

REFERRING PATIENTS FOR BEHAVIORAL HEALTH SERVICES

Contacting Behavioral Health Providers

- To schedule an appointment with a behavioral health provider, call one of the HIP Mental Health Centers (listed on page i) or HIP Care Management at **1-888-447-2526**. Either the physician or the HIP member may call to set up initial appointments.
- Calls to HIP Mental Health Centers will be handled by a center receptionist who will ask for the patient's HIP ID number and general information about the patient's needs. The receptionist will then schedule an appointment for the patient. Routine appointments are typically scheduled within five business days.
- Calls to the HIP Care Management line will be handled by a Care Manager. He or she will ask for the patient's HIP ID number and general information about the patient's needs. The Care Manager will then provide contact information for several conveniently located mental health providers. The patient may then select a provider and call to set up an appointment.

Upon Referral to a HIP Mental Health Center

- After being referred to a HIP Mental Health Center, your patient will be scheduled for a consultation. During this consultation, the behavioral health provider will inquire as to current symptoms/life stressors and will obtain a detailed patient history. Consultations are typically done by a psychologist or social worker.
- Following the consultation, the provider will discuss treatment options with the patient and together they will agree upon the most appropriate level of treatment. Treatment may include individual and/or group therapy with a psychologist or social worker, and/or pharmacological treatment with a psychiatrist.
- At your patient's first appointment, he or she will be asked to sign a consent form allowing the behavioral health provider to collaborate with you in providing treatment. Once the consent form is executed, the behavioral health provider will send you a behavioral health consultation form outlining diagnostic impressions and treatment recommendations.
- You should feel free to contact the behavioral health provider at any time if you have any questions/comments or would like to provide information about the patient, as collaboration is often key to providing effective treatment.

Making Referrals

- Behavioral health providers welcome collaboration with physicians, which means that it is entirely appropriate to pose specific questions about the patient's condition to mental health providers (e.g., "Does this patient meet criteria for bipolar disorder?" or "Could depression/anxiety be contributing to somatic symptoms?"). These questions may be posed in writing (on a referral slip or note) or by simply calling the provider.
- If a patient seems reluctant to attend a behavioral health appointment, it is sometimes helpful to explain what to expect and to ask the patient to make a follow-up appointment with you shortly after their first behavioral health appointment.

Behavioral Health Provider Roles

Therapists (psychologists/social workers):

- Provide individual/group therapy for a wide range of psychiatric issues.
- Provide psycho education.
- Encourage adherence to medication prescribed by a PCP or psychiatrist.
- Conduct consultations.
- Diagnose and triage.

Psychiatrists

- Prescribe and manage medication treatment for psychiatric issues.
- Provide second opinions on medication issues for PCPs.
- Handle medication for complex cases such as, but not limited to, bipolar disorder and psychotic disorders.
- Diagnose and triage.