



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.

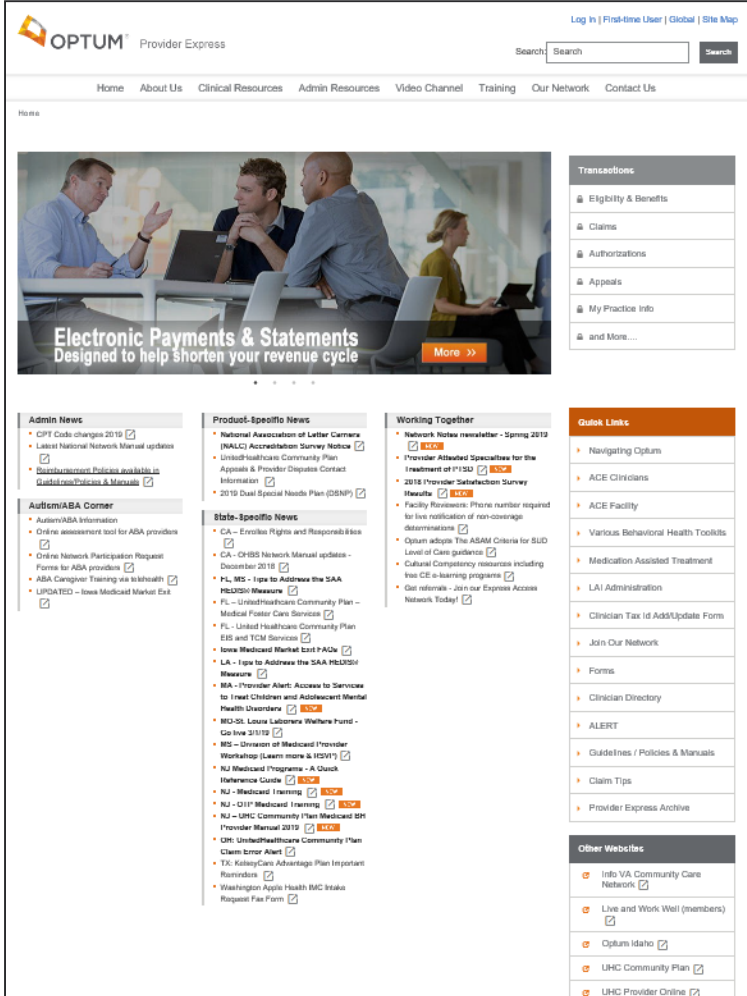
Register Today

- 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.

© 2019 Optum, Inc. All rights reserved. United Behavioral Health and United Behavioral Health of New York, L.P.A., Inc. operating under the brand Optum T1949_BH2141_062019



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 items like 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. On the far right, there is a "Quick Links" section with various utility links and a "Other Websites" section at the bottom.



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

Log In | First-time User | Global | Site Map

OPTUM[®] Provider Express

Search Search

Home About Us Clinical Resources Admin Resources Video Channel Training Our Network Contact Us

Home

Electronic Payments & Statements
Designed to help shorten your revenue cycle [More >>](#)

Transactions

- Eligibility & Benefits
- Claims
- Authorizations
- Appeals
- My Practice Info
- and More...

Admin News

- CPT Code changes 2019
- Latest National Network Manual updates
- Behavioral Health Policies and Rules as Guidelines/Process & Manuals

Product-Specific News

- National Association of Letter Carriers (NALC) Accreditation Survey Notice
- UnitedHealthcare Community Plan Appeals & Provider Dispute Contact Information
- 2019 Dual Special Needs Plan (DSNP)

Working Together

- Network News newsletter - Spring 2019
- Provider Attached Specialist for the Treatment of PTSD
- 2019 Provider Satisfaction Survey Results
- Facility Reviews: Phone number required for live notification of non-coverage determinations
- Optum adopts The ASAM Criteria for SUD Level of Care guidance
- Cultural Competency resources including live CE e-learning programs
- Get referrals - Join our Express Access Network Today!

State-Specific News

- CA - Enroll Rights and Responsibilities
- CA - CHSS Network Manual updates - December 2018
- FL - MS - Tips to Address the SAA (HHS) Review
- FL - UnitedHealthcare Community Plan - Medical Foster Care Services
- FL - UnitedHealthcare Community Plan EIS and TCM Services
- Iowa Medicaid Market Exit FACA
- LA - Tips to Address the SAA (HHS) Review
- MA - Provider Alert: Access to Services to Treat Children and Adolescent Mental Health Disorders
- MD - Lower Laborers Welfare Fund - Go live 2/1/19
- MS - Division of Medicaid Provider Workshop (Learn more & RSVP)
- NJ Medicaid Programs - A Data Reference Guide
- NJ - Medicaid Training
- NJ - QIP Medicaid Training
- NJ - UHC Community Plan Medicaid BH Provider Manual 2019
- OH: UnitedHealthcare Community Plan Claims Error Alert
- TX: SilverCare Advantage Plan Important Roundtable
- Washington Apple Health BMC Intake Request Fax Form

Quick Links

- Navigating Optum
- ACE Clinicians
- ACE Facility
- Various Behavioral Health Toolkits
- Medication Assisted Treatment
- LAI Administration
- Clinician Tax Id Add/Update Form
- Join Our Network
- Forms
- Clinician Directory
- ALERT
- Guidelines / Policies & Manuals
- Claim Tips
- Provider Express Archive

Other Websites

- Info VA Community Care Network
- Live and Work Well (members)
- Optum Idaho
- UHC Community Plan
- UHC Provider Online

- <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

