



PSYCHCARE WEBSITE DESCRIPTION

ABOUT THE PSYCHCARE WEBSITE

The educational and clinical resource information we have on the website can be printed. If you would like a hard copy of any educational or clinical resource information, please call our Quality Management Department at (800) 221-5487, or access our TDD/TTY number by calling the Florida Relay Number, 711, Monday through Friday, 8:30 AM to 5:30 PM. Let us know what information you would like and we will send it to you.

INFORMATION COLLECTED ON THE WEBSITE:

The general information that we collect on the website is for quality improvement, utilization management, and preventive health reasons, and does not contain any identifiable private health information.

Network practitioners and providers may send us identifiable private health information for payment purposes, and they may also use the website to confirm members' health insurance eligibility and get authorization for treatment. Network practitioners and providers can only send or receive this information through a secured provider portal located on the website.

The provider portal on the website runs through a SonicWall Firewall Device, which has security features such as content filtering and intrusion prevention.

Psychcare follows the HIPAA Privacy Rules, in accordance with the HITECH Act. The practices protect your privacy. To find out more about our privacy practices visit the Quality Management section on the website.

For more information about the private health information we collect and the details as to the security of the private health information we maintain for claims, eligibility and authorization purposes through the provider portal call our Quality Management Department at (800) 221-5487, or access our TDD/TTY number by calling the Florida Relay Number, 711.

EDUCATIONAL INFORMATION, CLINICAL RESOURCES AND WEBSITE LINKS:

Psychcare is committed to offering our members, practitioners, and providers, access to current educational information and clinical resources related to behavioral health disorders. The educational information, clinical resources and website links are not intended to provide medical advice, nor endorse the use of any particular product from a national company.

The educational information, clinical resources and website links are for informational purposes only. We urge you to consult with your behavioral health practitioner regarding any specific personal questions you may have.