



**BHA/MA/Beacon Health Options, Inc.
Provider Quality Committee Meeting Minutes**

**Beacon Health Options
1099 Winterson Road, Suite 200
Linthicum, MD 21090
Friday, January 12, 2018
10:00 am to 11:30 am**

In attendance: Rebecca Frechard, Patricia Langston, Craig Lipton, Karl Steinkraus, Annie Coble, Shu Zhu, Tyrone Fleming, Mary Viggiani, Jenny Hover, Arlene Hackbarth, John Friedel, Jody Grodnitzky, Howard Ashkin, Oleg Tarkovsky, Marian Bland, Jessica Allen, Cristi Simmons, Donna Shipp, Sharon Jones, Jarrell Pipkin, Dr. Kimberly Cuthrell, Stacey Diehl, Joana Joasil, Dr. Lisa Kugler, Mark Plaster MD, Toni Battle, Dr. Drew Pate, Mary Brennaman, Marian Bland, Shannon Hall, Cynthia Petion, Jenny Howes, Elaine Hall, Chandra McNeil-Johnson, Craig Lippens, Robert Canosa, John Friedel, Arlene Harkbarth, Lindsey Smith, Priya Arokiaswamy, Sueqethea Jones, Roxanne Fuentes, Tiffany Blackwell, George Healy, Charese Smith Demory, Appaloh Smith

Telephonically: Howard Ashkin, Cam Chung, Cathy Baker, Christina Trenton, Belind Strayhorn, Carrie Medlin, Carmen Castang, Franklin Beck, Thomas Valayathil, Ellen Weber, Maritrese Nash, Ayo Pearson, Tim Santoni, Joy Reckley-Murphy, Monica Kirkpatrick, Rhonda Moreland, Connie Dausch, Paris Crosby, Jarrell Pipkin, Nicol Lyon, Geoffrey Ott, Lavina Thompson Bowling, Tasha Gijon, Russell Berger, Steven Sahm, Kristi Plummer, Kara Pokras, Mary Brassard, Chandra McNeil-Johnson, Rebecca Maloney, Shanntel Gladney, Christine Branch, Vickie Walters, Eulanda Shaw, Sharon Gudger, Letisha Demory, Chanell Gaines, Rick Rock, Vanessa Lyle, Nkem Egudia, Gayle Parker, Lillie Hinkelman, Valentine Anochie, Rebeca Gonzalez, Najla Wortham, Amanda Livesay, Nicole Cooper, Cynthia Hurd, Kristen Galante, Shereen Cabrera-Bentley, Candace Hawkins, Claudia Ray, Veronica Kirkland, Mariel Connell, Cynthia Pixton, Amy Park, Barrington Page, Barbara Knight, Yvette Jefferson, Judy Machen, Anne Schooley, Kathy Mincin, Liz Brown, Amanda Moran, Mariana Izraelson, Pippa McCullough, Leslie Woolford, Kennedy Hinman, Denisha Pendleton, Dr. Anita Baxter, Abby Appelbaum, Kristy Blalock, Heather Schultheis, Jeffrey Lee, Michael Ostrowski, Crystal Lambert, Sonja Moore, Tina Moore, Danica Thornton, Rebecca Meyers, Marlene Bucklew, Sarah Drennan, Jim Jones, Sonia Nieves, Joana Joasil, Suk Ching Au Yeung, Michelle Walsh, Jide Saba, Lorena Memberg, Efi Inyang, Catherine Meyers, Darleen Grupp, Teresa Purnell, Yasmeen Mabry, Petranda Simmons, Kristen Rose, Nicole Johnson, Mandy Trivits, Terri Fields, Shu Zhu, Kathy Stevens, Andrene'



