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

Commonwealth of Massachusetts Bulletin: June and July 2019

Updated May 2020



## **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 > <u>Our Network</u>.
     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 <u>caqh.org</u>
  - 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	<ul><li><b>99510</b></li><li>1 unit per day (not a timed code)</li></ul>					
		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	<b>H2014</b> <ul> <li>96 units per day (per 15 min)</li> </ul>	1. Can be billed with other outpatient codes within the same 24-hour period.				
Intensive Care Coordination	H0023 <ul> <li>1 unit per day</li> </ul>	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	<b>H2011</b> <ul> <li>96 units per day (per 15 min)</li> </ul>	1. Can be billed with other outpatient codes within the same 24-hour period.				



Our network clinicians report the highest level of satisfaction when they submit claims online through <u>Provider</u> <u>Express</u>:

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 RE	QUIRE Authorization
Rev 1001+H0017	CBAT with R&B
Rev 1001+H0018	ICBAT with R&B
Services that DO	NOT Require Authorization
99510	In-Home Therapy / Family Stabilization Team <b>**</b> <b>**Note:</b> 95510 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
H0023	Intensive Care Coordination <b>**</b> <b>** Note:</b> 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



## **Contact 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



## **Contact for Questions**

### **Behavioral Health for Children and Adolescents**

Network Contact Name	Email Address/ Phone Number
<b>Janet Choup</b>	Phone: 781-419-8334
Network Manager, AllWays Health Partners	Email Address: janet.choup@optum.com
<b>Jennifer Laroche</b> Director, Provider Services MA, ME, NH and RI	Phone: 763-361-8851 Email: jennifer.laroche@optum.com
Karen Messerschmidt	Phone: 952-687-3749
Network Manager, CCI	Email Address: <u>karen.messerschmidt@optum.com</u>
Catherine O'Connell	Phone: 781-419-8311
Network Manager, HPHC	Email Address: catherine.oconnell@optum.com
<b>Gabe Nathan</b>	Phone: 781-472-8444
Sr. Network Manager , UHC	Email Address: gabriel.nathan@optum.com



## **BHCA Provider FAQ**

### **Behavioral Health for Children and Adolescents**

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#### BHCA Provider FAQ

CPT Code	Description	Unit	Auth	Items to Note
CITCODE	Description	Definition	Requirements	items to Note
Rev 1001 + H0017	CBAT	CBAT with R&B	Auth Required	Must be billed with corresponding
Rev 1001 + H0018	ICBAT	ICBAT with R&B	Auth Required	HCPCS
		Per Diem		195110 can be used by either the NA 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
99510*	Family Stabilization Team/In-	1 unit per day (not a	No Auth Required	Code can ONLY be billed Once per Day per Member
	Home Therapy	timed code)	rrequied	BA Level Notes do not require sign-off from a licensed provider; however, supervision is required
				Does NOT include transportation
				NOTE: you cannot bill for member outreach that was unsuccessful (i.e. member no show);must provide an intervention, engage in care coordination, and/or create assessments or treatment plans to bill for services
H2014 HO – MA Level	In-Home Behavioral Services	vioral	No Auth Required	Can be billed with other outpatient codes within a 24-hour period (96 Units = 24 Hours)
HN – BA Level	Services	96 units per day (per 15		Supervisory Protocol for BHCA is the SAME as it was for CBHI
H2011	Mobile Crisis	minutes)	No Auth	There is no HUB for IHBS
HO – MA Level HN – BA Level	Intervention		Required	Can be used when providing 7-Day MCI follow-up; S9485 is used for crisis intervention per usual
H0023		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
				If currently servicing a member for ICC, Optum can do a single case agreement to avoid interruption in services.

United Behavioral Health/Optum BHCA Provider FAQ AAG

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#### New Covered Services Effective 7/1/2020

\*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

#### Supervisory Protocol

The Supervisory Protocol Addendum allows non-oredentialed clinicians to render services while under the supervision of an independently licensed clinical. Supervisory Protocol for BHCA is the SAME as it was for CBHI. Please contact Gabe Nathan for any related questions.

- · Clinicians rendering psychotherapy services must have a minimum of a Master's degree
- All services that are rendered must be within the scope of the clinician's training
- · Supervision must occur regularly on a one-to-one basis and be documented
- Optum may periodically conduct chart audits to ensure compliance with Optum's Policies and Procedures

#### SEE ALSO: Provider Training Supervisory Protocol - Provider Express

#### Authorizations

Authorizations can be requested in two (2) ways:

- Contracted providers can request authorizations for most services via the online portal system on Provider Express (<u>providerexpress.com</u>). 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

Reminders:

- Services for AllWays Partners (ASO) members seeing a contracted provider will not require authorization (even when authorization is required)
- Intensive Care Coordination (ICC): ICC will be handled by an internal program; if the internal program cannot handle a specific case, there will be outreach made to bring in an external provider. Providers should not be engaging directly with members for the ICC service; they should only be engaging directly with members for ICC service when contacted by the internal program
- If you are currently servicing a member for ICC, a Single Case Agreement will be provided to avoid any
  interruptions of services. Please contact Kacie Biddle for related questions

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- Credentialing requirements can be found at providerexpress.com under "Join Our Network"
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#### Benefits

Not all Optum members are eligible for BHCA services. Massachusetts-Sitused\* Commercial Fully Insured plans must provide this services and other Massachusetts-Sitused Health Plans have opted to offer these services as a "Buy-Up" to their ASO plans. For Online Member Eligibility Information, see: <u>Provider Express</u>.

- Optum administers to a wide range of benefit plans. There are multiple variables in determining
  member eligibility. Providers should continue to verify member eligibility and benefits prior to rendering
  any BHCA services. Please reach out to specified plan to identify eligibility and cost sharing.
- MassHealth covers copays and deductibles for members who have MassHealth as secondary insurance. Please refer to MassHealth for related inquires.
- Rates for BHCA and CBHI are uniform across the state. Please contact your Network Representative for related Inquiries

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# Thank you!

