A photograph of two men in business suits shaking hands in an office. The man on the left is a Black man, and the man on the right is a white man. They are both smiling. The background shows a window with greenery outside. The image is semi-transparent, allowing text to be overlaid.

United Behavioral Health Provider Refresher: Behavioral Health for Children and Adolescents

Commonwealth of Massachusetts Bulletin:
June and July 2019

Updated February 2020



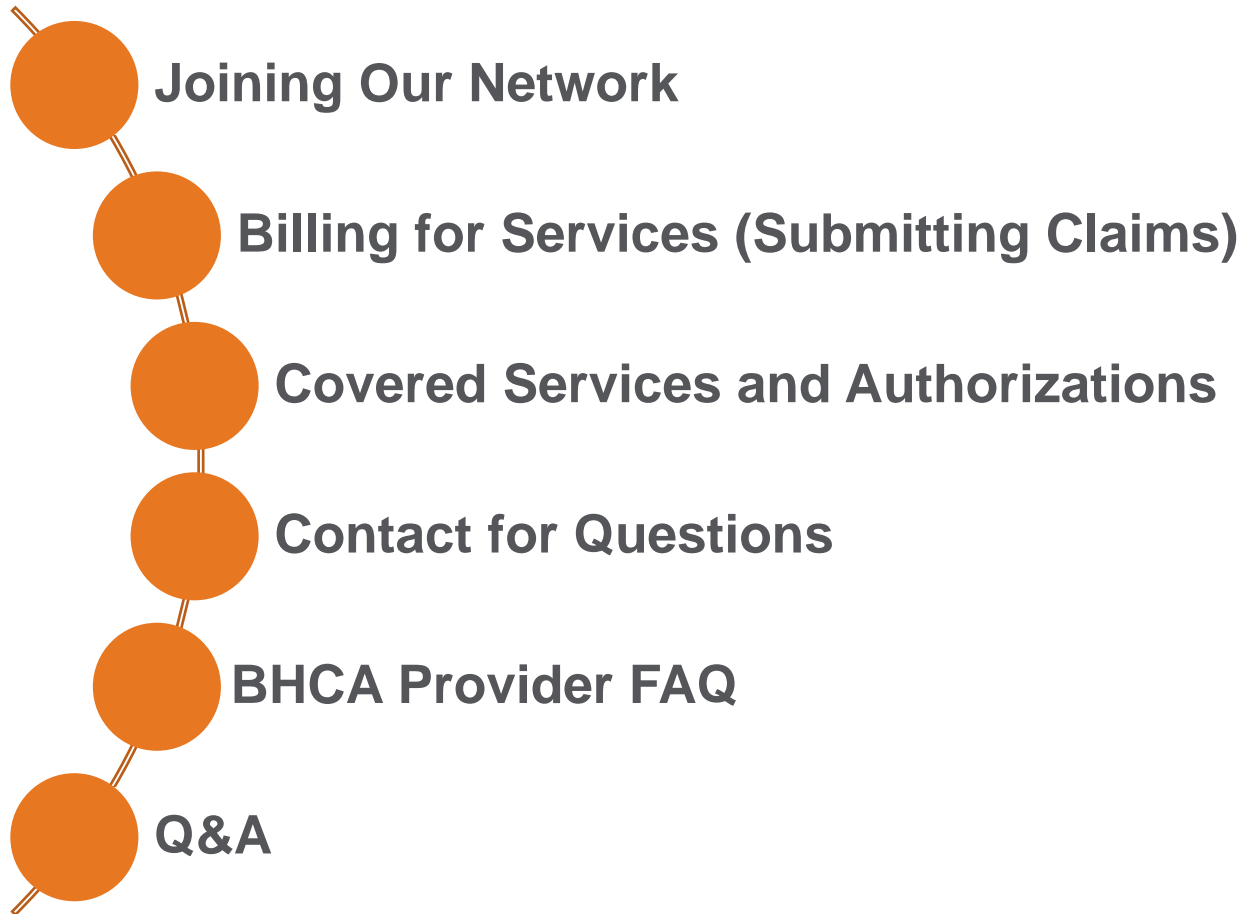
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Training Refresher Topics

