

## Take action against depression.

Depression can take away health, wealth and the pursuit of happiness...but it can be successfully treated. Depression Care Management is often an employer-funded, and always a confidential program that provides professional and compassionate one-to-one outreach and ongoing support to employees and eligible family members with depression. The program is clinically proven to improve treatment outcomes, to help individuals feel better about themselves, improve their quality of life at home and in the workplace, and be more productive at both.

Everyone benefits.

The mission of this web site is to provide assistance to all who seek to improve the quality of care for patients with depression. All materials are available at no charge by contacting the Colorado Business Group on Health.



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# Depression Care Management Vendors

Updated: May 2009

The following companies provide depression care management. Companies which provide all components of care shown to improve clinical and work outcomes report YES to all questions.

## HEALTH PLANS

### AETNA

Systematic Screening	Yes
Protocolized Patient Education	Yes
Short-Term Monitoring	Yes / 3-4 <sup>†</sup>
Long-Term Monitoring	No
Mental Health Supervision of Care Manager	Yes
Protocolized PCP Contact	Yes
Performance Standards	Yes

Aetna Depression Disease management program

Contact Information: Hyong Un, MD at 215-775-6474 or [UnH@aetna.com](mailto:UnH@aetna.com)

### CIGNA

Systematic Screening	Yes
Protocolized Patient Education	Yes
Short-Term Monitoring	Yes / AN <sup>††</sup>
Long-Term Monitoring	Yes / AN <sup>††</sup>
Mental Health Supervision of Care Manager	Yes
Protocolized PCP Contact	Yes / 20 <sup>†††</sup>
Performance Standards	Yes

CIGNA Behavioral Health Depression Disease Management Program

Contact Information: Lisa Bonnet 724-225-0358 [Lisa.Bonnet@cigna.com](mailto:Lisa.Bonnet@cigna.com)

### Kaiser Permanente South Carolina

Systematic Screening	Yes
Protocolized Patient Education	Yes
Short-Term Monitoring	Yes / 6 <sup>†</sup>
Long-Term Monitoring	Yes / AN <sup>††</sup>
Mental Health Supervision of Care Manager	Yes
Protocolized PCP Contact	Yes / 20 <sup>†††</sup>
Performance Standards	Yes

<sup>†</sup> Yes/3-4 or Yes/6 = (follow-up provides minimum number of follow-up visits)

<sup>††</sup> Yes/AN = As Needed (follow-up is not protocolized)

<sup>†††</sup> Yes/20 = Care manager contact rate with PCPs – 20% or greater

# Depression Care Management Vendors

## Kaiser Permanente Ohio

Systematic Screening	Yes
Protocolized Patient Education	Yes
Short-Term Monitoring	Yes / 6 <sup>†</sup>
Long-Term Monitoring	Yes / AN <sup>††</sup>
Mental Health Supervision of Care Manager	Yes
Protocolized PCP Contact	Yes
Performance Standards	Missing

Kaiser Permanente Depression Disease Management Program

Contact Information Joyce Todd at [joyce.todd@kp.org](mailto:joyce.todd@kp.org)

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## Kaiser Permanente Southern California

Systematic Screening	Yes
Protocolized Patient Education	Yes
Short-Term Monitoring	Yes / 6 <sup>†</sup>
Long-Term Monitoring	No
Mental Health Supervision of Care Manager	Yes
Protocolized PCP Contact	Yes / 20 <sup>†††</sup>
Performance Standards	Yes

Kaiser Permanente Depression Disease Management Program

Contact Information: Mark Dreskin 323-783-7727 [mark.dreskin@kp.org](mailto:mark.dreskin@kp.org)

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## Intermountain Healthcare

Systematic Screening	Yes
Protocolized Patient Education	Yes
Short-Term Monitoring	Yes / AN <sup>††</sup>
Long-Term Monitoring	Yes / AN <sup>††</sup>
Mental Health Supervision of Care Manager	Yes
Protocolized PCP Contact	Yes / 20 <sup>†††</sup>
Performance Standards	Missing

<sup>†</sup> Yes/3-4 or Yes/6 = (follow-up provides minimum number of follow-up visits)

<sup>††</sup> Yes/AN = As Needed (follow-up is not protocolized)

<sup>†††</sup> Yes/20 = Care manager contact rate with PCPs – 20% or greater

# Depression Care Management Vendors

## DISEASE MANAGEMENT PROGRAMS

### CareMark

Systematic Screening	Yes
Protocolized Patient Education	Yes
Short-Term Monitoring	Yes / AN <sup>++</sup>
Long-Term Monitoring	Yes / AN <sup>++</sup>
Mental Health Supervision of Care Manager	Yes
Protocolized PCP Contact	No
Performance Standards	No

CareMark Depression Disease Management Program

Contact Information: Pat Ducher 480-391-4600

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### Procare

Systematic Screening	Yes
Protocolized Patient Education	Yes
Short-Term Monitoring	Yes / 6 <sup>+</sup>
Long-Term Monitoring	Yes / 6 <sup>+</sup>
Mental Health Supervision of Care Manager	Yes
Protocolized PCP Contact	Yes / 20 <sup>+++</sup>
Performance Standards	Yes

Pro Care's Depression Care Management Program

Contact Person: Michael Allen, Director of Clinical Services 719-314-2527 [Michaela@ppbhg.org](mailto:Michaela@ppbhg.org)

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<sup>+</sup> Yes/3-4 or Yes/6 = (follow-up provides minimum number of follow-up visits)

<sup>++</sup> Yes/AN = As Needed (follow-up is not protocolized)

<sup>+++</sup> Yes/20 = Care manager contact rate with PCPs – 20% or greater

# Depression Care Management Vendors

## MANAGED BEHAVIOR HEALTHCARE ORGANIZATIONS

### Optum

Systematic Screening	Yes
Protocolized Patient Education	Yes
Short-Term Monitoring	Yes / 6 <sup>†</sup>
Long-Term Monitoring	Pending
Mental Health Supervision of Care Manager	Yes
Protocolized PCP Contact	Yes / 20 <sup>+++</sup>
Performance Standards	Yes

### Managed Care Network

Systematic Screening	Yes
Protocolized Patient Education	Yes
Short-Term Monitoring	Yes / AN <sup>++</sup>
Long-Term Monitoring	No
Mental Health Supervision of Care Manager	Yes
Protocolized PCP Contact	No
Performance Standards	No

<sup>†</sup> Yes/3-4 or Yes/6 = (follow-up provides minimum number of follow-up visits)

<sup>++</sup> Yes/AN = As Needed (follow-up is not protocolized)

<sup>+++</sup> Yes/20 = Care manager contact rate with PCPs – 20% or greater

# Depression Care Management Vendors

## NON-RESPONDERS

### Disease Management Vendors

American Healthways  
CareWise  
Alere  
Health Dialogue

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### Pharmacy Benefit Managers

Practice Pattern Management

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### No Longer Selling Depression Care Management To Employers

Focused Health Solutions  
Health Integrated  
Wausau  
Magellan

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IF YOUR COMPANY WISHES TO BE ADDED TO THIS LIST OF PROVIDERS OR IF LISTED COMPANIES WISH TO UPDATE INFORMATION ON THEIR PRODUCTS, PLEASE CONTACT [DMW@CBGHEALTH.ORG](mailto:DMW@CBGHEALTH.ORG)

<sup>†</sup> Yes/3-4 or Yes/6 = (follow-up provides minimum number of follow-up visits)  
<sup>††</sup> Yes/AN = As Needed (follow-up is not protocolized)  
<sup>†††</sup> Yes/20 = Care manager contact rate with PCPs – 20% or greater