below. If you have bookmarked the previous site please delete and bookmark this new link. The link is: https://network.intecare.org. Also, the new site is best viewed using Microsoft Internet Explorer (IE) version 7 or 8, the latest version can be downloaded at http://www.microsoft.com/windows/downloads/default.aspx. Or using the latest version of Firefox, which can be downloaded at http://www.mozilla.com/en-US/firefox/.

InteCare will be available to answer any questions and we will also provide additional training to you if needed. If you have questions or want additional training on the new database, please contact Stacy Veach, Clinical and Provider Relations Director at 317.522.2764 or sveach@intecare.org. Or you may also contact Becca Sigafus, Chief Operating Officer at 317.237.5773 or bsigafus@intecare.org

TELEMEDICINE

InteCare continues to discuss and explore options for implementing a Telemedicine program. InteCare is in the process of gaining feedback from providers in order to have a better perspective of the Network 's needs. The overall goal is to develop a program model to help providers gain access to Telemedicine services across the Network.

Research is showing more and more the trend toward Telemedicine, especially in to-day 's healthcare climate. Access to psychiatrists in particular has been more challenging, especially in rural areas or for specialized physicians such as Child psychiatrists. Often locum tenums are used which can be very costly, or coverage is minimal and access issues become a problem.

InteCare had initial discussions with the Network CMHC 's during teleconference calls last summer. InteCare then scheduled and held a demonstration in the fall with Adapt Telehealth Inc., a company based out of Missouri that provides various Telehealth technology and services. This meeting entailed a live demonstration of different technology available and the group discussed concepts regarding the use of Telemedicine and feasibility of cost. InteCare has also had follow up with a few CMHC 's to have more detailed conversations about the best fit and model for a Telemedicine program which could provide services across organizations.

According to the literature, Telemedicine is growing despite some of the barriers. Overall there are many benefits of Telemedicine. Some include the ability to:

Reduce costs
Streamline services
Improve patient care
Improve access to specialty services and care
Expand outreach services
Improve patient outcomes and follow up care.

American Medical News writes, "the use of telemedicine is expected to grow as the demand for health-care services continues to increase. The technology only gets better and better, so it will be easier and easier for people to access it. "

There are a lot of options for successful delivery of Telemedicine related to program design, equipment and services: the challenge is to develop a model that works Network wide and makes financial sense for all the parties involved. InteCare is in the process of compiling specific survey questions for the Network in order to have a greater understanding and definition of the scope of work, as well as aid in targeting the Network 's needs and infrastructure appropriately.

As InteCare moves forward in developing and implementing a Telemedicine service program there will be ongoing communication and request for information from the Network. *InteCare will soon be sending out additional survey questions to the Network CMHC' s to obtain input that is critical to making this program work. Please look for and complete the survey.* If you have questions or comments regarding the Telemedicine program, please contact Stacy Veach, Clinical and Provider Relations Director at 317.522.2764 or sveach@intecare.org

Upcoming MHFRP Dates:

Q1 Time Study Week: March 14 – March 20, 2011
Q2 Rosters Due: April 4, 2011
Annual Liaison Training: April 29, 2011
Q1 Cost Reports Due: May 13, 2011
Q3 Rosters Due: May 11, 2011
Q2 Time Study Week: May 30 – June 5, 2011

MHFRP Update

Contract Renewal!

We are very pleased to announce that InteCare has received an extension to the fiscal agent contract for the Mental Health Funds Recovery Program （MHFRP）. The contract extension runs through State Fiscal Year 2012.

Any Questions?

Please do not hesitate to contact us if you have any questions regarding your agency ' s roster, time studies or cost report. We are always happy to meet with you to go over how to complete any necessary documentation or any questions you may have regarding the program. Please contact Jill Derryberry at 317.829.5747 or via email at jderryberry@intecare.org if you have any questions or training needs.

SAVE THE DATE!

APRIL 29, 2011

Indiana Mental Health Funds Recovery

Annual Liaison Training

Details and Agenda to be Sent Soon!

Please contact Jill Derryberry for additional information or with training topic ideas at :

jderryberry@intecare.org or 317.829.5747.

INTECARE'S NEIGHBORHOOD BASED SERVICES PROGRAM IS EXPANDING!

In 2000, InteCare began piloting a mental health program in local (Marion County) neighborhood community centers. The program is funded through the Division of Mental Health and Addictions (DMHA). The program partners with Mental Health Centers in Marion County to place a Mental Health Therapist in a neighborhood community center to provide quality mental health services. Over the years, this program has grown and expanded to provide many services to individuals and families in need of mental health services.

