

Substance Use Resources Job Aid

An intervention by a medical provider may be the first—or one of many—interventions related to an individual’s use or misuse of prescription drugs, alcohol and/or other drugs. It is important for health care professionals to let patients know when their health is at risk and to assure them that there is help available for their condition.

Key Concepts

Need for referrals may be indicated by: results of substance use screen, labs, overt substance use risk (active intoxication, overdose) or patient self-report. The referral is communicated internally through the electronic health record (EHR).

Ambulatory care management team

Have a brief conversation with the CareFirst commercial, FEP or Medicare Advantage-covered patient to convey that the provider:

- has identified a potential risk; or
- is concerned that use of drugs or alcohol has resulted in the need for emergency services (current or recent ED visit for which drugs or alcohol was a primary or secondary focus of treatment); or
- appreciates the patient’s reported concern about use of alcohol or drugs; and
- the provider wants the patient to have an opportunity to talk with a Care Consultant.

Therapeutic goal

Foster openness to the idea that there may be a risk related to the current status quo and/or that a different status quo might be better than the current one.

- Step 1: Prepare patient to be receptive to change.
- Step 2: Assist patient in making the call to Navigator.
- Step 3: Provide patient with Navigator brochure.

Outcome

There are two basic outcomes:

- The patient agrees to call with Navigator and either makes the call while in the office; or reports they will make the call when they get home.
- The patient does not agree to a call with Navigator.

In all cases, the patient may be provided with a Navigator brochure (in-person or by email) to refer to at home. The brochure will include the CareFirst phone number and instructions for reaching Navigator through the IVR prompt.



Warm Transfers:
866-204-2500

Provider calls Navigator to warm transfer member to Navigator Care Consultant.

Note: Eligible for CareFirst commercial, FEHBP and Medicare Advantage plans only

CareFirst MH/SUD line:
800-245-7013

Member calls CareFirst, selects substance use support services/substance use care management.

Powered by

NAVIGATOR
HEALTHCARE INC.

Substance Use Screen

Conversation guide

"I'm sorry that you've had to come see your provider due to illness/injury today, but I'm glad we've found another way to help improve your health."

or

"I'm glad you came in for your annual check-up. We've found something that can help improve your health."

"In reviewing your records [labs, SUD Screen], the provider has identified a potential risk associated with your use of _____ (alcohol, drugs, other substances). We know this can't be easy to discuss. But the provider wants you to have an opportunity to talk with a Care Consultant from Navigator, which is an organization that's working with us and CareFirst to help patients address issues like this. We've got some time now. Are you ready to have that conversation?"

Overcoming objections

"I don't think I have a problem."

"You're right, you may not. The purpose of this conversation is to gather more information, including ruling problems out. It's like getting a blood test or having an x-ray—it's not always easy to tell when something's a problem without taking a closer look. That's why the provider wants you to have a chance to talk with a consultant."

"I don't want to talk to anyone about that."

"I understand. It's up to you. And the consultants we work with at Navigator are careful to respect your privacy and right to make your own decisions. Navigator believes that the right time to start a conversation is when you're ready. They're there now or whenever your ready 24/7. If you'd just like to learn more, I could help you make the call now."

"I know it's a problem. I can't/don't want to change it."

"I understand. Change is hard and there's a lot to consider. And it can be really helpful just to talk it over with someone who listens and is ready to help you think through all those things. That's what the people at Navigator can do. They're there now or whenever you're ready."



YES

Make the call to Navigator



NO

"Okay. But here's a brochure with information about the program. It includes their phone number, so you can call whenever you're ready."

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Substance Use Presentation

Conversation guide

"I'm glad you're getting help.

The provider recognizes that your use of [specify drugs or alcohol] can cause you problems now and in the future. Most times, people don't even know they've got a medical condition related to the use of drugs or alcohol. And when you do start to worry that maybe there's something wrong, it's not always easy to figure out where to go for help.

The provider wants you to have the opportunity to talk with a Care Consultant from Navigator, an organization that's working with us and CareFirst to help patients address issues like this. We have some time now. Are you ready to start that conversation?"

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The Call to Navigator

What to expect

We have a dedicated line for CareFirst. When you call, the phone will typically be answered live by a Licensed Care Consultant. You'll provide the key patient information needed to initiate Navigator services and support reporting the call outcome. *Only patients with CareFirst commercial, FEHBP and/or Medicare Advantage plans should be transferred.*

In the event that all Navigator Care Consultants are engaged, a back-up voicemail will activate. You'll be able to leave a voicemail message with the required patient information including your call back number.

Navigator will return your call as soon as possible—usually within an hour. Your patients can also be provided with the member number to call directly: 800-245-7013.

Patient engagement

Let your patient know what information you will be sharing as part of making the phone call. If you are physically present when a patient agrees to a call with Navigator, we recommend you call using the patient's cell phone. For warm transfers, it's important to have the patient's phone number available. In all cases, let the patient know prior to the call what information you will be sharing to help with the initial coordination of his/her care.

Information to provide:

- Patient name
- Patient DOB
- Patient sex
- Patient's CareFirst insurance ID
- Patient status

Medication misuse/risk: I have (patient name) with me here. He/she has agreed to talk with a Navigator Care Consultant after the provider reviewed his/her current medications. I've let him/her know that you can talk with him/her about his/her experience with the medication and how you might be able to help.

or

Screen or overt presentation: I have (patient name) with me here. He/she has agreed to talk with a Navigator Care Consultant about his/her experience with substances and what steps, if any, he/she might be interested in taking.

- Your name and call back number

Connecting the patient with Navigator

Warm transfer to Navigator	Connect through CareFirst MH/SUD line
Provider calls Navigator at 866-204-2500, presses 1 to warm transfer member to Navigator Care Consultants (24/7/365 availability)	Member calls CareFirst at 800-245-7013, selects for "substance use support services/substance use care management" (24/7/365 availability)

To the patient: "You'll be talking with (Care Consultant name). He/she will explain a little about what they do. Then you will have a chance to share your experience so that he/she can understand how best to support you."

After the patient call with Navigator: If a Release of Information is in place, Navigator will provide appointment outcome information in the monthly report. Document plan in EHR and notify Provider as appropriate.

Navigator Healthcare, Inc. is an independent company providing care navigation services to CareFirst BlueCross BlueShield members.

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