Jackson, Valerie Gaspari, Amy Rottier, Mandy Trivits, Tammy Elliott, Deborah Carpenter, Natoya Mitchell, Mary Winebrenner, Sueqethea Jones, Justin Bales, Latoya Mayne, Hannah Dibonge, Raffi Rodrigo, Todd Poorman, Michele Pusey, Tammy Fox, Ada Zant, Judy Tucker, Jennifer Gauthier, Andrea Pappas, Guy Reese, Jonquil Ishway, Mary Rimi, Kathy Miller, Martin Slutsky, Kisha Winston-Watkins, Jason Phelan, Sue Kessler, Elizabeth Lee, Nerissa Snyder, Emily Suminski, Kim Erskine, Rashinda Winslow, Sheba Jeyachandran, Elizabeth Hymel, Alana Oneill, Mona Figueira, Nicholas Shearin, Imelda Berry-Candelario, Raffi Rodrigo

Topics & Discussion

Minutes

Minutes were reviewed and approved by onsite attendees. Providers that attended via WebEx may submit any edits to:

MarylandProviderRelations@beaconhealthoptions.com Providers may also use this mailbox to submit questions for Provider Council. To have your questions considered, please submit no later than the Wednesday prior to the council meeting to allow time for research and response.

BHA Update

- Residential SUD services for specialty populations moved to Beacon as of January 1, 2018. The state will conduct weekly calls on Thursdays at 8:30am to discuss the 8-507 court ordered placement program. The next call will be held this Thursday, January 18, 2018. Providers interested in attending this call should contact Nicolle Birckhead at nicolle.birckhead@maryland.gov. BHA will conduct similar calls with pregnant women and women with children program providers starting January 23, 2018 at 9am.
- BHA is working on the continuation application for the Cures Act funding. The grant application is due January 30, 2018 and the state is working closely with the Opioid Operation Command Center to finalize the budget.
- BHA's Office of Forensic Services is now referred to as the Office of Court Evaluations and Placements. The new reorganization launched a Centralized Admissions Office that will process all court orders that commit patients to Maryland Department of Health (MDH) for evaluation or treatment services for substance use or mental health disorders. The Office is under the direction of Michele Fleming and will enhance continued communication with our courts and placements. BHA has also hired two new CEO's to fill current vacancies at the State hospitals: Chris Irwin at Clifton T. Perkins and Dwain Shaw at Spring Grove Hospital Center.
- Accreditation/Licensure: There has been notable progress in the streamlining of the COMAR 10.63 license application and requirements. Out of 540 community based behavioral health providers, there are 368 substance use disorder



treatment providers who have submitted their materials and 288 mental health providers. BHA has seen 502 out of 540 community based behavioral health providers applied for accreditation and 494 out of 540 community based health care providers have submitted their COMAR 10.63 license applications. Since that date BHA has received additional applications and the team is currently working through the applications and materials.

- BHA thanks the provider community for their efforts in submitting the required materials prior to the January 1, 2018 deadline. This transition process has been a team effort with key staff from BHA's Licensing Unit and Office of Accreditation team, as well as Beacon Health Options. It has been a great success, and the state is continuing to work with the providers to give technical support as well as reaching out if there are any materials missing or any resources to provide.
- BHA, in collaboration with Beacon, held a provider interest meeting on December 19, 2017 to discuss the expansion of gambling services in Maryland. Providers should note that as of January 1, 2018, eligible providers are able to be reimbursed for gambling services through Beacon Health Options.
 - If you are currently enrolled as a Medicaid provider with Beacon, you are already eligible for reimbursement for gambling services under this program.
 - If you're not currently enrolled as a Medicaid provider and want to begin providing gambling services, you must fill out a brief application with the Maryland Center of Excellence on Problem Gambling at the University of Maryland. Once verified as either a licensed private practitioner or a licensed treatment provider, you will receive an approval with a link to the Beacon registration form. For more information regarding this process, please refer to the Beacon website, under the provider alerts and review the gambling communications that have been distributed.
 - The state is developing a comprehensive referral list of all providers that are actively providing gambling services in the community. As such, BHA is asking providers to contact the Center of Excellence in order to be added to the center's referral list. This list will be used by the statewide gambling help line to refer individuals seeking treatment to available programs.
 - The new gambling expansion also provides reimbursement for services for any concerned person that is affected by an individual with a gambling disorder. Please note that consumers may be authorized for both level 1 substance use disorder services and level 1 gambling services at the same time, however, providers may not bill for an individual session for both diagnoses on the same day. Providers may bill for one group session and one individual session on the same day.

