

SOONERCARE BEHAVIORAL HEALTH UPDATE

SUMMER 2011

VOLUME V, ISSUE 3

OHCA AWARDS BEHAVIORAL HEALTH CONTRACT TO OPTUMHEALTH

Dear SoonerCare BH Providers and BH Advisory Council members,

It is my pleasure to announce the new BH QIO Vendor for SoonerCare BH, OptumHealth Behavioral Solutions. This contract covers the activities on both inpatient and outpatient prior authorization (PA) services, performance of quality interventions and education, and performing inspection of care reviews for SoonerCare. OptumHealth is part of UnitedHealth Group and a brand of United Behavioral Health (UBH). OptumHealth has extensive experience managing and providing behavioral health services to individuals throughout the country. Their clients include employers, state, county and federal government agencies, and independent health plans that serve individuals who are commercially insured as well as those who receive Medicaid benefits.

We will begin working immediately with OptumHealth to insure a smooth transition between prior authorization systems for our BH providers and their EDI vendors. As you know we have extended the contract with APS Healthcare, Inc. through September 30, 2011, so that we'll have more time to transition. We will be scheduling BH provider trainings in August and September so look for these announcements.

We are still on track for the implementation of the Master PA IDs and for Rendering Provider to begin 10/1/11. Reminder note: for Master PA, agencies will have one of their site ID numbers listed as their Master PA ID#; agencies will use this ID# for all PA requests to OptumHealth as of 10/1/11. For agencies with multiple sites, this will allow for them to have 1 PA for each individual utilizing services within their own system, and not have to have multiple PAs and letters of collaboration.

We want to take this opportunity to say how much we've appreciated working with APS Healthcare, Inc. these past 5 years. APS has been a great partner to work with due to their proactive, competent, professional, and innovative manner!

Debbie Spaeth, LMFT, LADC, LPC
Behavioral Health Director - Oklahoma Health Care Authority

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POINTS OF INTEREST:

- ◆ www.SoonerPro.com is the APS informational website for Oklahoma behavioral health providers.
- ◆ No consumer PHI (Personal Health Information) should ever be placed on this site.
- ◆ **"Subscribe"** to receive e-mails, updates and other important information. Find the link on the SoonerPro homepage in the upper right hand corner.

Happy Birthday America!



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In a follow-up notification, OHCA announced due to the change in QIO contractors, the Master PA ID implementation would be postponed to Oct. 1 along with the Rendering Provider implementation. More information will be forthcoming as the Oct. 1 timeframe nears. Be sure to watch your SoonerPro e-mails for updates on these programs and other transition information.

As stated in the OHCA provider letter, APS will continue to conduct business as usual until the end of our contract extension on Sept. 30.

The staff at APS would like to take this opportunity to thank the Oklahoma Health Care Authority and all of the great Oklahoma providers for your trust, your kindness and all courtesies extended to us over the past 5 years. We have appreciated your support of our work with the overall prior authorization process; our websites; and all provider events and trainings we have offered.

We have truly enjoyed the opportunity to work with each of you and hope your overall experience with us has been a positive one.

SUN, HEAT AND PSYCHOTROPICS ALERT

It's summer again in Oklahoma with early heat waves and daily temperatures of 100+ degrees. June was unseasonably hot and who knows what July and August will bring?

For consumers, one of the unpleasant aspects of summer can be the danger of prolonged exposure to the sun and the heat while taking psychotropic and/or other medications, in addition to other possible health conditions that may be present. Some medications can cause the body to overheat during hot, humid weather and can result in a heat-related illness (heat exhaustion or heat stroke) and in some cases, can cause death. Medical conditions

that can make matters worse include heart disease; respiratory disease; diabetes and alcoholism.

Common medications that can interfere with the body's normal response to heat may include:

- ALL psychotropic medications except benzodiazepines
- Diuretics or water pills
- Antiparkinson medications or Anticholinergics
- Amphetamines
- Beta-blockers

Street Drugs:

- Hallucinogens - LSD, Psilocybin, "shrooms", etc.
- Cocaine - all forms including crack
- Stimulants

- Anabolic steroids
- Inhalants
- Ecstasy, "Club Drugs", Herbal Ecstasy, MDMA
- PCP, Angel Dust

Look for these general warning signs for heat-related illness:

- Muscle cramps - mostly in the calves, quadriceps and abdominals
- Nausea and vomiting
- Heavy sweating or red, hot and dry skin with body temps of 103+ degrees
- Weakness; throbbing headache; dizziness; fainting
- Rapid, strong pulse
- Confusion or unconsciousness

Heat stroke is the most

serious heat-related illness and occurs when the body is not able to control its own temperature. The body temperature will rise rapidly and sweating is not present. The person should be treated immediately to avoid serious complications and possibly death. If heat stroke is suspected, call 911 at once; loosen or remove the person's clothing; move to a cooler area; and cool the person using cool water. Give water only if the person is able to speak. Call the ER for more instructions if no one comes right away.



JOLENE RING RETIRING FROM OHCA



Jolene Ring, M.Ed., L.M.F.T., Behavioral Health Specialist, Inpatient Services, OHCA will retire on August 30, 2011. The following tribute was offered by Debbie Spaeth, Behavioral Health Director, OHCA.

