

Addressing the behavioral health component of physical illness.

As a physician, you're well aware of the link between physical illness and behavioral health problems. Diagnosing and appropriately treating depression, anxiety, substance abuse or other behavioral health problems can positively contribute to the treatment of a physical complaint or chronic disease. PacifiCare Behavioral Health provides physicians with support for the behavioral health challenges they encounter in their clinical practice.



PHYSICIAN CONSULTATION SERVICE (PCS)

Email us at:

pbh.consult@phs.com

24 hours a day, 7 days a week

We will respond within 24 business hours.

Call toll-free:

(800) 292-2922

Monday through Friday

8:00 a.m. to 5 p.m. local time

Important Note: In order to protect your patient's confidentiality in accordance with federal and state regulations, do not include identifying patient information in your inquiry. PBH is not responsible if information is included in the email that violates patient confidentiality. Each email will be answered within 24 hours of receipt. If your inquiry is urgent or emergent please use our toll-free number instead of email.

PacifiCare[®]
Behavioral Health

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Physician Consultation Service



A valuable resource for assisting physicians in managing behavioral health problems.

PacifiCare[®]
Behavioral Health

Physician Consultation Service. Expert answers to your behavioral health questions.

The PacifiCare Behavioral Health Physician Consultation Service (PCS) is dedicated to assisting physicians with behavioral health assessments, treatment approaches and/or clinical management. Staffed by experienced behavioral health specialists, the service is conveniently available, either by email or telephone.



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Our email response system offers primary care physicians the following advantages:

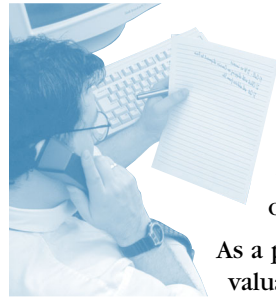
* Immediate accessibility, via email, allows you the flexibility to formulate your questions at your convenience. Email us at pbh.consult@phs.com, 24 hours a day, 7 days a week.

* If necessary, more complete information can be provided through email resulting in a more in-depth response to your inquiry.

If you prefer to use our telephone option, the PSC is available Monday through Friday, 9:00 a.m. to 5:00 p.m., local time. **Our toll-free number, 1-800-292-2922, is reserved for physicians and their clinical staff. PCS is not designed for use by patients or their families to obtain a referral or access services.**



How the PCS can help.



The Physician Consultation Service is an important resource for determining if a behavioral health problem is present, evaluating treatment approaches, or gaining guidance on case management.

As a physician, the PCS can provide valuable assistance for your practice in a number of areas. These include:

- Expert discussion from a behavioral health specialist.
- Assessing the need for and appropriateness of medications.
- Clinical advice on screening for depression, anxiety, other mood disorders, or substance abuse.
- Screening instruments for assessing behavioral health problems and their symptoms.
- Consideration of various treatment options and their benefits.
- Advice on referrals for more serious behavioral health problems, such as bipolar disorder, or schizophrenia.

Use the PCS Rolodex card.

We urge you to use your Physician Consultation Service as often as needed. To make access to our service even more convenient, we've included a Rolodex card with our email address and toll-free number. Keep it handy, close to your computer. *As a reminder, the PCS toll-free number is for physician and clinical staff use, will not be helpful to patients and families in obtaining referrals.*



PacifiCare Behavioral Health. Excellent in patient care and service.

PacifiCare Behavioral Health currently serves over 4 million members nationwide. We're the tenth largest managed behavioral health-care organization (MBHO) in the United States. Our contracted network includes [x-amount] behavioral health practitioners and [x-amount] treatment facilities.

Our dedication to quality has earned us a reputation for excellence. PacifiCare Behavioral Health's Northwest, Southwest and Western Regions have received full three-year accreditation from the National Committee for Quality Assurance (NCQA). NCQA is a private not-for-profit organization, dedicated to improving the quality of health care, and is considered one of the nation's premier accrediting bodies for managed care plans.

When patients are referred to us for behavioral health problems, we emphasize clinical expertise and accountability for effective treatment. Our president and medical director, both experienced and board-certified psychiatrists, support and promote stringent quality improvement and peer review programs. We emphasize coordination of care across the health care continuum.

However, we also recognize that individuals with mild behavioral health problems can be appropriately treated and managed by their physician. With that in mind, we believe the Physician Consultation Service is an effective resource in supporting your commitment to quality patient care.