



July 18, 2001

Dear Provider:

Enclosed is a copy of the Behavioral Health Manual that was mentioned in the mailing you received back in May. We hope you find it useful. We attempted to limit the paper and policies to the ones that would be most helpful to you regarding referrals, authorizations and reviews. There is also information regarding claims and billing procedures that are specific to behavioral health.

Also attached to this letter are the results of the Provider Satisfaction Survey that was completed. Thanks to all of you who returned questionnaires and surveys. We have been loading clinical practice information into our information system to better refer clients to you. The survey results will be used to establish key work projects during the coming months. The first item will be to look at the format of the OTRs. Those providers who offered to help through the Advisory Panel will be contacted by phone.

The PrimariLink® Website is now up and running. It may be accessed with the following address: www.retreathealthcare.org/html/primarilink.html. For those of you who wished to receive the manual by e-mail, you should have received a copy by now. If you have not please give us a call (800.320.5895) and we will make sure you get a copy.

MVP Health Plan is also pleased to announce a rate increase effective August 1, 2001. Payments will be increased by \$7.00 per visit for individual, family and couples therapy. This follows the decrease in the withhold from 20% to 10% that was effective July 1st. The two changes will result in a material gain in the payments coming to you. If you perform group therapies, you will see a small decrease in reimbursement, in order to be consistent with industry standards that pay group work at a slightly lower rate than individual therapy.

Thank you again for your help, clinical conversations and suggestions on how to make the process of providing care to people possible.

Sincerely,

Lou McLaren
Regional Director, Provider Networks
MVP Health Plan, Vermont

Peter Albert, LICSW
Director, PrimariLink®

PA/dgm