Jolene started her career as a school teacher, teaching high school students the principles of business. She sponsored high school clubs and created fund-raisers for activities. During this eight year period, she accomplished a Masters degree and decided to become a mental health professional so that she would be better able to assist children and youth who were having emotional problems. She spent five years at Taliaferro Community Mental Health Center in Lawton, honing her evaluation and therapy skills. She then took her advanced skills to the Oklahoma Youth Center in Norman, where she became a supervisor developing inpatient and day treatment programs. She continued as a coordinator of day treatment services at the Bethany Pavilion and at CPC Southwind Hospital, working tirelessly with adolescents and their families to heal the wounds of trauma and substance abuse. She developed a private behavioral health agency, providing outpatient services to those in need, and took that knowledge into the monitoring of inpatient care for children who qualified for SoonerCare. Finally, hoping to have a more expansive role in assisting the system to become more literate about children's issues and more innovative in treatment practices and philosophy, Jolene took a position in the Behavioral Health Division of the Oklahoma Health Care Authority where she has overseen children's inpatient psychiatric, group home, and therapeutic foster care policy and the providers of these services. During the past 20 years, Jolene has also been an adjunct professor in the Department of Human Relations at the University of Oklahoma.

OHCA staff have watched as Jolene took on the tasks of shortening hospital stays for children; assisting family programs; building specialized treatment programs for children who are dually diagnosed as mentally ill and developmentally delayed; and developing specialty psychiatric programs for autistic children. Her work in this area resulted in an eighty three percent decrease in the number of children who go out of state for specialty treatment because they can now get this treatment in Oklahoma, where their parents can visit and participate in treatment. Jolene has consistently sought to provide for the underserved; to stop punitive practices in programs which included seclusion and restraints; to shorten hospital stays and create policies which mandate a seamless transition from inpatient to outpatient treatment; to work with community groups around the needs of the state's most disabled children; and to provide avenues of training for providers who wish to gain expertise in the treatment of the developmentally disabled.

Jolene has worked collaboratively with the Department of Human Services to insure appropriate placements for children and treatment modalities which assist children, families, and communities for the child's re-entry into home and place of residence. She has worked diligently with the Therapeutic Foster Care Association to resolve problems related to foster care and SoonerCare policies which have inhibited solid clinical care and seamless transitions from one home to another. She has monitored the policies and services of providers and other state agencies, helping to find solutions when policies become barriers to good treatment.

Jolene has always been supportive and patient with the providers for whom she has oversight. She is insightful, creative, and challenges providers to be the best they can be. Her close oversight and coordination with providers of the children who are in inpatient psychiatric care has resulted in a thirty percent decrease in the length of time they are in the hospital, allowing these children to get back out in their home and community. This not only decreases the trauma experienced by these children and families, but it also saves state and federal dollars.

Jolene was the recipient of the 2009 C.V. Ramana Award for her tireless efforts and contributions toward the treatment and welfare of Oklahoma's children. We wish her the very best in all of her future endeavors!

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I Inpatient Providers

Starting July 1st, APS
physicians will start
offering Physician to
Physician consults for
inpatient levels of
care.

Please ask your IP re-
viewer for details.



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Did You Know?

- **July is Anti-Boredom month; also national hot dog, blueberry and ice cream month, but an unlucky month for weddings.**
- **July 19 - Flitch Day. An old custom giving bacon to any married couple who could prove they had lived in harmony and fidelity for 1 year. Very few "take home the bacon."**
- **Want a challenge? The first week of August is National Simplify Your Life week. Good luck with that!**
- **Aug. 26 - National Dog Day. This holiday has 2 goals: to honor dogs for all they do for us and to rescue homeless and abused dogs.**
- **For assistance with prior authorization issues, call 800-762-1560.**
- **For assistance with billing issues, call 800-522-0114.**
- **For assistance with Insure Oklahoma, call 800-530-3002.**

Upcoming Trainings and Events

July 12-13

Correct Administration
and Application of the
Addiction Severity Index
(ASI)

Tulsa Technology Center
Peoria Campus
Council Oak Room
3850 N. Peoria
Tulsa, OK 74106
www.odmhsas.org

July 13

OHCA Behavioral Health
Advisory Council

OHCA
2401 NW 23rd Street
Oklahoma City, OK
9:30 am -12:30 p.m.

July 15

Methadone Myths and
Facts

Northeast Technology
Center
19901 S. Highway 69
Afton, OK
www.odmhsas.org

July 29

2011 Oklahoma Suicide
Prevention Conference

Doubletree-Warren Place
Tulsa, OK
www.odmhsas.org

Aug. 26

Methadone Myths and
Facts

ODMHSAS Training Center
2401 NW 23rd, Suite 1F
Oklahoma City, OK
www.odmhsas.org

Sept. 16

Methadone Myths and

Facts

Kiamichi Technology
Center
810 Waldron Road
Vernon Anderson Building,
Telecommunications Room
Durant, Ok
www.odmhsas.org

Sept. 21

Mindfulness Training for
Clinical Intervention and
Self-Care

Great Plains Technology
Center
4500 SW Lee Boulevard
Lawton, OK
www.odmhsas.org

Oct. 5-7

5th Annual Prevention
and Recovery Confer-
ence
www.odmhsas.org