



Provider Newsletter

Volume 27

Summer 2013

In This Issue

Telepsychiatry
Program
Celebrating One
Year Anniversary

InteCare and KEY
Consumer Create
New Peer-Run
Organization

MHS and Cenpatico
Request your
Feedback on
School-Based
Services

Suggestions?



Contact us at
317.237.5770 or
visit our [website](#)

Join Our
Mailing List

Submit Articles or
Announcements!!

InteCare Telepsychiatry Program's One Year Anniversary

We are excited to be celebrating the one-year anniversary of our telepsychiatry program! The program went live in August 2012 with Oaklawn Community Mental Health Center. InteCare's contract psychiatrist, Dr. Ronald Stachler, provides psychiatric services to Oaklawn's children and adolescent clients in South Bend, Indiana. Dr. Stachler



specializes in Child and Adolescent Psychiatry and has over twenty years of practice experience. He has a private practice in Zionsville, Indiana and provides telepsychiatry services part-time. Through the telepsychiatry program, InteCare has been able to help Oaklawn provide access to specialized psychiatric services for families and children in a timelier manner.

In addition to increased access to care, the InteCare Telepsychiatry Program helps organizations provide consistent and stable psychiatric services as well as continuity of care. One unique aspect of our program is that InteCare does its best to make sure the physician fits well with the organization and the clinical team. Chris Schoeninger, Vice President of Medical Services at Oaklawn, says that what she likes most about the InteCare Telepsychiatry Program is, "the quality of the psychiatrist they provided to us and their willingness to ensure all aspects of the process are satisfactory to us. They were very mindful of finding a candidate who would fit with our agency and staff and he has been great to work with. "

The program has been very effective and satisfaction has been high. Oaklawn reports that they have had positive feedback from both individuals served and staff regarding the quality of



If your organization would like to submit articles or announcements for the InteCare Provider Newsletter please send your articles to:

Geoffrey Buck,
Psy.D., CEO

8604 Allisonville
Rd., Suite 325
Indianapolis, IN
46250



Dr. Stachler has been providing psychiatric services for the Telepsychiatry Program since August 2012.

service provided. They have not had any negative feedback regarding services and cancellation/no-show rates are comparable to on-site services. Laurie Nafziger, CEO of Oaklawn, recommends the InteCare Telepsychiatry Program and says,

"InteCare is driven to know the details of telepsychiatry, using research, consultation and legal review to ensure all aspects of the process are done appropriately. New

partners will benefit from this knowledge and can be assured that implementation is done per regulations. Communication, problem-solving and follow-through are excellent. InteCare is very collaborative and open to honest feedback. Their preferred model is to work together and they check often to ensure satisfaction. They're approachable and practice with integrity."

We are currently expanding our telepsychiatry program. If you are an organization or CMHC interested in receiving telepsychiatry services, or a physician interested in providing telepsychiatry services, we would love to talk with you.

For more information contact:

[Stacy Veach MSW, LCSW](#)
Clinical Director
317-522-2764
sveach@intecare.org

What is the Provider Manual?

Did you know that InteCare has a Provider Manual which explains virtually all of the aspects regarding credentialing, contracting and how to contact the Managed Care Entities?

To access the Provider Manual you may go to www.intecare.org then click on the Providers tab. Once on the Provider Page click on Credentialing. On the Credentialing page, scroll to the bottom right side of the screen to click on the link to access the Provider Manual.



There are detailed explanations about what is required for credentialing and contracting. Providers are required to keep us up to

date about any changes in your organization such as address, tax id, and providers leaving or new hires. Providers are also required to submit an up to date copy of their professional liability insurance.

The Provider Manual is a resource that has information on our key staff to help you know who to contact for your questions. It also has our address and contact information for all staff.

You may refer to the Provider Manual to get information on how to make compliments, complaints as well as our dispute and appeals processes. The Manual also has sections on confidentiality, customer satisfaction and Quality Improvement Activities.

If you have any questions regarding the Provider Manual or how to access it please contact us.

Julie Maxwell-Coker
Credentialing Manager
317-829-5759
jmaxwellcoker@intecare.org

Provider Satisfaction Survey Results



Each year, InteCare sends out a Satisfaction Survey to collect feedback directly from the Providers we credential. The 2012 survey was sent out in March and we want to thank those Providers who took the time to tell us how we are doing!

The Overall Satisfaction Score for 2012 was 86.1% (scores of good, very good or excellent).

Highlights from the 2012 survey were:

- 95.3% positive rating for the courtesy and helpfulness of the Provider Relations/Credentialing staff
- 92.7% positive rating for the promptness of response to inquiries or questions
- 91.9% positive rating for the efficiency of InteCare updating changes to provider information
- 83.6% responded that they would recommend InteCare to a peer.

In addition to completing the questions in the survey, a number of respondents also provided comments. We greatly appreciate you taking the time to leave both compliments and constructive feedback. A number of comments were in reference to the amount of time it takes to complete the credentialing process. As many of you may know, we are working on streamlining our credentialing process by transitioning it to an online application process. We are working out all the bugs and hope to have this available to

you in the very near future. If you have any questions please do not hesitate to contact us.

Julie Maxwell-Coker
Credentialing Manager
317-829-5759
jmaxwellcoker@intecare.org

Carol Gorbett
Credentialing Specialist
317-237-5776
cgorbett@intecare.org

