

Directory

of Physicians and Health Care Professionals

Amarillo

Mental Health Substance Abuse Network

Fall/Winter 2007

Welcome!

We're glad you have chosen UnitedHealthcare for your health coverage. We want to help you take control and make the most of your health care benefits. Here are a few suggestions and reminders to help you get started.

It is important that every individual establish a relationship with a physician to facilitate easier access to care, should the need arise. Establishing a relationship has proven to improve access to care when you do need it and help promote continuity in your health care.

Remember that your choice of a physician or other health care professional is your own. We will provide you with information to help you make informed choices, such as physicians' and health care professionals' credentials, range of services offered, fees they charge and performance on quality measures and surveys. But, this information is not an endorsement of a particular physician or health care professional's suitability for your needs.

Typically, you will have lower out-of-pocket expenses by visiting a physician or health care professional who participates in our network. These physicians and health care professionals have contracted with us to provide financial discounts and participate in programs that may facilitate and enhance your health care experience. You can find the most up-to-date information about participating network physicians and health care professionals by consulting our online directory at **www.myuhc.com**.

Mental Health/Substance Abuse Network

How To Use The United Behavioral Health Network

Follow these four easy steps:

1. **Check your benefits** description or certificate of insurance to confirm that mental health and substance abuse services are part of your employer’s health plan and to confirm that the UBH network is your plan’s network for the purposes of mental health and substance abuse services.
2. **Call the toll-free number** on your ID card (under Mental Health Services) for personal consultation and assistance with a referral.
3. **Obtain pre-authorization when required.** Some benefit plans require you to obtain pre-authorization to obtain the fullest possible reimbursement for some or all mental health and substance abuse benefits. Pre-authorization means calling UBH prior to obtaining care. To find out the benefit requirements that apply to you, check your benefits summary or certificate of coverage, talk with your company benefits administrator, or call the toll-free number on your ID card. Note that you should always contact UBH prior to obtaining in-patient services.
4. **Arrange an appointment with the network clinician you have selected.** It’s that easy!

4 Reasons to Call UBH For A Referral to a Network Clinician

Some benefit plans offer you the option of arranging care with clinicians outside the UBH network. We believe you may benefit greatly from choosing care with a UBH network clinician:

	With a UBH Network Clinician	With a Non-Network Clinician
1. COST	You may pay a modest co-payment at the time of your visit; in most cases you pay no deductible.	Your benefit often reimburses only a portion of the clinician’s billed charge, and reimbursement often begins only after you have paid an annual deductible.
2. TIME	You receive no bills and file no claim forms. So there’s no time lost on paperwork, or waiting for reimbursement.	You must file claim forms in order to receive reimbursement.
3. BEST MATCH	When you call UBH for a referral, our clinically-trained staff work with you to identify a clinician whose training, background and expertise suit your specific needs. The process is confidential.	Even if a friend or family member recommends someone, you can’t be sure that the professional has the right background to address your unique problem.
4. QUALITY	UBH reviews the background and practice of each clinician before including them in our network. We recheck regularly, and provide resources and feedback to network clinicians.	There’s no one checking background, license or practice history for you. And if you see an unlicensed clinician, your benefit may not provide reimbursement.

Make the call for better health care today!

Just call the toll-free number on your ID card, and obtain the hassle-free care you deserve from a UBH network clinician.

Choosing a Mental Health/Substance Abuse Clinician

A Checklist for Finding the Care That's Right for You

Whether you're seeking help for a new issue or a longer-term problem, finding the right clinician is important. Consider using this as a tool to help you:

Define your needs

- What areas of expertise should your clinician have? Behavioral health clinicians often have special training and skills; examples include: marriage/couples, child/adolescent, or substance abuse counseling.
- Are you looking for a clinician who can prescribe psychiatric medications such as anti-depressants? If so, look for a psychiatrist. They are medical doctors who can prescribe medication.
- Are you looking for talk therapy? Talk therapy usually involves 45-50 minute sessions once a week or so. Clinicians who are qualified to do this include: psychologists, marriage and family therapists, licensed clinical social workers, licensed professional counselors, and psychiatrists.
- Would you feel more comfortable talking to a man or a woman? Do you want to see a clinician near home or work?

Get a recommendation

- Do you know anyone who can recommend a clinician? If so, check to see if the recommended clinician(s) is in the network. You can do this by using this directory or visiting <http://www.ubhprovider.com/>
- Call United Behavioral Health and speak to one of our specially trained staff members who can help you find a clinician to meet your specific needs.

Ask questions

- Is the clinician accepting new clients?
- What appointment times are available, and does that fit your schedule?
- Talk to the clinician briefly on the phone before making a decision on which clinician to choose. Ask them about their experience and approach to treating problems like yours. First impressions are very valuable.

Your clinician should always

- Be willing to listen to you.
- Take your questions seriously and answer them thoroughly.
- Respect you and your needs.
- Clearly communicate his/her assessment of your problems and how best to address them in treatment.

In addition to the right skills and experience, personal rapport is important. You and your family will benefit from a clinician with whom you feel comfortable.

If required, call the toll-free number on your ID card BEFORE receiving treatment to obtain the highest level of benefit. For online search, visit <http://www.ubhprovider.com/>

PSYCHIATRIST

Amarillo, TX
HUSSAIN, Mustafa MD

(806) 354-9540
6900 W Interstate 40 Ste 285
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