Carelon Behavioral Health
Provider Town Hall

June 2024

Agenda

- Welcome and Introductions to Carelon Leadership
- High level overview of project and Carelon
- High level overview of implementation and timeframes
- Supports and Consultation Resources for MD provider community
- Introduction of provider survey to gather provider feedback to modify process and improve the level of service
- Transition email for providers to submit questions that will be collected, reviewed and answered by Carelon and MDH as part of our on-going FAQ's
  - MDHtransitionsupport@carelon.com

Welcome and Introductions

Maryland Department of Health (MDH) Deputy Secretaries

Ryan Moran, DrPH, MHSA
Deputy Secretary, Health Care Financing and Medicaid Director

Alyssa Lord, MA MSc
Deputy Secretary for Behavioral Health Administration

Your National Team Leaders

Lori Szczygiel
Regional Vice President
National Account Management
loriB.Szczygiel@carelon.com

Stephanie Clark
Staff Vice President
National Account Management
stephanie.clark@carelon.com

Mike Cantor
Director
Client Implementations
mike.cantor@carelon.com

Your Local Team Leaders

Drew Pate, MD, FAPA
Medical Director
Start date 06/03/2024

Carla Lester
Director - Behavioral Health Services
Start date 06/03/2024

Donna Shipp
Director - Network Management
Start date 01/01/2025

Sarah Sinnet
Director - Service Operations
Start date 06/17/2024

Brandon Servary
Account Services Manager, Sr
Start date 05/13/2024

Renee White
Manager II -0 Claims
Start date 06/17/2024

Vincent Rosa
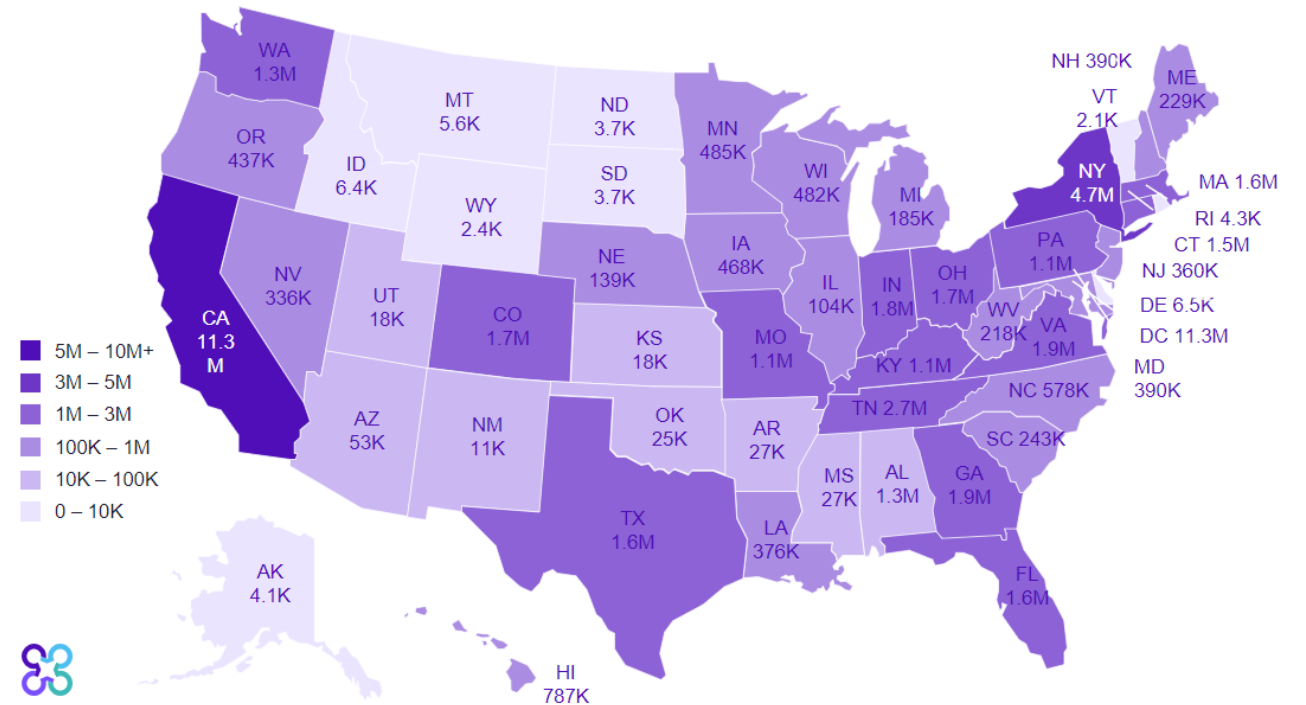Manager II - Claims
Start date 06/17/2024

