

**BMC HealthNet Plan
Provider Communication Efforts and Contact Information**

1. **Utilization review:** 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?

- An hour long Webinar for all BHCA providers is scheduled for 6/24/2019. This will be a taped webinar and will be available on the Beaconhealthoptions.com website moving forward for provider reference.
- Webinar will cover, among other things, the following:
 - Coverage requirements and excluded services (FS&T, TM) - Yes
 - Member eligibility criteria – how to determine if a member is eligible for services - Yes
 - Medical Necessity Criteria and where to find the MNGs - Yes
 - Phone numbers to call with questions - Yes
 - Initial authorization and concurrent review requirements and processes - Yes
 - Standard educational information about [carrier] website resources, submitting claims, etc. – Beacon will use its standard process for incoming providers familiar to existing Beacon providers. When expanding our network for access, this is information that a CBHI team member (Operational Manager) does with all incoming providers during readiness meetings.
- If providers are not able to attend the webinar, it will be recorded and posted to the [insert] section of the [carrier] website. -- The Webinar will be posted to the Beaconhealthoptions.com website.
- An article about BHCA services was included in the [date] [carrier] Plan Provider Update. The article included links to all relevant materials, including the applicable Medical Necessity Guidelines and Payment Policy. – Beacon’s Provider Notification was sent to all providers on 5/16/19. This was accompanied by Performance Specifications and Medical Necessity Criteria copies, as well as including a great deal of detail around billing, authorization processes, etc.
- An article reminding providers of the 7/1/2019 BHCA implementation will be included in the [date] [carrier] Provider Update. -- Providers were notified again on 5/31/19. Providers were notified again on 6/4/19 to include service definitions, i.e. billing parameters. Beacon will be attending the 6/6/19 meeting with DOI and ABH for any further questions.

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

The providers that [carrier] is pursuing contracts with are either already contracted with [carrier] for the CBHI services [if applicable] or contracted with Commercial for other BH services. There will be no additional credentialing requirements for these providers. -- Correct.

If [carrier] is pursuing a contract with a provider that does not already have an established contract with [carrier], the requirements for Credentialing will be identified during the contracting process. These are the standard credentialing processes that apply to all [carrier] providers. -- When Beacon expands the network on behalf of BMCHP membership, Beacon will meet with providers and discuss clearly the process for coming in network, including the credentialing process.

3. **Billing for Services:** 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? -- These are existing Beacon providers that are familiar with current processes. Any new providers will be given detailed instructions upon readiness to begin services.
- The above mentioned Webinar for all BHCA providers will also cover, among other things, the following:
 - o Claims submission process
 - o [carrier] Website Resources
 - o The Webinar will include the following topics:
 - Background
 - Who this affects
 - How to figure out which families this affects
 - Medical necessity/Specs/Service defs for each of the three services starting 7/1/19 (MCI/CBAT and ICBAT will not change)
 - Clinical reviews, including phone numbers/links
 - Auth parameters and backdating
 - Continuity of Care
 - Denials and Appeals processes
 - Contact information
 - If providers are not able to attend the webinar, it will be recorded and posted to the [insert] section of the [carrier] website. -- The Webinar will be posted to the Beaconhealthoptions.com website.
 - Applicable procedure codes are included in the provider contract. -- Procedure codes are in the provider amendments. Beacon is keeping the same codes for BHCA services as for CBHI services.
 - The applicable procedure codes are in each Medical Necessity Guideline (MNG), which are available in the provider resource center of the [carrier] website. Also included in each MNG is a link to the applicable Payment Policy. -- The procedure codes are listed in the provider's contract amendments not the MNC.
 - The [name applicable] Payment Policy has been updated with information about BHCA services, including the procedure codes, modifier requirements, unit maximums and authorization/notification specifics. This payment policy is available in the [insert specific area] of the [carrier] website, and is also linked in each applicable BHCA service MNG. -- This information is available in the provider contract amendments and provider manual.
 - All providers will receive an email with links to all relevant documents. If no email address is on file, copies of the documents will be mailed to the provider. -- CBHI Program Manager has been emailing regularly with the provider network. They are aware that they can reach out to Beacon with any questions. Phone numbers have been provided.

CONTACT INFORMATION

Credentialing, billing, claims adjudication, requests to join the network:
877-957-5600

Clinical and UR questions:

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