

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"

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InteCare, Inc. Awarded Full Accreditation by URAC!

InteCare, Inc. is pleased to announce that it has been awarded Health Network Accreditation from URAC, a Washington, DC-based health care accrediting organization that establishes quality standards for the health care industry. This accreditation is effective as of July 1, 2011 through July 1, 2013.

“By applying for and receiving Health Network accreditation, InteCare, Inc. has demonstrated a commitment to quality health care,” said Alan P. Spielman, URAC president and CEO. “Quality health care is crucial to our nation’s welfare and it is important to have organizations that are willing to measure themselves against national standards.”

URAC, an independent, nonprofit organization, is a leader in promoting health care quality through accreditation and certification programs. URAC’s standards keep pace with the rapid changes in the health care system, and provide a mark of distinction for health care organizations to demonstrate their commitment to quality and accountability. Through its broad-based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in setting meaningful standards for the health care industry. For more information, visit www.urac.org.

For more information contact Becca Sigafus, COO, Director of Quality Improvement and Corporate Compliance at 317-237-5773 or at bsigafus@intecare.org.

Integrated Care Thought:

Phil Morphew at the Indiana Primary Health Care Association (IPHCA) notes that four of our Community Mental Health Centers are now members of IPHCA. To learn more about the benefits of membership, and how to join, contact Stephanie Suddeth at IPHCA. She can be reached at 317-630-0845.





...that the Indiana Health Coverage programs (IHCP) will require Prior Authorization for “Brand Medically Necessary” mental health drugs as of July 1, 2011? According to the IHCP Bulletin (BT201111, MAY 17, 2011) “effective for pharmacy claims with dates of service on or after July 1, 2011, all claims for Indiana Medicaid-covered mental health drugs will require PA for “brand medically necessary.” This requirement pertains to all prescriptions written on or after July 1, 2011, and to refills of prescriptions written prior to July 1, 2011.” This change is a result of 2010/2011 Indiana General Assembly which removed the previous exemption from September 2001. The IHCP Bulletin stated that “since September 2001, a prescriber’s specification of “brand medically necessary” has required prior authorization (PA) in order for Indiana Medicaid to reimburse for a prescribed brand-name product when a less expensive generic equivalent is available. Mental health drugs, however, were exempt from this requirement.”

For more detailed information regarding this significant change, including how to request Prior Authorizations, please go to: <http://provider.indianamedicaid.com/ihcp/Bulletins/BT201111.pdf>

QI Corner

Each year, InteCare sends out a Provider Satisfaction Survey to collect feedback directly from the Providers we credential. The 2010 survey was sent out this past March and the results are in! InteCare had an Overall Provider Satisfaction Score of 83.5%, which is an increase of 8.7% from last year!

Highlights from this year’s survey were:

90.8% of providers who completed the survey would recommend a peer become part of the InteCare Network

93% positive rating for the courtesy and helpfulness of the Provider Relations/Credentialing staff

90.6% positive rating for the timeliness of the credentialing process

91.7% positive rating for the efficiency of InteCare updating changes to provider information

In addition to the survey questions, we also invite the Providers to include comments. One theme seen in the comments this year is that some Providers do not know exactly what it is that InteCare does. This seems to be a recurring theme for the past several years. At InteCare, we strive to keep Providers up to date on new projects, programs and services as well as any changes we receive from the MCOs that affect Providers. We have been trying to keep you informed of these changes and any news through vehicles such as our newsletter and website, but would love to hear any ideas you have. So, if you have any ideas or suggestions you would like to share with us as to how we can keep you better informed about what is going on at InteCare, please email Stacy Veach at sveach@intecare.org

Mental Health related word search

S	P	I	R	I	T	U	A	L	I	T	Y	S	S	M
A	E	R	E	L	A	X	A	T	I	O	N	D	R	S
T	M	L	I	E	S	O	P	R	U	P	S	N	O	G
I	O	E	F	O	C	O	P	I	N	G	U	E	I	F
S	T	I	Q	-	R	N	L	D	F	O	P	I	V	E
F	I	S	Q	D	A	I	E	X	X	A	P	R	A	N
A	O	U	A	P	W	W	T	I	C	L	O	F	H	O
C	N	R	I	F	X	B	A	I	T	S	R	E	E	I
T	S	E	V	I	E	C	E	R	Z	A	T	V	B	T
I	E	C	N	A	L	A	B	N	E	E	P	A	D	A
O	E	V	I	T	I	S	O	P	K	N	I	H	T	T
N	Z	B	N	O	I	T	A	C	I	D	E	M	R	I
C	F	M	E	E	T	S	E	-	F	L	E	S	T	D
W	E	W	T	C	E	P	S	E	R	F	L	E	S	E
S	J	K	Q	S	E	I	R	A	D	N	U	O	B	M

BALANCE
BEHAVIORS
BOUNDARIES
COPING
EMOTIONS
GOALS
HAVE FRIENDS
LEISURE
MEDICATION
MEDITATION
PATIENCE
PRIORITIZE
PURPOSE
RECEIVE
RELAXATION
SATISFACTION
SELF-
AWARENESS
SELF-ESTEEM
SELF RESPECT
SPIRITUALITY
SUPPORT
THINK POSITIVE

InteCare Welcomes.... Shirley Roll!