Nationwide scope

With nearly **200 clients**, our services span the U.S. and include Medicaid expertise across the US.

- Lines of business:

- Commercial
- Employer
- Federal Government
- Medicaid

- Medicare
- Public sector
- State agency

Carelon is one of the largest behavioral health organizations in the country and supports millions of individuals locally and globally


Map legend:
- 5M – 10M+
- 3M – 5M
- 1M – 3M
- 100K – 1M
- 10K – 100K
- 0 – 10K

State values:
WA 1.3M · OR 437K · ID 6.4K · MT 5.6K · WY 2.4K · NV 336K · UT 18K · CA 11.3M · AZ 53K · NM 11K · CO 1.7M · ND 3.7K · SD 3.7K · NE 139K · KS 18K · OK 25K · TX 1.6M · MN 485K · IA 468K · MO 1.1M · AR 27K · LA 376K · WI 482K · IL 104K · IN 1.8M · MI 185K · OH 1.7M · KY 1.1M · TN 2.7M · MS 27K · AL 1.3M · GA 1.9M · SC 243K · NC 578K · WV 218K · VA 1.9M · PA 1.1M · NY 4.7M · NH 390K · VT 2.1K · ME 229K · MA 1.6M · RI 4.3K · CT 1.5M · NJ 360K · DE 6.5K · DC 11.3M · MD 390K · FL 1.6M · AK 4.1K · HI 787K

Total membership nationwide

61.5M+

*Internal data, 2023.

We're here when you need us

We're passionate about helping people navigate the healthcare system. Whether there's a technical issue, a customer service need, or a health challenge, we're there at every touchpoint to answer your questions and offer solutions.
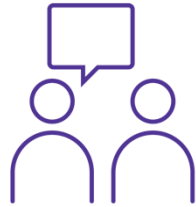
2.6M Member and provider queries solved in 2022

32M claims processed in 2022

$3B+ in payment transactions in 2022

*Internal data, 2022.

