

Preparing for a Phone Consultation with a Moda Health Behavioral Health Care Coordinator

After you have submitted a treatment plan for further authorization of sessions, you may receive a letter requesting a phone consultation. There are a number of reasons that this request may be made. Some of the typical reasons may be:

- The number of sessions requested seems high for the diagnosis.
- Progress is not being made or patient's level of functioning has decreased.
- Symptoms remain moderate or serious without any indication that a psychiatric evaluation has been considered.
- There is no plan for completion of treatment.
- There is missing or incomplete information on the treatment plan.
- The frequency of sessions is outside the normal standards of care.

In order to have a more productive phone consultation, please have a copy of the current treatment plan when you call, and be prepared to discuss the following:

1. The patient's current level of functioning, symptom review, and treatment compliance.
2. Progress in pertinent areas and how you are measuring this progress.
3. The patient's ability to develop and strengthen coping skills; strengths & weaknesses that impact that ability; patient's proximity to baseline.
4. The patient's need for medication, if appropriate.
5. Your coordination of care with the prescribing clinician, if applicable.
6. How you are addressing any dependency on therapy, and your efforts to increase the patient's independence and sense of agency.
7. The clinical rationale for your proposed frequency of sessions, bearing in mind that greater than weekly therapy is typically reserved for crisis situations and short-term stabilization.