MA BULLETIN 2018-07 - Access to Services to Treat Child-Adolescent Mental Health Disorders
July 1, 2019 Requirements

Effective July 1, 2019, Aetna will provide coverage for the following medically necessary services:

- In-home behavioral services
- In-home therapy
- Mobile crisis intervention
- Intensive care coordination
- Community-based acute treatment for children and adolescents (CBAT)
- Intensive community-based treatment for children and adolescents (ICBAT)

Aetna is currently in the process of updating contracts with existing participating providers and contracting with new participating providers to ensure adequate access to the required services. We expect this work to be completed by October 31, 2019. While this is in progress, Aetna will provide coverage at the in-network level of benefits for the medically-necessary services provided by Massachusetts licensed providers effective July 1, 2019.

Please refer to the attached excel file listing providers that we currently have in our network, however, please note that we are in the process of identifying the providers who will be able to provide the required services as noted above.

For guidance on the utilization review, credentialing and claim submission processes, all providers can refer to the attached pdf documents labeled "Aetna at a Glance" and "BH Provider Manual".

In addition, we will post a notice on Aetna.com outlining the services available effective July 1, 2019. If providers have specific questions, they can call the phone number listed on the back of the member's ID card.

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QUESTIONS & ANSWERS

1. <u>Utilization review</u>: How will providers understand your systems, including how to request services, how to appeal any denials of services, and how to submit backup materials to support requests for services?

    Outpatient services do not require prior authorization or utilization review. For other services (e.g., residential level of care services) that may require utilization review, all providers (e.g, non-par and par) call the number listed on the back of the member's ID card and they are directed to clinical staff who will provide assistance as needed. All participating and non-participating providers have access to online resources indicated in the links below as well as the attached pdf documents referenced above. The second link provides information on utilization management.

    https://www.aetna.com/health-care-professionals/resource-center.html
    https://www.aetna.com/health-care-professionals/utilization-management.html

2. <u>Credentialing</u>: How will providers understand how any credentialing systems may apply to them and what materials may need to be submitted for the credentialing process?

    Because we are using existing participating providers, these providers are already credentialed, however, for new participating providers recruited, we will direct them to our online application, and if providers need assistance, we will walk them through the credentialing application process. In addition to the online application and the attached pdf documents, all providers have access to online resources indicated in links below. The first link provides a description of our credentialing process.

    https://www.aetna.com/health-care-professionals/join-the-aetna-network.html
    https://www.aetna.com/health-care-professionals/resource-center.html

3. <u>Billing for Services</u>: How will providers understand how to submit claims for reimbursement of medically covered services, including the identification of appropriate codes for BHCA covered services? What materials will your plan make available to explain your company's system to process claims?

    At the time we contract with providers, we provide information on what codes are covered for the different types of services along with a fee schedule. Providers understand how to bill and they use the same CMS forms to bill for services. New providers (participating and non-participating) can access the online resources indicated in the links below as well as the attached pdf documents. The first link provides information on the claim payment process.

    https://www.aetna.com/health-care-professionals/claims-payment-reimbursement.html
    https://www.aetna.com/health-care-professionals/resource-center.html