Maryland Opportunity Overview

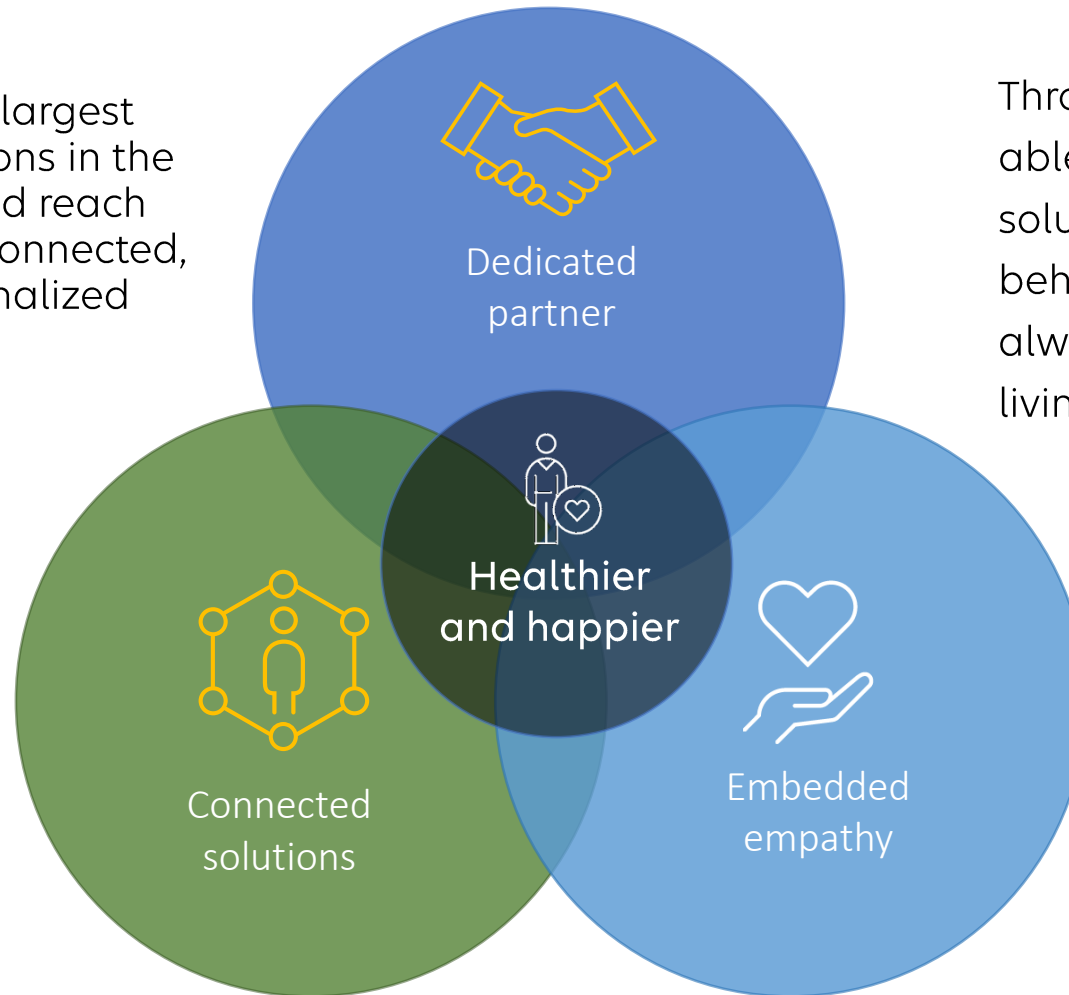| Background	
Current Vendor	Optum (2020 – 2025); Beacon previously held 2009-2019
Contracting Entity	Maryland Department of Health (MDH) – 2 Divisions (Behavioral Health and Medicaid)
ASO Services	Utilization management · Care management · Quality improvement · Compliance and FWA · Reporting and analytics · Member services · Provider services · Claims administration
Members	• 1.7M Members
Go-Live and Contract Term	January 1, 2025; 5-year base contract