Medicaid Update



- Per the accreditation process providers must be licensed under 10.63 by April 1, 2018. Please be aware of the following if your OMHC or SUD program does not pursue accreditation: Programs that are not accredited (and not granted an extension by BHA for accreditation) by April 1, 2018 will need to update their Medicaid enrollment file. The licensed provider under an OMHC can form a mental health group practice. You will need to terminate your Provider Type MC with Medicaid and you may then enroll as a Provider Type 27. Mental health group practices can only bill for licensed providers delivering services. SUD providers who do not pursue accreditation may also form a mental health group practice same as above, but the change for this practice is that you would bill using CPT codes, not HCPCs and, as above, you can only be reimbursed for services delivered by the LC-ADC (or other license under 10.09.59) provider. All licensed providers must have an individual Medicaid number as well, and would then be linked to the group practice as appropriate.
- As of January 9, 2018, Maryland has a new Health Secretary, Robert Neall. Former Health Secretary Dennis Schrader will be continuing as the Chief Operating Officer and Medicaid Director.

Beacon Health Options Update

- Beacon announces that Dr. Helen Lann, who has been an essential part of the Maryland site, will be moving on as the Regional Medical Officer
- Beacon would like to welcome Dr. Drew Pate as the new Medical Director in Maryland. Dr. Pate has been with Beacon for approximately 10 years, primarily focused on the New England plans. He trained and currently lives in Baltimore and was the Medical Director for residential treatment at Sheppard Pratt until about 3 years ago when he became full-time with Beacon.
- There was recently an article in Carroll County concerning 3-4 deaths in a day period, as the overdose deaths associated with Fentanyl continue to rise. Beacon Health Options, along with partners at Medicaid and BHA, have developed a two-page document talking about the dangers of Fentanyl. This document will be sent out to everyone at provider council. Please feel free to distribute it within your practices or other avenues in an effort to assist in getting the word out about the dangers of Fentanyl.
- As of January 1, 2018, there have been changes in the reimbursement for laboratory testing. A recent transmittal that can be found on the Beacon website <http://maryland.beaconhealthoptions.com/index.html>, outlines the funding available for testing and the codes that are funded by Maryland Medicaid. Beacon conducted a webinar on smart testing at the end of December and it will be posted on the website. Additional webinars will be offered on January 23, 2018 and February 15, 2018. Beacon encourages providers to register and attend one of these webinars.



- In an effort to enhance provider training offerings, Beacon will be conducting a webinar for providers to discuss training topics for this upcoming year. One of the most requested trainings on the list has been motivational interviewing which will be planned for early March of 2018.
- Beacon has enhanced the provider alert system for 2018, and providers will notice that the communication vehicle is now Constant Contact. With this new change, Beacon is advising providers to please check your spam folder if you have not been receiving provider alerts. You may need to adjust your email settings to recognize this new platform. As a reminder, the individual(s) that sign up for constant contact are responsible for disseminating information throughout your agency. This is particularly important for state transmittals, as Medicaid does not separately hand mail transmittals to behavioral health providers. Anyone can sign up to receive provider alerts by either emailing your request to marylandproviderrelations@beaconhealthoptions.com or going to the website under provider alerts and selecting the "Sign Up for Email Updates" icon in the upper right hand corner.

Provider Questions

1. The Provider Alert sent out December 20, 2017 for Residential Facilities it was indicated that psycho education groups are to be between 15-25 participants. At the October 16, 2017 provider council meeting it was discussed that smaller groups were for group therapy and larger groups could be conducted for psycho education. Where did the max number of 25 participants for psycho educational groups in residential facilities come from?

The number that was referenced in the provider alert was just a suggestion and given as an example. There is no set number of maximum participants. SAMHSA has a wealth of information on their website on evidence based practices and providers are encouraged to review them <https://www.samhsa.gov/>.

