

THE CBH PROVIDER CONNECTION

Quarterly publication produced by CIGNA Behavioral Health's Professional Relations Department.

In This Edition:

<u><i>Access Care</i></u>	<u>1</u>
<u><i>Online Treatment Request Form Update</i></u>	<u>3</u>
<u><i>Web Claims Update</i></u>	<u>3</u>
<i>From Our Quality Management Department</i>	
<u><i>Committed To improving Care and Service</i></u>	<u>4</u>
<u><i>Integrating Behavioral and Medical Care</i></u>	<u>4</u>
<u><i>What do Our Participant's Have to Say</i></u>	<u>5</u>
<u><i>CBH Awarded URAC Recognition</i></u>	<u>5</u>
<u><i>CBH's New Business Accounts For 2002</i></u>	<u>6</u>
<u><i>Timely Access To Care</i></u>	<u>7</u>
<u><i>Provider Update Information</i></u>	<u>7</u>
<u><i>Let Us Be Your Matchmaker</i></u>	<u>8</u>
<u><i>Overview Of Our National Care Center</i></u>	<u>8</u>
<u><i>CBH's Current Membership</i></u>	<u>9</u>

CIGNA BEHAVIORAL HEALTH PARTICIPANTS NOW HAVE A NEW WAY TO ACCESS CARE

On February 4, 2002, CIGNA Behavioral Health launched a new tool on our web page for participants. The participant can use the on-line access tool to obtain authorizations and referrals for any benefit that is managed by CIGNA Behavioral Health. Be it EAP or Behavioral Health, On-line Access and Referral is set up to walk the participant through the referral process and assure that they are connected to the right care at the right time. It's designed primarily for those who may need assistance but are unlikely to use the more traditional paths to get counseling, seek advice, or utilize resources for a given problem. On-line Access and Referral provides the utmost in confidentiality and convenience and is available 24 hours a day from any computer with Internet access.

The main components of On-line Access and Referral are:

- **Eligibility Check:** Based on the participant's registration into the system, they can check their eligibility for any benefit that is managed by CIGNA Behavioral Health. Checking eligibility with On-line Access and Referral shows the participant the benefits they are eligible to receive, co-pay information, and annual and lifetime limits (where applicable).
- **Self-Assessment:** This tool was designed by clinical experts to provide participants a self-paced, confidential tool to help identify their concerns of everyday life. The participant answers a series of questions and is prompted to self-help resources, articles, and other tools dynamically based on the answers to

the questionnaire. The self-assessment tool is not meant to replace face-to-face counseling. Participants with serious issues are advised to obtain immediate assistance by calling CIGNA Behavioral Health's toll free telephone number.

- **Find a Provider:** Just a click away is the full CIGNA Behavioral Health Provider Directory. A search engine has been established so that the participant can type in their geographic and provider preferences and locate a provide. From this tool the participant can obtain a referral, as well as driving instructions to the provider's office.
- **Therapy Preparedness Questionnaire:** This tool allows the participant to take a 10 question survey to learn if they are ambiguous about going to therapy and if so, what their concerns may be. Based on their responses, they are directed to self-help resources, articles and frequently asked questions and answers.
- **Article Library:** The web site has a library of 500 articles on various work-life topics. These are easy to read "how to" resources that allow the participant to find simple solutions to everyday problems.

CIGNA Behavioral Health believes that when our participants are educated about the common problems in life that we all face at one time or another, they are best prepared to find solutions before the problems become overwhelming.

So, you may be asking how this impacts you. We ask that you be aware of how the participant was referred to you. While we want to assure that all of our participants have barrier-free access to care, this new tool may mean that individuals who self-referred may not have found the best clinical match. If your assessment indicates that the participant might be better served by a clinician with a specialty that you do not have, please call us immediately. Our Intake and Care Management staff are available to help you find the right referral/resources.

ONLINE TREATMENT REQUEST FORM UPDATE

Need treatment information yesterday? Want requests for authorization returned so fast your head will spin? It doesn't get any faster than the Online Treatment Request form.

When you use the Online Treatment Request form, eligibility and benefits of the participant are checked automatically to determine if a case manager needs to be involved. Initial results indicate that at least 35% of requests can be approved using the Online Treatment Request form. This gives you rapid turnaround when you need approval in more routine cases, while CIGNA Behavioral Health care managers can focus on non-routine cases that require greater examination.

Input from providers played a crucial role in the development of the Online Treatment Request form, and it shows. Typical comments mirror those of Phyllis Walker, CCSW, of Gastonia, N.C., who raves, "It's the best time-management tool I've seen. The turnaround time and virtual elimination of paperwork has been a great benefit in improving our efficiency."

WEB CLAIMS UPDATE

Now you can do away with billing software, clearinghouses, and administration fees while speeding-up your claims with CIGNA Behavioral Health's Web-Based Claims tool.