Our approach

Born out of one of the largest healthcare organizations in the U.S., our experience and reach enable us to provide connected, integrated, and personalized care.
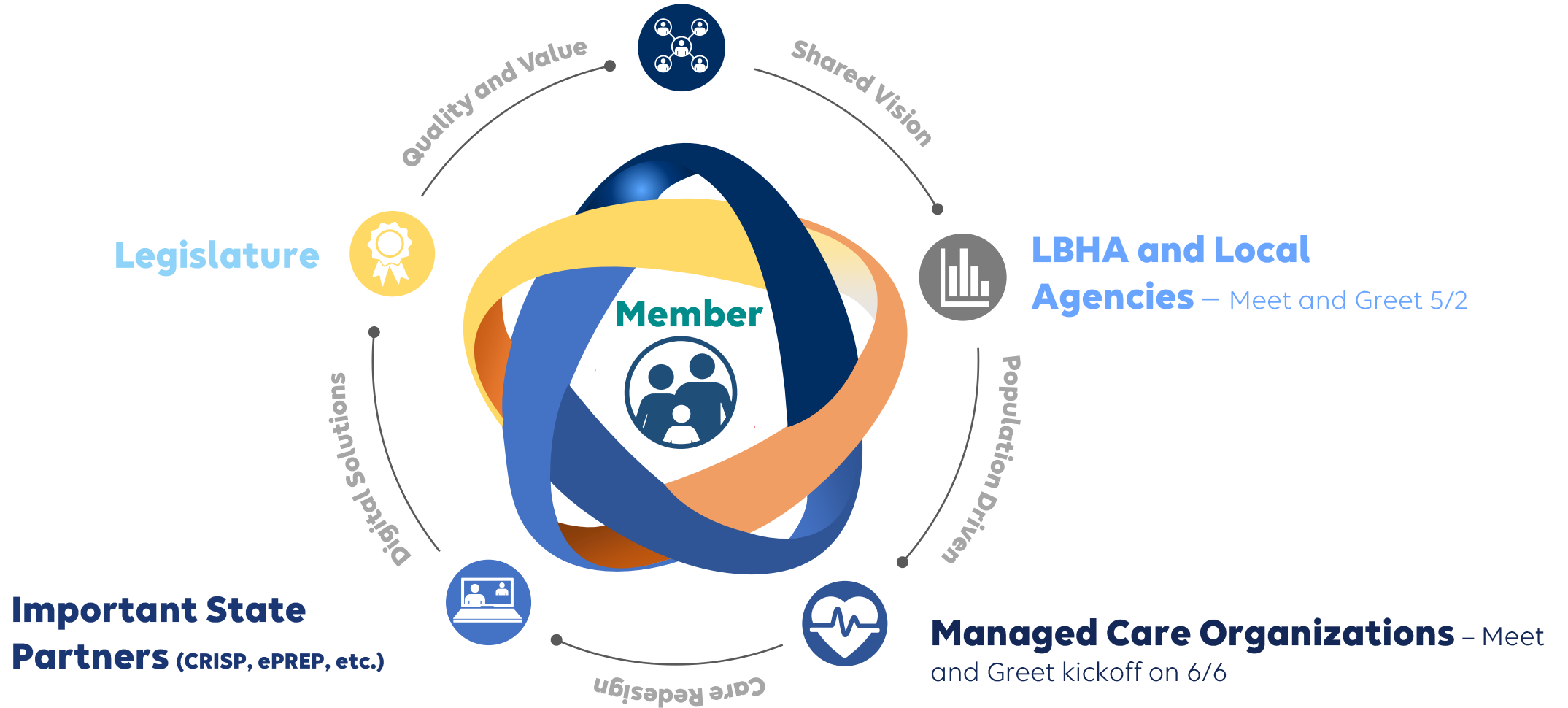
Through these partnerships, we're able to provide connected, effective solutions for a wide range of behavioral health needs. And we always put people first and support living life to the fullest potential.

We partner with all types of providers and health plans so that members can access high quality care when and where they need it.

Dedicated partner

Healthier and happier

Connected solutions

Embedded empathy

Carelon Behavioral Health forms lifetime relationships with clients, research partners, community organizations, and providers.

Stakeholder Engagement – Creating the system together!

Provider Stakeholders – upcoming Townhall's 6/3 and 6/4

Quality and Value

Shared Vision

Legislature

LBHA and Local Agencies – Meet and Greet 5/2

Digital Solutions

Population Driven

Member

Important State Partners (CRISP, ePREP, etc.)

Care Redesign

Managed Care Organizations – Meet and Greet kickoff on 6/6

How Carelon will support you in the coming months?