Behavioral Health for Children and Adolescents



Joining Our Network

Behavioral Health for Children and Adolescents

Begin the Credentialing Process

- 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
- Additional required application materials include
 - Signed Optum Provider Agreement
 - State required credentialing documents (attestation forms, licensures)
- Approval by Optum Credentialing
- Credentialing requirements can be 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](#)

Recredentialing Process

- Recredentialing is completed every 36 months (3 years)
 - Time line is established by NCQA
- Several months prior to the recredentialing date, a recredentialing packet will be sent to the primary address on file for the provider
- Completion of the entire recredentialing packet is required for the recredentialing process to be completed
- Site audits will be completed for organizational providers as indicated by Optum policy
- Failure to complete the recredentialing paperwork or participate in the recredentialing site audit (when applicable) will impact the provider’s status in the network

Billing for Services

Behavioral Health for Children and Adolescents

Service	Codes	Billing Items
CBAT ICBAT	Rev 1001 + H0017 Rev 1001 + H018	1. Must be billed with corresponding HCPCS
In-Home Therapy / FST	99510 • 1 unit per day (not a timed code)	1. Code will not pay if billed under member's name while the member is in CBAT / ICBAT care; if member is in CBAT or ICBAT care and a provider wants to conduct In-Home Therapy / FST with family, then 99510 will need to be billed under another covered family member's name. You may check eligibility of family member(s) online or by calling the MH/SUD number on the member ID card prior to billing services. 2. This is a per diem, single unit code. Typically, would be billed no more than 1 x day. 3. Can be billed with other outpatient codes within the same 24 hour period.
In-Home Behavioral Services	H2014 • 96 units per day (per 15 min)	1. Can be billed with other outpatient codes within the same 24-hour period. 2. NOTE: Modifiers used include: HO: MA=level and HN=BA Level
Intensive Care Coordination	H0023 • 1 unit per day	1. This service is going to be provided by Optum's Internal Complex Care Management (CCM) team. There will be rare situations where our Internal CCM will need to reach out to an external provider to engage in this process. Only in the case where our Internal CCM team reaches out to an external provider will this service be authorized and a single case agreement signed.
Mobile Crisis Intervention	H2011 • 96 units per day (per 15 min)	1. Can be billed with other outpatient codes within the same 24-hour period. 2. NOTE: Modifiers used include: HO: MA=level and HN=BA Level



Our network clinicians report the highest level of satisfaction when they submit claims online through [Provider Express](#):

Get started today with your Optum ID:

- Register for an Optum ID today by clicking the [First Time User Link](#)
- For Additional Help with Registration, go [HERE](#)

Covered Services and Authorizations

Behavioral Health for Children and Adolescents

Services that REQUIRE Authorization

Rev 1001+H0017 CBAT with R&B

Rev 1001+H0018 ICBAT with R&B

Services that DO NOT Require Authorization

	In-Home Therapy / Family Stabilization Team **
99510	**Note: 99510 can be used by either the MA or BA team member and includes phone contact with family, collateral contact for the purpose of care coordination, service provided in the home & various locations in the community, completing and updating assessment/diagnosis, creating & updating treatment plans, creating discharge plans, and other non-traditional services
H2014	In-Home Behavioral Services
	Intensive Care Coordination **
H0023	** Note: Intensive Care Coordination (ICC) will be primarily handled by an internal program; if the internal program cannot handle the specific case, there will be outreach made to bring in an external provider. Providers should only be engaging directly with members for the ICC service when contacted by the internal program. In addition, please note that there may be plan specific requirements for this code
H2011	Mobile Crisis Intervention

Authorizations can be requested in two (2) ways:

- Contracted providers can request authorizations for most services via the online portal system on Provider Express (providerexpress.com). You will need to log-in to request authorizations. The previous slide includes information about which services can be requested online and which require a phone call.
- Calling United Behavioral Health (UBH) via the number on the member's card

Contacts for Questions

Behavioral Health for Children and Adolescents

Customer service phone numbers may vary by the type of business or employer. Therefore, when calling customer service, you should call the phone number that corresponds to the line of business you have questions about or refer to the number on the member's insurance ID card.

