

# Pennsylvania's Telephonic Psychiatric Consultation Service Programs (TiPS) Quick Reference Guide



## Overview

Pennsylvania's new HealthChoices Telephonic Psychiatric Consultation Service program (TiPS) increases the availability of child psychiatry consultation teams to primary care providers (PCPs) and other prescribers of psychotropic medications for children. The program provides real-time, peer-to-peer resources to PCPs who need immediate consultative advice for children up to age 21 with behavioral health concerns.

## The TiPS Team

### Who are TiPS team members?

TiPS teams are comprised of child psychiatrists, licensed therapists, care coordinators and administrative support.

### Who do they help?

They're available to assist any PCP who sees children or adolescents covered by Health Choices, Pennsylvania's Medical Assistance (Medicaid) Program. They also support behavioral health clinicians working on-site in primary care practices. TiPS psychiatrists do not prescribe medications.

### What do they do?

TiPS care coordinators are experts at identifying and maintaining up-to-date behavioral health resources in the community. They work with families to identify appropriate options, provide information on expected appointment wait times and check in to see if connections to behavior health care providers and/or treatment are made. Care coordinators keep PCPs or other practitioners informed of referrals and outcomes of follow-up efforts so referring care providers know that their patients are receiving the care they need.

## Core Services

### Consultation

Practices can use TiPS for peer-to-peer consultation. Phone inquiries are usually patient-specific, but can also be about any general question related to child psychiatry, behavioral health or community resources.

TiPS team members respond to consultation requests within 30 minutes – and often immediately. Consultations address the following depending on the needs of a child and their family:

- An answer to the PCP's question
- Referral to the team care coordinator for assistance with accessing local behavioral health services such as therapy, specialty psychiatry or neuro-psychological assessment
- Referral to the team therapist to provide transitional, face-to-face care or telephonic support until a child and their family can access local behavioral health resources
- Referral to the team or local child psychiatrist for a face-to-face acute psychopharmacological or diagnostic consultation

### Care Coordination

TiPS care coordinators identify and maintain up-to-date behavioral health resources in the community. They work with families to find appropriate options, provide information on the expected appointment wait times and follow up to help ensure connections to behavioral health care providers and/or treatment are made. Care coordinators keep PCPs or other practitioners informed of referrals and outcomes of follow-up efforts so referring care providers know that their patients are receiving the care they need.

## Training and Education

TiPS teams are available for training and education based on the needs and desires of a practice. They offer brief "brown bag" lunches on specific topics, round table seminars with multiple practices, grand rounds or case consultations.

## How to Enroll in TiPS

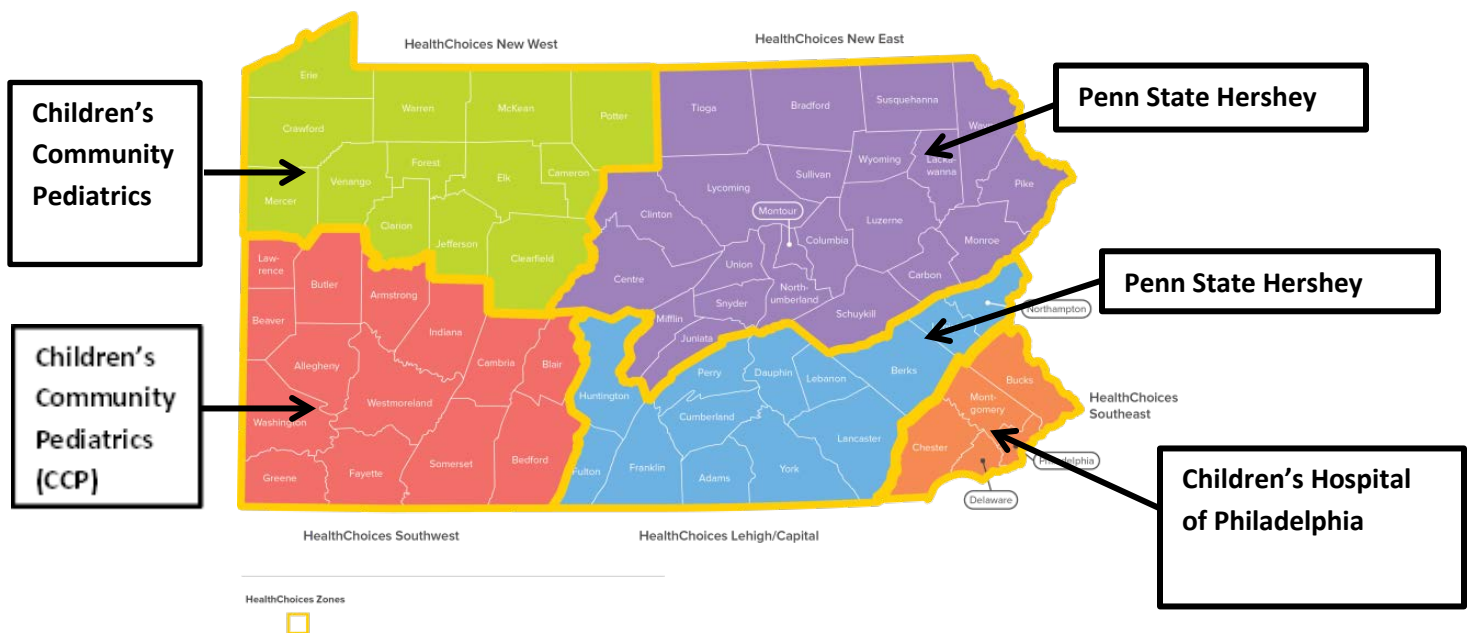
TiPS is funded by the Pennsylvania Department of Human Services (DHS) through the Medicaid Managed Care Organizations (MCOs) and is free for all prescribers of psychotropic medications.

The team you work with is determined by geography, and there is a TiPS team in each Health Choices Zone. To enroll in TiPS, please contact the TiPS team using number in the table below that corresponds to your location.

Once you enroll, your regional team will come to your office or provide education over the phone for you and your staff. They'll explain the program, how to access services, answer questions and discuss expectations.

## Regional TiPS Teams

TiPS provides one team for each HealthChoices zone and helps care providers and families get access to quality services in the appropriate setting based on need.



TiPS Team:	Children's Hospital of Philadelphia	Penn State Hershey	Children's Community Pediatrics
Zone(s):	Southeast	Northeast Lehigh/Capital	Southwest Northwest
Phone:	267-426-1776	800-233-4082	844-WPA-TiPS (844-972-8477)

If you have questions, please contact UnitedHealthcare Provider Services at **800-600-9007**. Thank you.