- Town Hall Sessions

- Regional Provider Forums

- Provider Training Sessions

- Distribute Provider Alerts

- Partner with Providers for testing

- Develop FAQs from questions sent to MDHtransitionsupport@carelon.com

- Feedback sessions on the website and text/chat feature
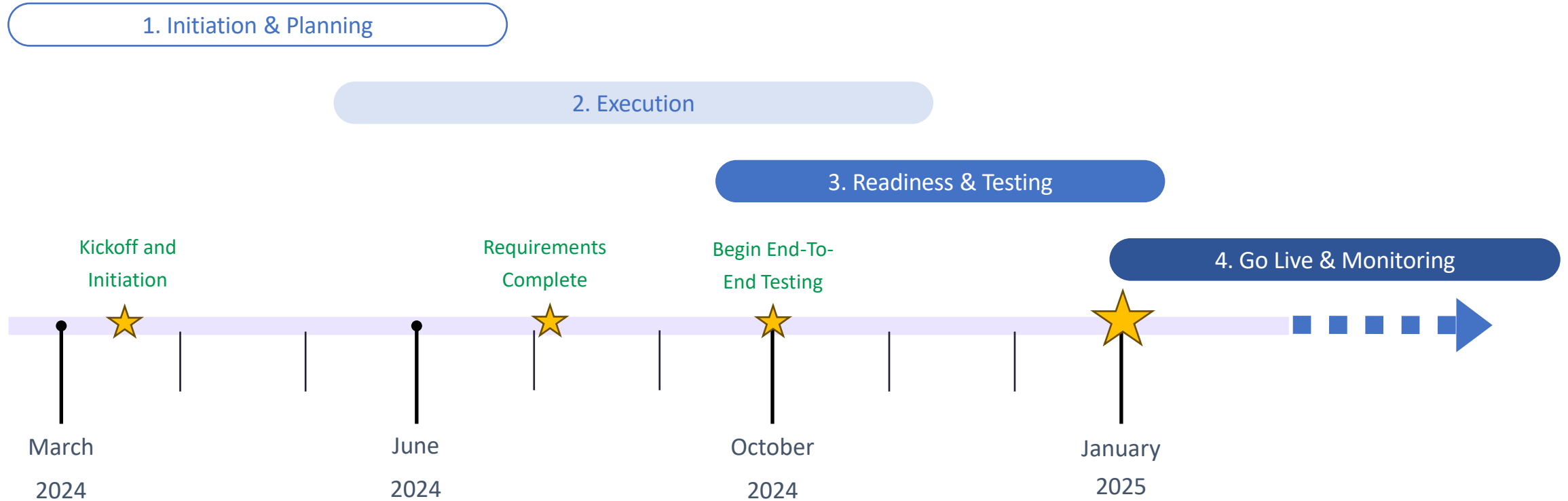
What can Providers do to prepare?

- Update information with MDH and include all individuals to get alerts
  - Optum will email Provider Alerts to announce important information, such as changes within the PBHS, Maryland Department of Health (MDH) announcements, and important regulatory guidance. You should register for Provider Alerts by sending an email to: marylandproviderrelations@optum.com. This subject line should read "Provider Alerts" and your email address should be in the body of the email.

- Register for forums and training and submit questions prior to go-live.

- Complete follow up surveys

- Review and understand COMAR Regulations Pages - COMAR Online (maryland.gov)

How Carelon will support you post implementation?

Develop an infrastructure to support providers in day-to-day operations

- Provider Relations Department to provide training, and answer any billing and claims questions
- Customer Service Department to answer questions and facilitate engagement with ASO staff
- Clinical Department with staff assigned to high volume providers and high need members to facilitate seamless treatment
- Quality and Auditing Department to support excellence in execution and outcomes for those we serve
- Provider Quality Managers (PQMs) to work with providers on performance through data analysis and change management processes

Implementation Timeline

1. Initiation & Planning

2. Execution

3. Readiness & Testing

4. Go Live & Monitoring

Kickoff and Initiation

Requirements Complete

Begin End-To-End Testing

March 2024

June 2024

October 2024

January 2025

Carelon Knows Maryland – Reuse, Rebuild, Reimagine

◆ **Reuse –** Utilize and revive previous layouts, programming and tools

- Requirements and design artifacts (BRD's, etc.)
- Benefit configuration (MSAG, BDD, etc.)
- Aspects of EDI connectivity and programming
- Braided Funding

