



## Provider Notice

Magellan of Virginia is committed to ensuring members receive quality behavioral health services. We firmly believe that care coordination can improve the health and wellness of members with complex and special needs. Care coordination is the collaboration and sharing of information among health care providers who are involved with a member's healthcare to improve the care. The purpose of care coordination is to ensure that the member receives all needed services and supports; that these resources are well-coordinated and integrated; and that they are provided in the most effective and efficient manner possible.

Magellan of Virginia participates in annual activities to improve the quality of behavioral health services. The focus of one of these quality improvement activities relates to improving care coordination between TDT and IIH providers who are treating the same member. As part of this activity, a Magellan Care Manager may contact you to discuss care coordination when he or she recognizes that a member you treat is receiving both TDT and IIH services. As a supplement to these calls, please review the below tips regarding care coordination.

### **To improve care coordination:**

- Ask at intake about any other services the member is receiving.
- Obtain a release of information for each party involved in member's treatment.
- Educate members about care coordination and what it entails.
- Regularly discuss and collaborate with member/guardian about care coordination activities.
- Regularly collaborate and share information with all internal and external service providers who routinely meet the member in order to improve care and to prevent duplication of services.
- Document care coordination in the ISP and Progress Notes, and revise the ISP as clinically indicated.
- Ensure that information exchanged about care coordination is relevant and communicated clearly.