

Providing CHIP and Medicaid services to Tarrant, Denton, Parker, Wise, Hood and Johnson

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Behavioral Health Referrals

Focusing on: Anxiety & Depression

In today's world, it is not all that uncommon for a patient/member to have a co-morbidity with behavioral health exacerbating their disease(s). Primary care settings are increasingly becoming the first line of identification for behavioral health issues, especially for depression and anxiety. Members with depression and anxiety can incur high utilization costs resulting in potentially preventable visits to the emergency department or admission into inpatient care. As part of a state Performance Improvement Project to reduce high utilization costs and improve overall Member well-being, Primary Care Provider participation is vital and necessary.

Primary Care Providers can help reduce the likelihood of these potentially preventable visits/admissions by screening every Member they see for depression and anxiety. In event of a positive screen, Members under Cook Children's Health Plan managed by Beacon Health Options can access behavioral health services by contacting Beacon to get connected with behavioral health providers in their network.

Here are the steps to get started:

1. Physicians should use screening tools (i.e., PHQ-2 & 9, GAD-7) in Beacon's Texas Primary Care Toolkit <https://providertoolkit.beaconhealthoptions.com/texas-provider-toolkit/> at each appointment with patient/member to determine if they screen positive for anxiety and/or depression.
2. Should a patient/member have a positive outcome, they can be directed to contact Beacon at 855-481-7045 to help find behavioral health professional.
3. You can also start the process on a Member's behalf by filling out the Primary Care Provider Behavioral Health Recommendation Form.
 - If a Member is in crisis and appears to be an imminent threat to themselves or someone else, *Beacon recommends that your crisis call protocols be observed and 911 be called immediately.*

Beacon has licensed behavioral health clinicians available 24-7 by phone to assist in assessing and triaging patient/members.

Provider Relations

We're here for you! If you would like to know who your Provider Relations Coordinator is please email CCHPPProviderRelations@cookchildrens.org.

Provider Training Webinars

We'd love to have you or a member of your team attend our provider training webinars. The most up to date schedule can always be found under [Education & Training](#) on our website.

Secure Provider Portal

We encourage all Providers to visit our Secure Provider Portal at cookchp.org. Once you have registered and logged in you will have access to the full site to verify member eligibility, verify other health insurance, submit claim appeals, check claim status, submit and review online authorizations. Email our Network Development Department at CCHPNetworkdevelopment@cookchildrens.org if you need assistance with the login process.

Electronic Fund Transfer (EFT) & Electronic Remittance Advice (ERA)

Sign up for EFT and enjoy the benefits of decreased data errors and improved cash flow resulting from no checks lost in the mail, reduced paperwork and expedited account reconciliations. Complete and submit this [form](#) to get started and fax to CCHPFinance@cookchildrens.org.

Following EFT enrollment, providers may elect to receive Electronic Remittance Advice (ERA) through the Availity Health Information Network. To enroll for ERA delivery on the Availity Web Portal, select Enrollments > ERA Enrollment from the Availity menu, or click ERA Enrollment in the Additional Enrollments section on the Administrator Dashboard. For questions, call Availity Client Services at 800-282-4548.