



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

**Beacon Health Options  
1099 Winterson Road, Suite 200  
Linthicum, MD 21090  
Friday, November 9, 2018  
10:00 am to 11:30 am**

**In attendance:**

**Telephonically:**

**Topics & Discussion**

**Minutes**

**BHA Update**

**Medicaid Update**

**Beacon Health Options Update**

**Provider Questions**

1. In recent weeks, many providers report receiving their PaySpan remittance advice 1-2 days after funds have been deposited in their accounts, and no longer receiving a notice when the remittance advice is posted. In one case (Center for Children), no remittance advice has been received and its expected delivery date keeps getting pushed back, impacting the provider's ability to manage AR and other aspects of revenue cycle management. Can Beacon please provide an overview of the changes to the PaySpan process, including when the delayed remittances will be available to those providers who haven't yet received theirs?
2. Providers have been told that they will receive an email from Beacon providing five days' notice in advance of the provider's EDI transition, and that



- the transition will occur in October. Several providers haven't been notified of the EDI switch as of early November. Is there a new deadline for providers who have not yet transitioned? Can Beacon provide an update on the overall EDI transition process and any lessons learned?
3. Can you please describe the provider types, codes, authorizations, and certifications needed for a provider of outpatient SUD services to bill for urinalysis?
  4. Start Date for ePrep Phase 2. One CBH member reports learning that ePrep's Phase 2 has a start date of January 1 for OMHCs, but other providers have not received any communications with that date. Can you please provide an update on the timing and scope of ePrep Phase 2?
  5. Can you please describe the scope and processes for ordering and rendering professionals who will need to secure NPIs and individual registration with ePrep? Does this apply to only OMHCs or all Phase 2.2 providers?
  6. [The Provider Alert from Sept 14](#) includes PRPs in ePrep, contrary to information provided to CBH members in November 2017. Can you confirm that PRPs must also participate in ePrep?
  7. When providers get error messages during the ePrep enrollment process, some members have contacted [mdh.bhenrollment@maryland.gov](mailto:mdh.bhenrollment@maryland.gov) but not received a response. Other providers have been instructed to send error messages to [mdproviderrelations@automated-health.com](mailto:mdproviderrelations@automated-health.com) but not received a response. Can you clarify when providers should alert the ePrep vendor, MDH, and the process for elevating concerns when they don't receive a response?
  8. Providers are reporting glitches with basic ePrep functionality that take a lot of extra staff time to address, and which may leave a provider open to risks if ePrep is not reflecting correct information. It would be useful to understand how to elevate problems to ensure prompt resolution, and what steps providers can take to minimize errors that will disrupt billings. Examples of functionality problems include:
    - I have a therapist that had a social work license expire yesterday. I have his new dates with a verification attachment. The system lets me



start a supplemental application and attach this to it but it will not submit it. It gets stuck on the page for NPI verification. I have called several times and they asked me to send screenshots. I did this earlier in the week. They will probably suspend him and we will have to wait until it is fixed to back bill.

- The ePrep system indicates that I need to revalidate a therapist. I have done that and it was approved in September, but the system still indicates that revalidation is needed. ePrep said not to worry about it.
- I have a problem with an address change on a building we have occupied since January. Still waiting after multiple attempts for that to be straightened out.