

Molina Healthcare of New Mexico, Inc. Provider Satisfaction with Coordination of Care

To better understand the needs of our providers Molina Healthcare of New Mexico, Inc. (Molina Healthcare) conducts an annual Provider Satisfaction Survey. With the implementation of Centennial Care and inclusion of behavioral health, Molina Healthcare is analyzing and developing projects to support the care coordination between physical and behavioral health care providers. These efforts are to continually improve our Member's health outcomes.

We wanted to share with you some of the satisfaction results as they relate to coordination between physical and behavioral healthcare. Below are the results from primary care practitioners (PCP) and specialist providers on their satisfaction with receiving clinical information from the behavioral health specialist or facility to which they most frequently refer Molina Healthcare Members.

In the Provider Manual specialty providers, which include behavioral health specialists, agree to document and incorporate services provided into the Member's primary care medical record within ninety (90) days after the conclusion of treatment. We've identified this as an area of opportunity to improve communication across the continuum of member care.

Composite/Attribute	Molina Healthcare of New Mexico Summary Rate Score*		
	2014	2013	2012
Satisfaction with receipt of clinical information from Behavioral Health specialists/facilities			
Q22. Timeliness and frequency of clinical information.	26.6%	29.5%	33.9%
Q23. Completeness and accuracy of clinical information.	28.0%	29.1%	34.5%
Q24. Clarity and adequacy of clinical information.	30.8%	31.6%	34.5%
Q26. Please rate the behavioral health specialist or facility's ability to coordinate treatment and follow-up with you when the member has coexisting medical and behavioral health conditions.	31.7%	29.5%	28.6%

*Summary Rate Scores represent the most favorable response options excellent or very good.

What you can do:

Get releases of information at first visit – A best practice to help with coordinating your patient's care is to complete releases of information at the very first visit.

Work with Molina's Healthcare Care Coordinators - Remember that your patient's Molina Healthcare Care Coordinator is here to help and can support you in coordinating with their PCP and/or other providers.

Please contact your dedicated Provider Service Representative toll free at (800) 377-9594 with any questions.

Quality Compliance Department
Molina Healthcare of New Mexico, Inc.