The Neighborhood Based Program provides services to individuals who would not generally tend to seek out "traditional" mental health services due to stigma attached to "mental health" as well as individuals who do not have the resources to afford traditional mental health services. The program currently provides individual, groups, couples, family, and some case management services to those in need. The program currently provides services at La Plaza and Hawthorne Centers in Marion County.

We are very pleased to announce that the program is now expanding its services into Lake County, and will begin a pilot of the Neighborhood Based Program in early spring 2011! We will be partnering with Regional Mental Health Center and the United Neighborhood Organizations (Roberto Clemente Center).

For more information on this program, or to find out how to make referrals to the program, please contact NaKaisha Tolbert-Banks, Program Manager at ntbanks@intecare.org or by phone at 317.472.7395.

INTECARE/ANTHEM NEGOTIATIONS CONTINUE

Negotiations continue between Anthem, Inc. and InteCare for a subcontract arrangement through which InteCare would provide certain network administrative services to Anthem for the Hoosier Healthwise and Care Select State Medicaid programs.

The groundwork for the partnership was in part laid by Behavioral Health Management, Inc. (B HMI), when last fall BHMI leadership decided to support InteCare in pursuing this relationship.

InteCare initially recommended that they provide full network administrative services by amending it ' s InteCare Network Agreements for the Anthem Programs, and then seeking a master agreement with Anthem. However, Anthem elected to not pursue this arrangement.

Subsequently, talks have moved to focusing on the use of the InteCare BHOLT Database in supplying Anthem with provider data on an ongoing basis, and using the same to provide certain network reports. The use of BHOLT would eliminate duplication for providers in supplying multiple insurance and managed care organizations with the same data - all could obtain the data from BHOLT.

InteCare is hopeful that the negotiation process will be concluded before the end of February. For information, contact Geoff Buck, CEO, at 317-237-5775 or at GBuck@InteCare.org.

Facts about Common Mental Illnesses

Mental health problems are health conditions involving changes in thinking, mood, and/or behavior, and they are associated with distress or impaired functioning. When they are more severe, they are called mental illnesses. These include anxiety disorders, attention-deficit/hyperactivity disorder, depressive and other mood disorders, eating disorders, schizophrenia, and others. When these occur in children under 18, they are referred to as serious emotional disturbances (SEDs).

Here is some information on some of the most common mental illnesses.

Anxiety Disorders
> Panic disorder affects about 2.4 million adult Americans and is twice as common in women as in men. A panic attack is a feeling of sudden terror that often occurs with a pounding heart, sweating, nausea, chest pain or smothering sensations and feelings of faintness or dizziness.

Depressive Disorders
> About 18.8 million American adults experience a depressive illness that involves the body, mood, and thoughts. People with a depressive illness cannot just "pull themselves together" and get better.

Eating Disorders
> Anorexia Nervosa: People with this disorder see themselves as overweight despite their actual body weight. With this disorder, a person works to maintain a weight lower than normal for their age and height. This is accompanied by an intense fear of weight gain or looking fat.
> Bulimia: Bulimia is characterized by episodes of binge eating—eating an excessive amount of food at once with a sense of lack of control over eating during the episode—followed by behavior in order to prevent weight gain, such as self-induced purging by vomiting or misuse of laxatives, diuretics, enemas, or other medications; fasting; or excessive exercise.

Schizophrenia
> More than 2 million Americans a year experience this disorder. It is equally common in men and women. Schizophrenia tends to appear earlier in men than in women, showing up in their late teens or early 20s as compared to their 20s or early 30s in women. Schizophrenia often begins with an episode of psychotic symptoms like hearing voices or believing that others are trying to control or harm you.

Source: SAMHSA's Resource Center (ADS Center)

Information provided by: Neighborhood Based Mental Health Services Program. For more information about the program, contact: NaKaisha Tolbert-Banks at ntbanks@intecare.org

STAFF PREPARES FOR CREDENTIALING AUDITS

The credentialing staff is extremely busy gearing up for several upcoming audits. Mdwise delegates credentialing to InteCare therefore, they will perform their annual audit in February. Our second audit will take place in March by URAC from which our accreditation comes. The URAC auditors travel to our office every two years and our preparation for this two-day evaluation can be very labor intensive. Cenpatico delegates organizational credentialing and rostering to InteCare, and they will complete their review in April. These successive audits are a first for InteCare, but the credentialing staff says "They are up for the challenge."

InteCare

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We're on the web! Visit

www.Intecare.org

"The difference between perse-verance and obstinacy is that one often comes from a strong will, and the other from a strong won't.

-Henry Ward Beecher

URAC
ACCREDITED
HEALTH NETWORK
WITH CREDENTIALING