

MEMORANDUM

To: Division of Insurance

From: Health New England

Subject: Processes Communication to BHCA Potential and Contracting Providers

Date: June 6, 2019

The following are Health New England, Inc.'s ("HNE") responses to the Division's May 16, 2019 email requesting information as to how HNE will communicate their processes to BHCA potential and contracting providers. As of July 1, 2019, MBHP/Beacon will be administering Intensive Care Coordination ("ICC") and In-Home Behavioral Services ("IHBS") on behalf of HNE. MBHP/Beacon will be following a separate communication plan. HNE will be administering the remainder of the services effective July 1, 2019 in house. For HNE commercial members, all fully insured members will be eligible for services on July 1, 2019 regardless of enrollment date.

Here are HNE's responses to the three specific questions from the Division:

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?

Response:

General Utilization Review procedures may be found in HNE's Provider Manual on the Providers section of healthnewengland.org. Specific medical necessity criteria for services may be found on Providers section of healthnewengland.org under the Resources section. Please note, these enclosures should be read carefully as they do not mirror the MassHealth Children's Behavioral Health Initiative (CBHI) system and are separate services with their own unique criteria and expectations.

Effective July 1, 2019, authorization can be obtained by calling the provided 800 numbers and following the prompts for commercial service requests.

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?

Response: Required credentialing materials are outlined in the documentation sent with the initial contract and must be submitted back to Health New England with an executed contract. Materials required for submission will not vary by provider/service type. For existing providers, re-credentialing procedures may be found in Health New England's Provider Manual.

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?

Response: The appropriate code to bill for each service is included within each provider's contract. Billing practices are addressed in the Health New England Provider Manual. In addition, on the Providers section of healthnewengland.org and under the Resources section there are Claims companion guides.

Health New England has had an established network for FST (IHT), CBAT, and mobile intervention services and is currently in the process of contracting to include ICBAT services. Providers offering any services within Health New England's service area wishing to join the Health New England network should reach out to Provider Contracting. The process for applying to become a provider may be found at the bottom of the healthnewengland.org home page and selecting 'Become a Provider'. The letter of interest may be submitted three ways:

- via e-mail at pcontracting@hne.com
- via fax at 413.233.3175
- via regular mail at Health New England, Inc., Attention: Provider Contracting, One Monarch Place, Suite 1500, Springfield, MA 01144-1500

All other questions related to the implementation of BHCA services may be directed to Provider Relations at: providerrelations@hne.com.