Below are the phone numbers dedicated to a specific line of business:

Health Plan	Phone Number
AllWays Health Partners	844-451-3518
Partners ASO	844-451-3520
ConnectiCare	888-946-4658
Harvard Pilgrim Health Care	888-777-4742
UnitedHealthcare	Call the number on the back of the insurance ID card

Contacts for Questions

Behavioral Health for Children and Adolescents

Network Contact Name	Email Address/ Phone Number
Janet Choup Network Manager, AllWays Health Partners	Phone: 781-419-8334 Email Address: janet.choup@optum.com
Jennifer Laroche Director, Provider Services MA, ME, NH and RI	Phone: 763-361-8851 Email: jennifer.laroche@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

BHCA Provider FAQ

Behavioral Health for Children and Adolescents



BHCA Provider FAQ

At a Glance

Covered Services

CPT Code	Description	Unit Definition	Auth Requirements	Items to Note
Rev 1001 + H0017	CBAT	CBAT with R&B	Auth Required	Must be billed with corresponding HCPCS
Rev 1001 + H0018	ICBAT	ICBAT with R&B	Auth Required	
99510*	Family Stabilization Team/In-home Therapy	Per Diem 1 unit per day (not a timed code)	No Auth Required	99510 can be used by either the MA or BA team member and includes phone contact with family, collateral contact for the purpose of care coordination, service provided in the home & various locations in the community, completing and updating assessment/diagnosis, creating & updating treatment plans, creating discharge plans, and other non-traditional services
H2014	In-home Behavioral Services	96 units per day (per 15 minutes)	No Auth Required	Can be billed with other outpatient codes within a 24-hour period
H2011	Mobile Crisis Intervention		No Auth Required	Modifiers for both include: HO = MA Level and HN = BA Level
H0023	Intensive Care Coordination	1 unit per day	No Auth Required	Intensive Care Coordination (ICC) will be primarily handled by an internal program; if the internal program cannot handle the specific case, there will be outreach made to bring in an external provider. Providers should only be engaging directly with members for the ICC service when contacted by the internal program. In addition, please note that there may be plan specific requirements for this code

*Code will not pay if billed under member's name while the member is in CBAT / ICBAT care; if member is in CBAT or ICBAT care and a provider wants to conduct In-home Therapy / FST with family, then 99510 will need to be billed under another covered family member's name. You may check eligibility of family member(s) online or by calling the MH/SUD number on the member ID card prior to billing services.

SEE ALSO: [UBH Supplementation Clinical Criteria: Massachusetts Commercial](#)

Authorizations

Authorizations can be requested in two (2) ways:

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Joining Our Network

- 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](#)
- Credentialing requirements can be found at [providerexpress.com](#) under "Join Our Network"

United Behavioral Health/Optum BHCA Provider FAQ AAG 1 of 2
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Contacts for Questions	
Health Plan	Phone Number
AllWays Health Partners	Phone: 844-451-3518
Partners ASO	Phone: 844-451-3520
ConnectCare	Phone: 888-946-4658
Harvard Pilgrim Health Care	Phone: 888-777-4742
UnitedHealthcare	Call the number on the back of the insurance ID card
Network Contact Name	Email Address/Phone Number
Janet Choup Network Manager, AllWays Health Partners	Phone: 781-419-8334 Email Address: janet.choup@optum.com
Jennifer Laroche Director, Provider Services, MA, ME, NH and RI	Phone: 763-361-8851 Email Address: jennifer.laroche@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 Senior Network Manager, UHC	Phone: 781-472-8444 Email Address: gabriel.nathan@optum.com

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Commonwealth of Massachusetts Bulletin: June and July 2019

Q&A

Thank you!