By filing your claims directly on CIGNA Behavioral Health's web site, you'll experience a turnaround time for most claims (those that auto-adjudicate) of 15 days. Not only is Web Claims faster, less expensive and more secure than other methods, it helps reduce pre-submission errors, leading to a greater ratio of auto-adjudicating claims.

To begin using Web Claims, you must meet the following basic criteria:

- Be a practitioner providing covered services to a CIGNA Behavioral Health participant
- Have Internet access, use a industry standard browser that supports JavaScript, and have a valid email account

Developed with providers in mind – and with providers as an integral part of the development team – Web Claims has met with immediate positive reviews. Steve Brown, LISW, of Spartanburg, S. C., says, "I was used to waiting as much as five weeks for payment. Since using Web Claims, I've been getting my payments in 12 to 15 days. It's e-commerce as it was meant to be."

To find out more details regarding signing-up, logging-in, and using the Online Treatment Request Form or Web Claims, visit www.cignabehavioral.com, contact our Electronic Commerce Answer Line at css@cignabehavioral.com, or call 1.800.334.8925.

FROM OUR QUALITY MANAGEMENT DEPARTMENT

COMMITTED TO IMPROVING CARE AND SERVICE

CIGNA Behavioral Health's Quality Management Program is designed to monitor, identify, and address opportunities for improvement in clinical care and service. A defined committee structure meets quarterly to review results related to the quality of care, coordination of care, clinical outcomes, participant and provider satisfaction, appointment and telephone access, claims turnaround time and other key measures. At least annually each Operating Unit evaluates the program's success in improving care and service.

For more information on the Quality Management Program and results, contact the Quality Service Manager at the CIGNA Behavioral Health office that you work with most often.

INTEGRATING BEHAVIORAL AND MEDICAL CARE

CIGNA Behavioral Health has developed numerous innovative programs to improve the coordination of behavioral and medical care. Examples include:

- Implementing regular depression screenings within medical disease management programs on disorders such as diabetes and cardiac disease.
- Joint protocols with CIGNA HealthCare to assess for behavioral health issues co-existing with other chronic medical disorders.
- Distributing guidelines for Primary Care Physicians to support their identification, treatment and referral of depressed patients.
- Collaborating with CIGNA Pharmacy around opportunities to improve the appropriate use of antidepressant medication.

To further support the coordination of the behavioral and medical needs of participants, CIGNA Behavioral Health reminds providers to seek participant approval for communication with Primary Care Providers. Collaborative efforts between behavioral and medical providers have demonstrated success in improving treatment outcomes.

WHAT DO OUR PARTICIPANTS HAVE TO SAY?

Each year CIGNA Behavioral Health conducts a Participant Satisfaction Survey to identify opportunities for improvement. The national results for 2001 found:

- Overall satisfaction had improved significantly.
- One of the strongest areas assessed remains the professional skill of CIGNA Behavioral Health providers!
- Satisfaction with treatment outcomes showed significant improvement.
- Both the likelihood of recommending CIGNA Behavioral Health and recommending the provider seen for services improved in 2001.
- Participants reported improved emotional health, physical health, job performance and work/school attendance since starting treatment services.

Thank you for your outstanding work in serving CIGNA Behavioral Health participants!

For more information on specific results on satisfaction improvement initiatives, contact the Quality Service Manager at the CIGNA Behavioral Health office you work with most often.

CBH AWARDED URAC RECOGNITION

CIGNA Behavioral Health has been awarded re-accreditation for its behavioral health care utilization management services, signifying the continued quality of the company's programs. CIGNA Behavioral Health, which provides mental health and substance abuse benefit management for approximately 13.6 million people in the United States, has been accredited by URAC (also known as the American Accreditation HealthCare Commission) since 1993, one of the longest continuous accreditation records in the behavioral health industry. To achieve URAC re-accreditation, CIGNA Behavioral Health engaged in a rigorous evaluation conducted by industry experts of its processes, structures, documents and policies, as well as onsite operational assessments at several company locations around the country, including its national headquarters in Eden Prairie, Minnesota.

"We view quality as an intrinsic part of everything we do and our initiatives as ways we can help improve behavioral health care for our customers. We are obviously pleased by

this re-accreditation," said Keith Dixon, president of CIGNA Behavioral Health. During the re-accreditation process, URAC reviewers evaluate an organization's processes to ensure that health information is kept confidential, that appropriate information is used for benefit determinations, and that trained and qualified staff are utilized and supported by explicit clinical review criteria. URAC also assesses whether fair and timely processes are followed in utilization review activities.

Garry Carneal, URAC President and CEO, said, "By applying for and receiving URAC re-accreditation, CIGNA Behavioral Health has demonstrated a commitment to quality. It is significant that CIGNA Behavioral Health is willing to be measured against national standards such as those applied by URAC."