2. We have been instructed to use billing code U2 for our adult PRP clients who have a legal guardian. However, the legal guardians in the cases of most of our clients (if not all) is that the guardian is NOT the parent who is living with the client and is responsible for their care. Our guardianship situations are that the guardian is either Department of Social Services or a family member who does NOT live with the client. The reimbursement rate for PRP at the U2 billing code is much less, almost half the maximum allowable rate. Are there any extenuating circumstances for situations like this where essentially the client who has



guardian lives in a residential setting or in some cases, independently? Would we be able to bill under U3 in those circumstances?

This question is being taken under consideration by the Behavioral Health Administration. We hope to have an answer at the next Provider Council Meeting.

3. An alert sent on December 28 announced that the provider validation and re-enrollment portal was live. Providers are required to register and then are supposed to receive an email to complete the enrollment process. Providers attempting to register did not receive the follow-up email. Who should providers contact to ensure that they are able to register via this portal?

During the initial e-prep sign up process, the provider should receive a verification email that contains a link to go back into the portal to complete your sign up. If you have not received that email, you can contact Automated Health Systems (AHS) by calling (844)463-7768 or you can email Emily at: mdh.bhenrollment@maryland.gov

4. When providers send claims files through Provider Connect, they receive an acknowledgement of receipt from Beacon within a couple of hours. Last spring, for a period of several weeks, Beacon's system was taking about a week to validate claims files, with some files now taking more than 24 hours to validate. To avoid cash flow problems, it would be helpful to understand the root cause of validation slowdowns on Beacon's end, including the anticipated duration of any slowdown, so providers can modify their workflow accordingly.

Beacon completes the validation of electronically filed claims within 14 days for clean claims and 30 days to process all other claims. There are a variety of reasons why an upload could take longer to validate such as volume of providers attempting to upload at that time. Providers are encouraged to take these parameters into consideration when deciding when to upload their claims.

5. In October, a CBH member submitted its first claims since MAT unbundling, and has received payment for only 10% of the claims. Beacon has identified various reasons for the denials (place-of-service, use of HG modifier), but when provider



corrects these and resubmits, the claims still deny. In addition, Provider Alerts regarding unbundling of MAT do not clearly state what authorization is needed for a Provider Type 50, and a CBH member reports receiving unclear answers on what authorization is needed for Provider Type 50 Medication Management in an IOP. The OPSU authorization covers med management when the patient steps down from an IOP, and it's not clear whether the methadone authorization also covers Suboxone. Can you clarify which authorizations should be used? Can you work to help resolve denials and ensure that claims are paid?

The Provider Type 50 is able to register services for Level 1 Outpatient, and Intensive Outpatient (IOP) or Partial Hospitalization (PHP), depending on your approved licensure. If a consumer is receiving Level 1 Outpatient services, the provider is able to bill for the H0004 / H0005, contingent on what the consumer is receiving. They may also bill 99211-99215 effective May 15, 2017. Beacon has also added the 99201-99205 effective October 1, 2017. Depending on the date of service, providers can bill for those services using the OPSU OMS authorization. If a consumer steps up in service from their Level 1 to an IOP, the Level 1 program may not bill for therapeutic services. The individual and group therapy services must be rendered by the IOP program, using their treatment guidelines, meaning the minimum of 9 hours a week while the consumer is receiving care at that specific level. Beacon received clarification from the Department that when a consumer is in IOP, the Medication Assisted Therapy (PT 32) services can be billed by the outpatient program (using the H0020/HG and H0047) and having an open OMS authorization. If a consumer is in an IOP and receiving MAT service from a PT 50, the provider can bill the 99201—99215 E&M series codes and must also have an open OPSU OMS authorization in place.

6. Are OHMC's allowed to bill for gambling services?

Yes. OHMCs may bill for gambling services for individuals who are not Medicaid eligible, and services for “concerned others” affected by an individual’s gambling problems.