

Introduction

About PacifiCare Behavioral Health

PacifiCare Behavioral Health is a wholly owned subsidiary of PacifiCare Health Systems, Inc., (PHS) a nationally recognized leader in the delivery and management of quality health care.

PacifiCare Behavioral Health is referred to as PBH throughout this manual.

PBH was founded in 1986 to provide managed mental health and substance abuse services and in 1990 began offering Employee Assistance Programs.

PBH is committed to delivering superior behavioral health services to its clients through operational excellence, innovative collaboration with our provider network partnerships, and listening to the needs of our clients.

PBH corporate headquarters are found in two locations. Laguna Hills, California serves as the sales/marketing and administrative headquarters, while clinical operations are based in Van Nuys, California.

PacifiCare Behavioral Health - Mission and Vision

Mission

To deliver effective behavioral health care and services to our members and clients.

Vision

- ◆ At PBH, our aim is to ***link an exceptional clinical focus with operational excellence***. This is ***our commitment to a quality of care and service*** that will differentiate us. It reflects our passion for delivering exceptional customer service, while measuring and improving health care outcomes.
- ◆ PBH is committed to being ***the leader in delivering effective behavioral health care services to our members***. We base our clinical approach on

- empirical evidence from scientific studies of effective treatment. We accept the obligation to have *special expertise* and services in the treatment of our members with severe mental disorders.
- ◆ We depend upon *carefully selected providers* to deliver clinically effective care. Our relationship with providers must demonstrate *mutual respect* and an expectation that each meet the commitment to our members to provide *effective care*.
 - ◆ As a company we *embrace risk and change*. Our commitment to *customer service* means we encourage an *obsession for finding a better way*. Our ideal is that transactions are accurate, easy, quick and friendly for members and providers. This improves productivity while increasing our value to customers.
 - ◆ We understand there is immense potential for growth and accomplishment when *our people have passion and commitment*. Management understands that for this to happen, PBH must be a company that believes and invests in communication and training. This represents our commitment to our people.
 - ◆ *Evolution to Excellence is our continual reinvention of ourselves through information technology*. Our enterprise-wide strategy leverages technology to enhance timely access to helpful information and services through electronic commerce. This will *redefine our processes* to bring us closer to our members, clients, brokers and providers.
 - ◆ When you put it all together, by constantly improving our performance, PBH will always be the best value for our customers.

About This Manual

PBH wants to engage providers in a working relationship that is mutually beneficial. We understand that your time is valuable, so we have organized this manual in a user-friendly format to provide easy reference. Helpful hints are located in many sections.

Behavioral health care and how it is delivered continues to evolve as the scope of services and the delivery system grow and change. Many providers now rely on dedicated administrative staff or departments to handle the business aspects of their practice. PBH has developed an Administrative Guide devoted solely to those business aspects of your clinical practice. It is included as one section of this manual. It provides a step-by-step guide to help you deal with a range of administrative issues. We recommend that providers distribute this Administrative Guide to all their staff responsible for administrative issues related to PBH.

Member Rights and Responsibilities

PacifiCare Behavioral Health (PBH) has a written policy that states our commitment to treating members in a manner that respects their rights, as well as informs members of their responsibilities as an active participant with the provider and PBH in their care. PBH's policy addresses the following member rights and responsibilities:

- ◆ Members have a right to receive information about PBH's services and providers, clinical guidelines and members' rights and responsibilities.
- ◆ Members have a right to be treated with respect and recognition of their dignity and right to privacy.
- ◆ Members have a right to participate with providers in decision-making regarding their treatment planning.
- ◆ Members have a right to a candid decision of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- ◆ Members have a right to voice complaints about PBH or the care they receive and make appeals about their care.
- ◆ Members have a right not to be discriminated against due to gender, age, sexual orientation, marital status or culture, health status; or economic, educational or religious background.
- ◆ Members may make recommendations regarding PBH's member rights and responsibilities' policies.
- ◆ Members have a responsibility to furnish, to the extent possible, information that PBH or its providers need in order to care for them.
- ◆ Members have a responsibility to follow the plans and instructions for care that they have agreed upon with their providers.
- ◆ Members have a responsibility to participate, to the degree possible, in understanding their behavioral health problems and in developing mutually agreed upon treatment goals.

Members can call PBH Member Services at any time to:

- ◆ Receive a referral to a provider.
- ◆ Change providers.
- ◆ Ask questions about their benefit plan.

- ◆ Make a complaint about PBH or its providers.
- ◆ Clarify any issue or question that they may have.

PBH is available to serve members 24 hours a day, seven days per week. See Region Specific Information section for the member access number.