

# PRACTITIONER *Update*

Quality.Improvement@MHN.com

**MHN**  
A Health Net Company™

February 2018

Dear MHN Practitioner,

The MHN Quality Improvement (QI) Department is pleased to present to you the next issue of the MHN Practitioner Update Newsletter.

Thank you for taking the time to read this newsletter. We hope you find the updated document for quick tips on how to get your claims paid useful. And on the horizon, May is Mental Health Awareness Month; see the enclosed article for details on how you can participate.

This newsletter will also be posted on the MHN Provider Portal: [www.providers.mhn.com](http://www.providers.mhn.com) > 'Newsroom' (bottom of the page) > 'Practitioner Newsletters'. The next issue will be out in May 2018.

Regards,  
The MHN QI Department



**Do you have ideas about improving your experience with us?  
We encourage our providers to let us know at:  
[Quality.Improvement@MHN.com](mailto:Quality.Improvement@MHN.com)**



***NOW ONLINE!***  
Click below to view our latest provider toolkit:

***"Treating and Managing Behavioral Health Conditions in PCP Settings"***

*This toolkit can also be found on the MHN Provider Portal:  
[www.providers.mhn.com](http://www.providers.mhn.com) > 'Newsroom' (bottom of the page) >  
'Quality Improvement Documents' section*

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2017 MEMBER SATISFACTION SURVEY RESULTS

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**NEXT ISSUE:**  
MAY 2018

**TO REACH MHN CUSTOMER SERVICE:**

CALL THE 800# ON THE BACK OF THE MEMBER'S ID CARD

**PROFESSIONAL RELATIONS:**

[PROFESSIONAL.RELATIONS@MHN.COM](http://PROFESSIONAL.RELATIONS@MHN.COM)

## Tips for Getting Your Claims Paid

- ✓ **When applicable, ensure that you or the member has obtained initial preauthorization for services**, and that you have obtained authorization from MHN for any additional services beyond the number of sessions or days originally authorized.
- ✓ **Verify that the member's identification number is current** in one of the following ways: call MHN customer service for benefit and member identification information, ask the member, or log in to the provider portal at [www.mhn.com](http://www.mhn.com). *Note: Members who have changed from one benefit plan to another, or from coverage on a family member's policy to coverage as the subscriber, often have a change in member identification number.*
- ✓ **Ensure that you are billing for the type of service that you are contracted to provide and for which you received authorization.** Consult your provider contract and the authorization letter when in doubt.
- ✓ You must submit your claim using **CMS1500 and CMS1450 forms that are printed in Flint OCR Red, J6983 (or exact match) ink.**
- ✓ Mail your claim to: **MHN Claims, PO Box 14621, Lexington, KY, 40512-4621.**



- ✓ Remember to **include your NPI number** for any claims submitted electronically.
- ✓ Be sure to **submit your claim within 120 days of the date you provided services** to the member
- ✓ Ensure that you **use standard spacing** when billing a member/patient name.

This information can also be found on the MHN Provider Portal:  
[www.providers.mhn.com](http://www.providers.mhn.com) > 'Newsroom' (bottom of the page) > 'Provider Tips' section



**Did  
You  
Know?**

### **MHNs Treatment Record Documentation Standards**

are located on the MHN Provider Portal. For more information, please go to:

[www.providers.mhn.com](http://www.providers.mhn.com) > 'Working with MHN' (top of the page) > 'Clinical Operations Practices' > 'MHN Treatment Records Documentation Standards'

# MyStrength.com - The health club for your mind™

*myStrength offers web and mobile self-help resources, empowering consumers to be active participants in their journey to becoming – and staying – mentally and physically healthy.*

**Mental health is an integral component of a person's overall health and well-being. MHN's parent company, Health Net, understands this and is partnering with myStrength to offer Health Net members complimentary access to myStrength.com.**

myStrength is a dynamic and personalized website that offers clinically-proven mental health applications to help with mental health challenges by utilizing individualized wellness resources. myStrength provides a range of mood-improving, engaging resources including step-by-step eLearning modules, interactive tools, weekly action plans, self-help workbooks, and daily inspirations to help with depression, anxiety and substance use - all personalized to the user via web and mobile technology, to help improve mental health from the comfort and privacy of their own home.



These self-help resources are empowering individuals to be active participants in their journey to becoming – and staying – mentally and physically healthy. The in-the-moment mood tracking and immediate stress-relief applications are beneficial in driving sustainable behavioral health change.

If you are looking for an additional way to engage your patients outside of the therapy office, you can have them register on myStrength.com to help take care of mental and physical health. Or, they can visit the [Health Net page](#) on myStrength.com to access and sign up for the online program. This program has been shown to compliment and accelerate therapy by helping to reduce anxiety and depression.

