



DATE:
TO: Medicaid Providers
RE: Enhanced Clinical Management

The Enhanced Clinical Management Program at ValueOptions is a Quality Department initiative to target certain cases for review. ValueOptions and its partner BHOs have identified three clinical indicators that we use to identify opportunities for clinical improvement and more effective utilization management.

The areas include:

- Adults with major depression who do not appear to have had a medication evaluation
- Youth with adjustment disorders who have been in treatment more than 6 months with the same diagnosis
- Youth who were readmitted to inpatient care within 30 days of the last discharge from inpatient care.

In the attached documents you will find a list of your clients who meet the criteria for this program. You will receive this request quarterly if any of your clients are selected during that time period.

For each identified client, we ask that you review the case and answer a number of questions related to the member's care. Please make a copy of the relevant form (ECM#1; ECM#2; or ECM#3) for each client on your list and retain the originals for future use. If you would like to have a copy of these forms in an electronic format (MS Word), please let us know. Complete the form and fax or mail the form to:

ValueOptions Colorado/ Attn: Quality Management Department
7150 Campus Drive, Suite 300, Colorado Springs, CO 80920
Or via fax: (719) 538-1456

The provider contract requires that you comply with VO's audit processes. If we do not hear from you in 30 days, you will receive a reminder phone call or email.

Thank you for your cooperation in improving care to our Medicaid members.

Sincerely,

A handwritten signature in black ink, appearing to read "Steve P. Coen PhD".

Steve P. Coen PhD, Clinical Peer Advisor
7150 Campus Drive, Suite 300
Colorado Springs, CO 80920
FAX: (719)538-1456