

Checklist

Aetna Integrated Primary Care Behavioral Health Program

The Aetna Integrated Primary Care Behavioral Health Program offers a collaborative approach that allows the direct provision of behavioral health services to our members in the primary care setting.

When implementing an integrated approach in your primary care practice, consider the following:

○ Lease agreement

- Necessity of lease agreement between primary care physician (PCP) practice and behavioral health clinician/practice

○ Location where the behavioral health clinician will see patients

- Available exam room
- Unoccupied office or room

○ Times when room will be available for the behavioral health clinician to see patients

- Set day(s) and time(s) of the week
- Increase/decrease allotted time, depending on patient volume

○ Workflow to confirm patient insurance coverage

- Aetna medical — for services provided by the physician
- Aetna Behavioral Health — for services provided by the behavioral health clinician
 - > Behavioral health clinicians submit their own claims for services provided in the PCP practice, and are reimbursed from the behavioral health benefit

- Non-Aetna coverage

- > Explore available options for behavioral health clinicians to provide services for patients with other insurance coverage

○ Workflow for physician to refer patients to the behavioral health clinician

- Designated contact person in PCP and behavioral health practices to send/receive referrals
- Use of a referral form

○ Scheduling appointments

- Behavioral health or PCP practice to verify patient's behavioral health benefits
- Behavioral health or PCP practice to contact patient and schedule appointment

○ Charting and confidentiality

- Behavioral health clinician's access to the medical record
- Obtaining a patient release

○ Behavioral health clinician reports

- Designated contact person in PCP and behavioral health practices to send/receive written reports about behavioral health intervention

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