***For additional information, please review the myStrength flyers below for the appropriate line of business:***



Health Net  
Commercial myStreng



CalViva  
myStrength.pdf



Medi-Cal  
myStrength.pdf



## 2017 Annual Practitioner Satisfaction Survey

Each year, the MHN QI Department administers a Practitioner Satisfaction Survey that is sent to contracted practitioners with an email address on file. In 2017, a total of 3,599 practitioner email addresses were included in the sample. There were 1,358 respondents, giving the survey a response rate of 37.8%, which is 2% higher than last year's response rate. Satisfaction levels among items varied between a low of 71% and a high of 96%. The highest rated items were all related to accessibility/availability and Professional Relations (Table 1). Among the 6 lowest rated items, half were related to claims and half were related to coordination of care (Table 2).



**Table 1:**

Highest Rated Performance Indicators:	% Positive Response:
Distribution of clinical guidelines and/or protocols endorsed by MHN	95.8%
Information in the MHN Practitioner Newsletters published three times each year	95.4%
Availability of interpreter services for members inquiring about behavioral health services with you	95.2%
Availability of interpreter services for patients during treatment/evaluation with you	95.0%
Ease of obtaining immediate services for a patient with a life threatening, emergency situation	94.1%

**Table 2:**

Lowest Rated Performance Indicators:	% Positive Response:
Timeliness of payment when someone other than MHN issues the check	81.7%
Information provided to you on your patients leaving a hospital setting	80.3%
Care coordination with Primary Care Providers (PCPs) on patients' behalf	79.4%
Ease of resolution of claims problems	76.5%
Amount of time to resolve claims problems	71.6%
Timeliness of information received from PCPs about your patients	70.8%

The results from the practitioner survey are reviewed each year by the QI Department and other appropriate MHN departments. When warranted, workgroups are formed and corrective action plans or quality improvement initiatives are implemented to improve practitioner satisfaction. Click [here to view](#) the entire set of results.

## 2017 Member Satisfaction Survey Results

Each year MHN surveys members who received behavioral health services during the previous year for the Commercial, Medicare, EAP and MHN's stand-alone lines of business. The results of the 2017 Commercial and Medicare surveys can be viewed [here](#) and show member satisfaction levels for a variety of measures.

The annual member satisfaction survey was conducted in July 2017 and included adult Commercial and Medicare members who used MHN services between April 1, 2016 and March 31, 2017. Response rates for all affiliated lines of business ranged from 12.9% for the Health Net California Medi-Cal line of business up to a high of 31.1% for Health Net California Medicare members.

Among the highest rated items for most lines of business:

- ◆ Choice of behavioral health practitioners (BHP)



- ◆ Travel distance to appointments
- ◆ BHP seeing them within 15 minutes of their scheduled appointment times (always or usually)



Among the lowest rated items for most lines of business:

- ◆ BHP discussing the importance of having members share treatment plan information with their primary care physicians
- ◆ BHP discussing with the member the importance of coordinating care with other BHPs
- ◆ Being informed about medication side effects

**Please consider helping us improve member satisfaction by:**

- ✓ **Emphasizing the importance of coordinating care with other treatment team members, including medical providers.**
- ✓ **Discussing and addressing any concerns about newly prescribed medications.**

## PLANNING AHEAD:

### **Go Green in May!** **May is *Mental Health Month!***



Each year, millions of Americans face the reality of living with a mental health condition, as 1 in 5 U.S. adults will experience a mental health condition in their lifetime. However, everyone is affected or impacted by mental illness through friends and family. Throughout May, participants across the country are raising awareness for mental health to work together to fight stigma, provide support, educate the public and advocate for equal care.

The working theme for May is Mental Health Month 2018 is **Whole Body Mental Health**. Information will focus on improving knowledge of how the body's various systems can impact an individual's mental health. The focus will be on exploring the elements that comprise personal wellness.

#### **Topics will include:**

- ❖ The connection between gut bacteria/flora and mental health;
- ❖ The role of inflammation in the development of mental health disorders;
- ❖ The preventative and recovery promoting aspects of physical activity; and
- ❖ How nutrition and food can affect mental performance and mood.

For additional information and other educational materials, please visit the [Mental Health America](#) and [National Alliance on Mental Illness](#) web sites to see how you and your colleagues can **Go Green in May for Mental Health Month!**



**REMINDER:**

***Please keep your practice contact information current!***

One way to update your contact information is by going directly to MHN's Provider Portal: [www.providers.mhn.com](http://www.providers.mhn.com) and logging into your account. Once logged in, hover over "My Profile" then "Update Practice Information" and click "Practice Address and Contact" to update your practice information. *If your practice information is correct, just click on "No Changes Required".*



**Providers can also contact Professional Relations directly at any time for contract and Provider Portal questions or to update contact information by emailing [Professional.Relations@MHN.com](mailto:Professional.Relations@MHN.com).**

*Thank you for keeping us up to date!*

***The next Practitioner Update is scheduled for May 2018***



*Thank you for your time and attention!*  
The MHN Quality Improvement Department