



## PROVIDER ALERT

### RELEASE OF INFORMATION (ROI) REQUESTS

AUGUST 13, 2015

In March, 2015, ValueOptions initiated a release of information “pop-up” box (see Provider Alert: <http://maryland.valueoptions.com/provider/alerts/2015/032715-SUD-ROI-Form.pdf>) to remind providers to ask participants sign a release of information if their consumer has an SUD primary or secondary diagnosis to ensure coordination of care. This release can be found at: <http://maryland.valueoptions.com/spotlight/Authorization-Disclose-Substance-Use-Treatment-Information-Coordination-Care.pdf>.

Currently the presentation rate by providers is more than 77% however some providers are not asking participants if they would consent to share information for coordination of care.

ValueOptions and DHMH strongly encourage ALL providers to include the completion of an ROI as part of their intake process which positively impacts coordination of care efforts. ValueOptions is offering outreach and training for providers on how to obtain an ROI, starting with those providers with the lowest presentation rates.

To assist in provider’s efforts in presenting the ROI to participants, please review the following suggested talking points below:

#### **Talking points to share with participants when seeking to obtain an ROI:**

- It will be helpful to ensure your primary care physician knows about other medical issues that you are being treated for and can consider this when making decisions about your healthcare.
- Certain types of medication can combine to make you sick and put your life at risk. It is important that those treating you are able to communicate to avoid such problems and increase your chance of recovery.



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- Signing the ROI will make it easier for you to access your medical records in one place.
- Signing an ROI identifies your treatment team and makes it possible for them to communicate so you can get the best care possible. This could lead to easier scheduling for appointments and easier tracking of medical records/information.
- Remember an ROI limits who can see your information to the doctors and counselors that are treating you and will not be shared outside of your treatment team.