



Massachusetts

Behavioral Health for Children and Adolescents (BHCA)

Provider Engagement & Training

Update | Colleen Chesney, Kevin Dahl

June 6, 2019



BH2147_072019

AGENDA

- Mandate Review
- Implementation Timeline and Next Steps
- Participating (Contracted) Provider Experience
- Non-Participating (Non-contracted) Provider Experience
- Provider Training
- Provider Relations Contacts

MANDATE

- Division of Insurance and the Department of Mental Health for the Commonwealth of Massachusetts jointly issued Bulletin 2018-07 – December 2018.
- Coverage of specific services for children and adolescents under commercial, fully insured plans that are situated (issued) in Massachusetts.
- Effective 07/01/2019 (new and renewing plans) unless MCO elects to apply on day one.
- MCOs may elect to apply mandate to ASO plans.
- 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); Family support and training (2020); and, Therapeutic mentoring services (2020).
- Optum (United Behavioral Health) is a behavioral health delegate to Allways, Connecticare, Harvard Pilgrim Health Care and UnitedHealthcare.
- The Optum Massachusetts behavior network is comprised of over 15,000 providers, agencies, and facilities.



IMPLEMENTATION – Next Steps/Milestones

- Mailing of contract amendments on 06/07/2019.
- Provider training - 06/17/2019 through 07/17/2019.
- Network adequacy reviews – ongoing.
- Recruitment – ongoing.
- Single case agreements for coverage gaps.

PARTICIPATING PROVIDER EXPERIENCE


- Contracted Providers will receive notification that their contract now allows for providers to render these services effective July 1, 2019
- Contracted Provider will receive this notification by June 7, 2019
- No further action is required on the part of contracted Providers

NON-PARTICIPATING PROVIDER – Join Network

- The participation process begins with submission of the provider application
 - Go to Provider Express home page > [Our Network](#); Under “Join Our Network” select “Individually-Contracted Clinicians” and respond to prompts
 - Clinicians contracting on an individual basis complete the CAQH universal application online at caqh.org
 - Agencies pursuing group contracts complete the Optum Agency application
 - Online applicants will be able to [view credentialing status online](#)
- Additional required application materials include
 - Signed Optum Provider Agreement
 - State-required credentialing documents (attestation forms, licensures)
- Approval by Optum Credentialing
- Credentialing requirements found at providerexpress.com under “Join Our Network”
- Orientation to Optum clinical and administrative protocols via webinars or review of provider resources posted on providerexpress.com



PROVIDER TRAINING & AWARENESS



YOU'RE INVITED.

**Please join us for a webinar:
Access to services to Treat Child-Adolescent Mental Health Disorders**

In December 2018, the Division of Insurance and the Department of Mental Health for the Commonwealth of Massachusetts jointly issued Bulletin 2018-07 outlining requirements for coverage of specific services for children and adolescents under commercial, fully insured plans that are situated in Massachusetts.

Mark your calendar

Please join us for one of ten sessions to learn more.

