

PHYSICAL AND BEHAVIORAL HEALTHCARE
INFORMATION EXCHANGE FORM- FAQs FOR PRIMARY CARE PRACTITIONERS

Frequently Asked Questions (FAQs) for **Primary Care Physicians** about obtaining a Behavioral Health consult or information for a beneficiary enrolled in MediCal Managed Care by using the Information Exchange Form:

Q1. What is the Physical and Behavioral Healthcare Exchange of Information Form?

This Form is to be utilized by physical and behavioral health care practitioners for the purpose of exchanging provider and beneficiary treatment information. The use of this form will enhance coordination of care for Medi-Cal Managed Care beneficiaries.

Q2. How do I use this form to obtain a consult or information from Behavioral Health Practitioners?

The Primary Care Physician(PCP) completes the Initiating a query or Coordination of care section of the Form with pertinent information including the issues the Primary Care Practitioner needs to have addressed by the Behavioral Health Care Practitioner (BHP). The Form may be transmitted as follows:

- 1. Beneficiary is instructed to take Form back to their Behavioral Health Practitioner.*
- 2. Primary Care Physician may call the Behavioral Health Practitioner and fax the form.*

Q3. What happens after Form is transmitted to the Behavioral Health Practitioner?

*The BHP reviews the questions or issues raised by the PCP and then fills out the section: - **“BEHAVIORAL HEALTH PROVIDER – RESPONDING TO REQUEST”**. Alternatively the BHP may call the PCP, fax, or use other agreed to means of communication to transmit the Form back to the PCP.*

Q4. Is the PCP the first provider to fill out the Form or the BHP or does it matter?

Similar to the PCP initiating a request for information or coordination a BHP may initiate a request on a similar and specific Form that the BHP may use.

Q5. What should I do with the completed Form once it is returned to me?

Incorporate the information obtained into your treatment approach and include this Form into the beneficiaries' permanent medical record.

Q6. What about the issue of confidentiality?

Please explain this exchange of information between health providers to the beneficiaries. The Information Exchange Forms were jointly developed by the County Department of Mental Health and L.A. Care Health Plan for purposes of exchanging beneficiary treatment information and are compliant with HIPAA requirements.

Q7. Behavioral Health Practitioners use a similar form to obtain pertinent information from Primary Care Providers. What do I do with a similar form that has been given to me by a Behavioral Health Practitioner to complete?

Review the reason for the request in the “Initiating query or coordination of care” section and determine that you can respond to the query within your scope of practice. Next, complete the “Responding to request” section. Make a copy of the form for your beneficiary’s medical record. and return the form to the beneficiary. Alternatively, you may fax, but not email, the form to the behavioral health practitioner.