URAC is a non-profit organization that has issued over 2,000 accreditation certificates to over 500 health care organizations doing business in all 50 states. URAC-accredited companies provide health care and/or benefits management to more than 120 million Americans. The organization's standards are recognized nationally as providing benchmarks for quality in managed care organizations.

2002 NEW BUSINESS ACCOUNTS

Account Name	Number of Employees
Kindred Healthcare (VENCOR INC.)	34,500
INVENSYS	28,000
CNF Transportation Inc.	22,219
Maytag Corporation	18,470
Electric Insurance Trustee (EIT)	15,831
American Standard	11,949
State of Vermont	9,680
General Electric	9,000
Platinum Equity LLC	8,916
Scana Corporation	7,285
SAP America	5,150
Mother's Work	5,100

TIMELY ACCESS TO CARE

Many participants accessing behavioral care do so at a point of great stress and difficulty in their lives. The convenience and ease of obtaining a timely appointment for care has proven to be a significant predictor of participant satisfaction with care.

To respond to the needs of participants, CIGNA Behavioral Health’s appointment access standards are set in a manner to accommodate the urgency required by the clinical presentation. We ask for your assistance in assessing the needs of new referrals and scheduling them within the following timeframes:

RoutineWithin 10 working days.
Urgent.....As soon as possible, within 48 hours.
Non-Life Threatening Emergency.....As soon as possible, within 6 hours.
Life-Threatening Emergency.....Immediately
EAP Standard.....Within 48 hours.

AT ANY GIVEN TIME IF YOU ARE UNABLE TO MEET THESE ACCESS STANDARDS PLEASE CONTACT US.

PROVIDER UPDATE INFORMATION

Do you have a change of address, fax or phone number, or tax identification number? Do you have an e-mail address? If so , we have a quick way you can provide us this information.

You can log onto our website at www.cignabehavioral.com, click on “For Providers” then click on “Provider Information Update Form”. Enter any changes and submit this electronically to us.

It is important to notify us of any changes in availability, updated certifications, or group practice information. If you have any questions please refer to the CBH provider guide, page 69.

LET US BE YOUR MATCH MAKER

“Can you refer me to an African American provider who is over 40 years of age in my area?” “Can you suggest a Christian counselor who can help my family?”
“Do you know of a Spanish speaking provider in my area?”

Every day participants call CIGNA Behavioral Health with requests for providers of a certain race, religion, ethnic background, language spoken, sexual orientation, or veteran status. Our provider database allows for such searches, but only on providers who have voluntarily provided this kind of information.

Therefore, we invite receptive providers to share information about their racial, ethnic, religious and sexual orientation background so that we can fill these requests and facilitate a positive therapist-patient match.

To share information, please email the CIGNA Behavioral Health Professional Relations office assigned for your state. A list of offices can be found at the following web-site address:

<http://apps.cignabehavioral.com/web/basicsite/provider/customerService/fieldRelationsOffice.jsp>.

If you do not have access to e-mail, you may call or write the office where you send treatment requests. Thank you for your help.

OVERVIEW OF OUR NATIONAL CARE CENTER

Clinical Staff

Clinical Teams

CIGNA Behavioral Health’s National Care Center has several clinical teams including seven Business Hour Teams and one After Hours Team.

Extensive Experience in the Industry

25% 1-4 years experience in clinical service and managed care
15% 5-10 years experience in clinical service and managed care
20% 11-20 years experience in clinical service and managed care
40% 20+ years experience in clinical service and managed care

These numbers reflect the National Care Center’s entire clinical team including, Intake Specialists, Care Managers, and EA Consultants.

Intake Specialist Qualifications

80% hold bachelors degrees
20% hold masters degrees

Care Manager Qualifications

15% Registered Nurse (RN)
75% Masters
5% Ph.D.

Quality

All quality scores for Intake Specialists and Care Managers averaged 94% or higher during CIGNA Behavioral Health's internal audits, which are performed throughout the year. Intake and Clinical team leaders pull random cases and observe the staff's interactions and case note documentation. All staff are monitored equally and follow the same guidelines on cases.

Employee Assistance (EA) Consultants

9 All EA Consultants are Certified Employee Assistance Professionals (CEAP).

This specialized consultant team serves EAP and Work/Life accounts. The EA Consultants perform management consultations, fitness-for-duty reviews, and consultation and arrangement for critical incident stress debriefings.

CIGNA BEHAVIORAL HEALTH'S CURRENT MEMBERSHIP

National Care Center

Our National Care Center serves 8.4 million of our total membership as of 12/31/01.

Regional Care Centers

Our Regional Care Centers serve 5.2 million of our total membership as of 12/31/01.

CIGNA Behavioral Health serves a total of 13,559,188 as of 12/31/01.