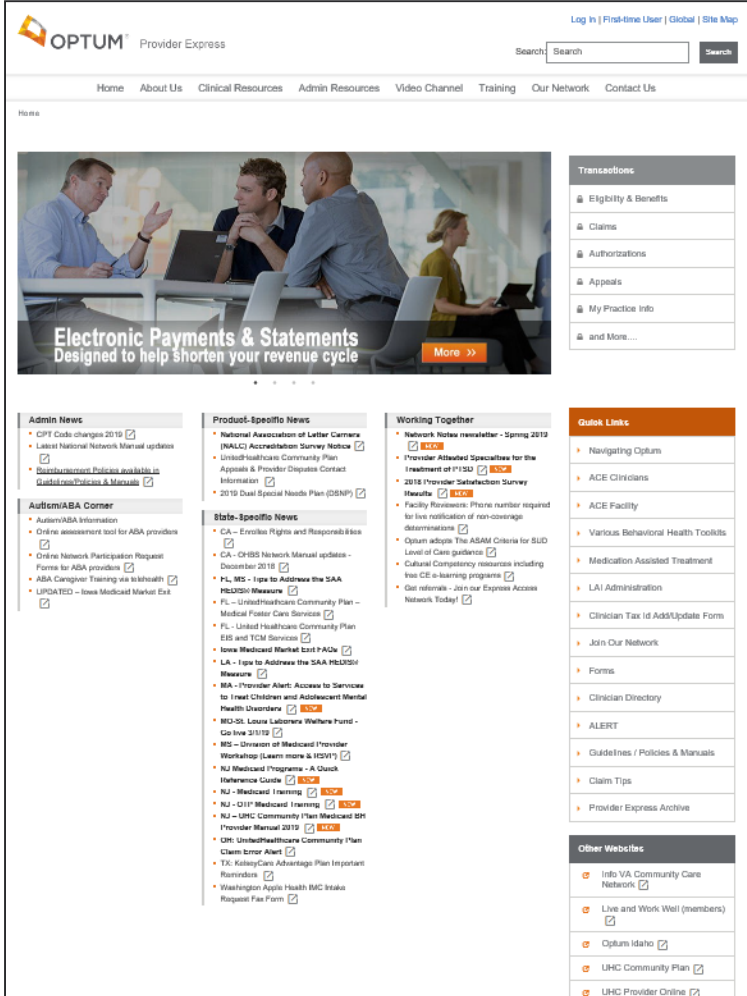
Register Today

- Choose the date & time that works best for you
- After you register, you will receive an email with instructions for joining
- All dates and registration links are also posted to the Provider Express Training page providerexpress.com > Training > Webinars/Training Resources > Massachusetts – Child & Adolescent Mental Health Services

Webinars Dates and Times (All time listed are Eastern Standard Time)				
Monday 06/17/2019 12:00 pm - 2:00 pm Click here to register	Wednesday 06/19/2019 1:00 pm - 3:00 pm Click here to register	Monday 06/24/2019 12:00 pm - 2:00 pm Click here to register	Wednesday 06/26/2019 1:00 pm - 3:00 pm Click here to register	Monday 07/01/2019 12:00 pm - 2:00 pm Click here to register
Wednesday 07/03/2019 1:00 pm - 3:00 pm Click here to register	Monday 07/08/2019 12:00 pm - 2:00 pm Click here to register	Wednesday 07/10/2019 1:00 pm - 3:00 pm Click here to register	Monday 07/15/2019 12:00 pm - 2:00 pm Click here to register	Wednesday 07/17/2019 1:00 pm - 3:00 pm Click here to register

If you have questions, email provider.services@optum.com.

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The screenshot shows the Optum Provider Express website. At the top, there is a navigation bar with links for Home, About Us, Clinical Resources, Admin Resources, Video Channel, Training, Our Network, and Contact Us. A search bar is located on the right. Below the navigation is a main banner area with a video thumbnail titled "Electronic Payments & Statements Designed to help shorten your revenue cycle" and a "More" button. To the right of the banner is a "Transactions" menu with links for Eligibility & Benefits, Claims, Authorizations, Appeals, My Practice Info, and and More... Below the banner are three columns of news items: Admin News, Product-Specific News, and Working Together. At the bottom right, there is a "Quick Links" section with various utility links and an "Other Websites" section with links to external resources like VA Community Care Network and Live and Work Well.



Provider Training Concepts

Educational Webinars will cover, among other things, the following:

- Eligibility and Benefits
- Joining the Network and Credentialing Criteria
- Covered Services
- Initial authorization and concurrent review requirements and processes
- Level of Care Guidelines and where to locate them on providerexpress.com
- Claims Submissions (to include Codes)
- Provider Tools, Resources, and Contacts
- Phone numbers to call with questions

IMPLEMENTATION – Level of Care Guidelines

The screenshot shows the Optum Provider Express website. At the top, there is a navigation menu with links for Home, About Us, Clinical Resources, Admin Resources, Video Channel, Training, Our Network, and Contact Us. A search bar is positioned in the top right corner. The main content area features a large banner for 'Electronic Payments & Statements' with a 'More >>' button. Below the banner, there are several news sections: 'Admin News', 'Product-Specific News', 'Working Together', and 'State-Specific News'. A sidebar on the right titled 'Transactions' lists links for Eligibility & Benefits, Claims, Authorizations, Appeals, My Practice Info, and and More... At the bottom right, there is a 'Quick Links' section with various utility links.

- <https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources.html>
- Clinical guidelines relating to BHCA will be available online by June 14, 2019

CONTACTS – NETWORK & COMPLIANCE

Janet Choup

- Network Manager, Allways
- Phone: 781-419-8334
- Email Address: janet.choup@optum.com

Karen Messerschmidt

- Network Manager, CCI
- Phone: 952-687-3749
- Email Address: karen.messerschmidt@optum.com

Kraig Guarino

- Network Manager, HPHC
- Phone: 781-419-8311
- Email Address: kraig.guarino@optum.com

Gabe Nathan

- Sr. Network Manager , UHC
- Phone: 781-472-8444
- Email Address: gabriel.nathan@optum.com

Kevin Dahl

- Sr. Director, Optum Compliance, Behavioral Products & Services Lead
- Phone: 518-313-4944
- Email Address: kevin.j.dahl@optum.com