*We are very pleased to announce that Ms. Shirley Roll has accepted the position of Provider Data Management Representative at InteCare, Inc., and began her employment on June 20, 2011. In her position Shirley will be responsible for direct customer service to InteCare Providers; for managing communications of Provider and customer calls; for data entry into and maintenance and quality control of the InteCare BHOLT Database; for supporting and educating Providers about interacting with the database, as well as the State of Indiana Web Interchange and/or Health Plans. Shirley has extensive experience with customer service, computer systems and databases, and with assisting providers in analyzing and resolving their claims issues, most recently with HP for the State of Indiana. We are fortunate to have her with us at InteCare! **Her contact information is:***

Shirley Aleta Roll
 Provider Data Management Representative, InteCare, Inc.
 8604 Allisonville, Road, Suite 325
 Indianapolis, IN 46250
 Phone: 317-472-7396
 Fax: 317-237-5777
Sroll@intecare.org



NEW!!!

InteCare Resource Directory

InteCare is very pleased to announce that we now have a Resource Directory available on our website. The Directory is available for all providers, clients and consumers to use and can be accessed from the InteCare homepage. This is a comprehensive, but not complete list focusing on the counties where the InteCare HAP network provides services.

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You are here : Home Search

InteCare

InteCare is a 501(c)(3) non-profit, behavioral health management corporation and behavioral health service network.

With a corporate office in Indianapolis, Indiana, InteCare provides services in several public and private programs on behalf of dozens of Hospitals and Organizations across the State of Indiana and neighboring states.

CURRENT NEWSLETTER

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No need to log on or register...simply click on the "Find Resources" tab at the top and it will direct you to the Resource Search Page.

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HOME FIND SERVICES PROVIDERS CONSUMERS MHFRP **FIND RESOURCES** ABOUT US CONTACT US

You are here : Find Resources Search

Find Resources

The following search functionality is provided as a resource only. InteCare, Inc. is not affiliated with the listed facilities. The listed facilities may be, but not necessarily are, endorsed by InteCare. For a comprehensive list of facilities credentialed by InteCare, please go to the find services page. The information provided here is being provided freely, and no kind of agreement or contract is created between you and InteCare. Any of the trademarks, service marks, collective marks, design rights or similar rights that are mentioned, used or cited in the articles of the InteCare encyclopedia are the property of their respective owners. If you need specific advice (for example, medical, legal, financial, or risk management) please seek a professional who is licensed or knowledgeable in that area.

Resource Search

Search for Resources

County: Zip Code: Resources: [Show All](#)

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You can search by County or Zip for many different types of resources...

Resource Search

Search for Resources

County: Zip Code: Resources: [Show All](#)

Here is a sample of what types of resources you can find...

The screenshot shows the InteCare website interface. At the top left is the InteCare logo. The navigation menu includes HOME, FIND SERVICES, PROVIDERS, CONSUMERS, SERVICES, ABOUT US, and CONTACT US. A search bar is located in the top right corner. A dropdown menu is open, listing various resource types such as Addictions Services, Advocacy Services, Assistance Programs, Behavioral Health Services, Case Management, Children's Services, Corrections Related, Crisis Hotline, Developmental Disability Services, Disability Services, Domestic Violence Services, Eating Disorders Services, Education, Emergency Assistance, Emergency Shelter, Employment Services, Energy Assistance, Food Pantry, Government Offices, Healthcare Services, HIV Services, Hospice Services, Hospital, Legal Services, Parenting Services, Pastoral Counseling, Police, Rape Crisis Hotline, and Residential Services. The 'All Types' option is currently selected.

Here is an example of what you might find when entering the county and resource type...

Resource Search

Search for Resources

County: Zip Code: Resources: [Show All](#)

Name / Resources	Address	Contact Info
Homeless Legal Project Legal Services	151 N. Delaware, Ste. 1806 Indianapolis, IN 46204 County: Marion	Phone: (800)869-0212 Notes: Will take almost any case where the client is homeless in Marion County
Legal Services Organization of Indiana- Indianapolis Legal Services	151 N. Delaware, Ste. 1806 Indianapolis, IN 46204 County: Marion	Phone: (317)631-9401 (800)869-0212 Notes: Help with civil cases for housing, public benefits, health, divorce, child in need of services, consumer, education, access to justice

If there are any additional resources you would like to see added to the directory or any incorrect information that you find, please contact Lara Williams @ lwilliams@intecare.org.



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Www.InteCare.org



*We're on the web! Visit
www.Intecare.org*

"Man is still the most magnificent computer of all".

-John F. Kennedy

