

Get fitness tips, wellness ideas,
and more! Connect with us:



Checklist:

- Take medications as directed.
- Attend all outpatient treatment appointments.
- Participate in CDPHP case management programs.
- Call CDPHP for support as needed.

CDPHP network providers are required to ensure that members have access to care within the following standards*:

- ▶ Emergency – immediate access (may be referred to the ER)
- ▶ Care for non-life threatening emergency – within six hours (may be referred to urgent care or the ER)
- ▶ Urgent appointment – within 48 hours
- ▶ Non-urgent, new patient initial visit for routine appointments – within 10 business days
- ▶ Routine follow-up care for an established patient – within 20 business days
- ▶ Mental health or substance use disorder outpatient appointment – within seven days of inpatient discharge
- ▶ After-hours access – telephone response within one hour

**If you are having difficulty locating a provider within these standards, please notify our access center so we can provide you with timely access to care by directing you to other providers.*

If you or someone you know can benefit from CDPHP behavioral health case management services, call 1-888-94-CDPHP(23747).

CONTACT Lifeline is available to CDPHP members as an after-hours telephone crisis/support service. Call 1-855-293-0785 after hours (6 p.m. to 8 a.m., or any time weekends or holidays) to speak with a mental health professional at CONTACT Lifeline.



A plan for life.

Capital District Physicians' Health Plan, Inc.
Capital District Physicians' Healthcare Network, Inc.
CDPHP Universal Benefits,® Inc.

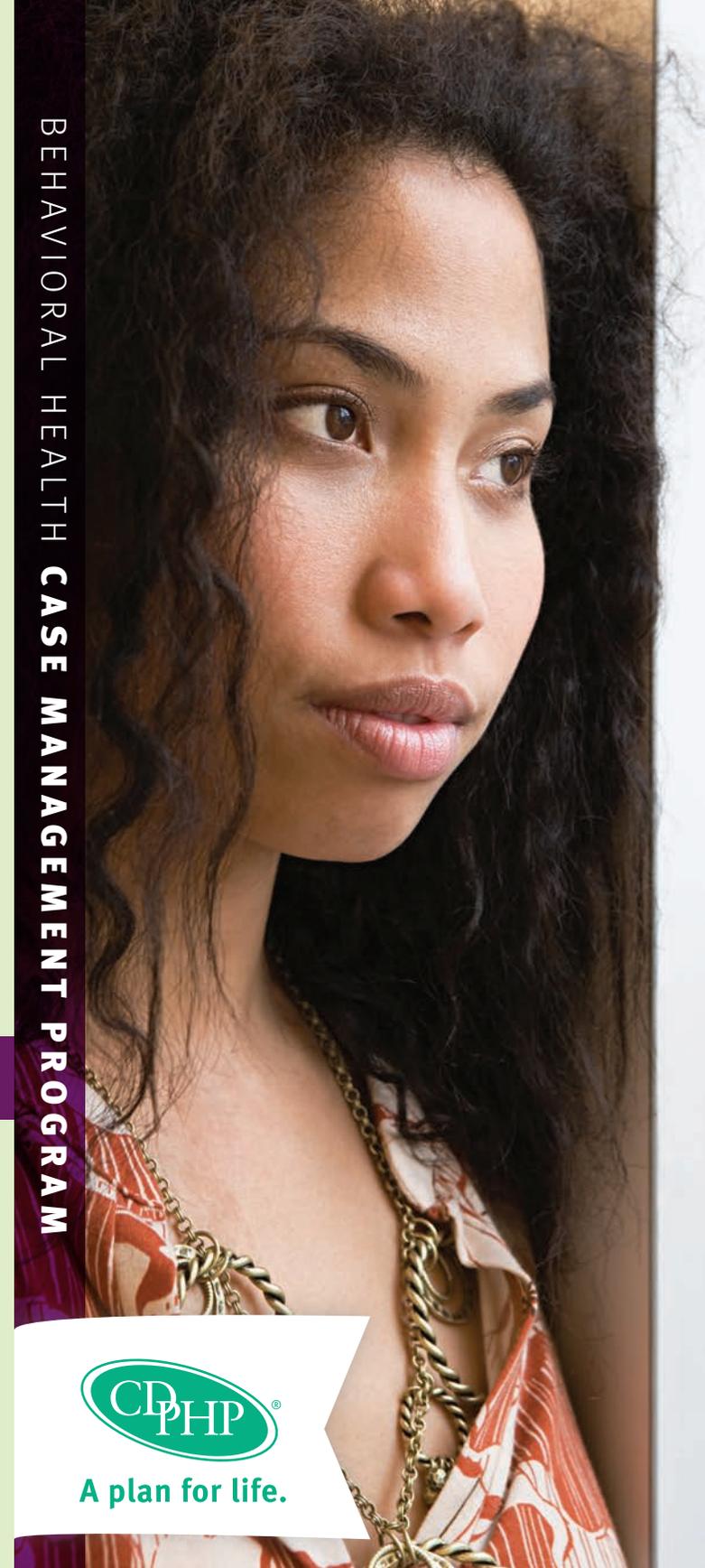
500 Patroon Creek Boulevard, Albany, NY 12206-1057
1-888-94-CDPHP(23747)
www.cdphp.com

18-7346 | 0318

BEHAVIORAL HEALTH CASE MANAGEMENT PROGRAM



A plan for life.



Caring for those who need it most

If you are a member of CDPHP®, you should know about our behavioral health case management program.

The CDPHP behavioral health case management program is designed to help our members who have complex behavioral health problems. Assistance is available for our members who are coping with mental health issues, a new diagnosis, a substance use disorder, or an acute, short-term problem. CDPHP behavioral health case managers are there to ease the pressure and confusion.

Regular support calls can make it easier to live with a behavioral health problem, helping you to understand your condition and learn to manage it. Coping with behavioral health problems can be less overwhelming when support and education are just a telephone call away.

We have case managers who will work with you and your behavioral health provider. They can help you deal with issues that arise and refer you to programs and services that may make your life easier.

Population health and wellness requires coordination of care between all providers, medical and behavioral. With your consent, we can coordinate your needs with your primary care physician to ensure you have the support you need. You may be eligible for additional services through Health and Recovery Plans (HARPs).

Consider using the CDPHP behavioral health case management program if you are dealing with behavioral health problems.

Here is an overview of the services we provide:

- ▶ Helping you access CDPHP behavioral health providers of care.
- ▶ Assessment to determine appropriate services and resources.
- ▶ Education on behavioral health diagnoses.
- ▶ Assistance with medication management and pharmacy benefits.
- ▶ Developing individualized treatment plans to improve overall well-being.
- ▶ Interventions to decrease readmission to inpatient care.
- ▶ Care plan monitoring.
- ▶ Assistance in finding community and government programs that can help you.
- ▶ Identifying local support groups, caregiver resources, and respite care.
- ▶ Connections to other benefits and services available to you.
- ▶ Referral to opioid treatment programs.

Questions and Answers

Q: Who pays for these services?

A: Case management services are provided at no additional cost as part of your behavioral health benefit.

Q: Do my records remain confidential?

A: Yes, CDPHP protects your rights to privacy at all times. We will share information about you and your mental health condition only as you direct, releasing it only after we have obtained your written consent.

Q: How do I access this program?

A: You, your practitioner, or a designee may contact the CDPHP behavioral health case management department directly by calling **1-888-94-CDPHP(23747)** to speak with a behavioral health case manager.