◆ **Rebuild –** Bring our enhanced service offerings to improve the system

- New provider data loads through foreign network configuration
- System enhancements
- Master Service Class Grid
- Telecomm setup and artifacts
- Claims Platform - Implementation of Robotic Process Automations (RPA) processes as well as the use of Availity and Edifecs has significantly improved claims accuracy while also reducing cycle time
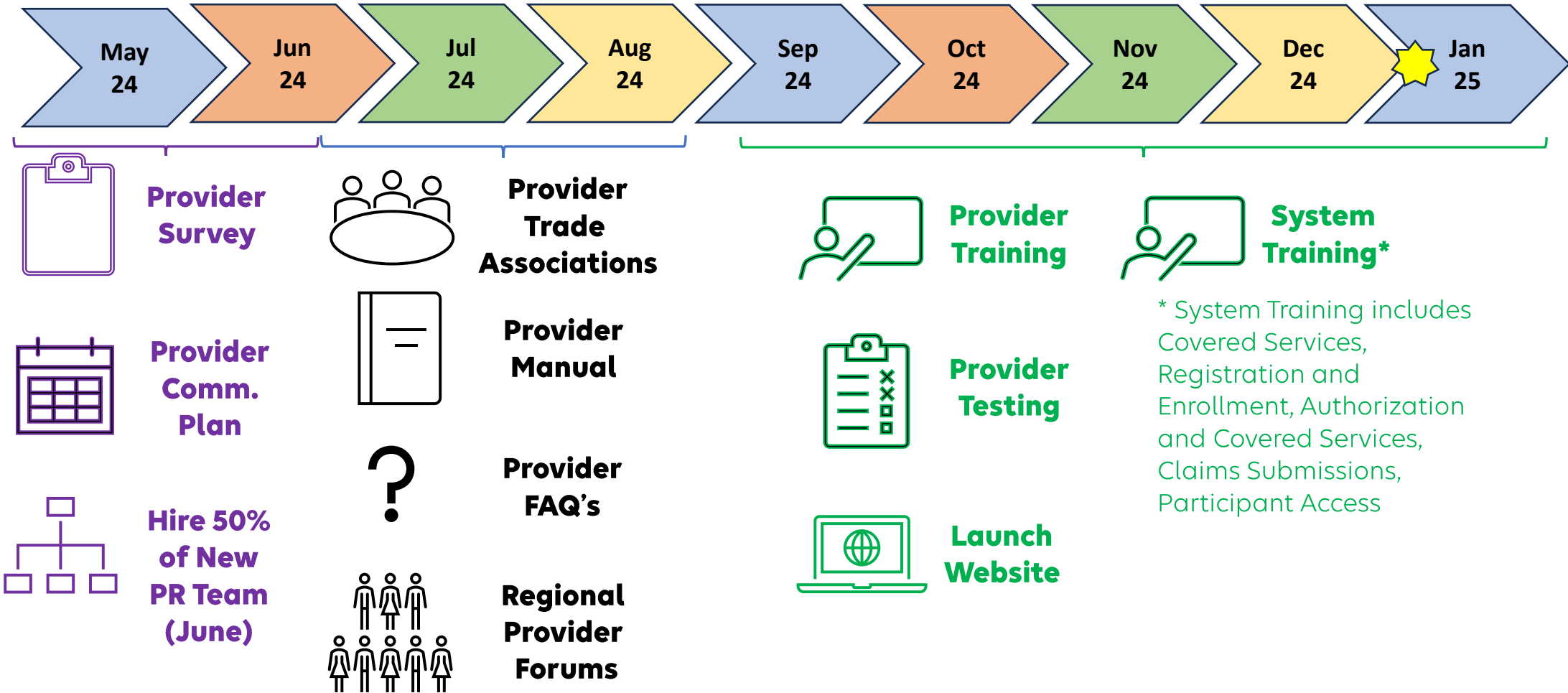
◆ **Reimagine –** Solutions and systems that are innovative and exceed expectations

- National expertise and innovation to support the success of the implementation
- Expertise in SIU and Payment Integrity best practices
- New Multipayer and EDI technologies
- Digital Front Door (member & provider)
- PowerBI reporting dashboards

*Approach Ensures A Best-In-Class Implementation*

Providers Engagement Timeline

Optimize the participant, provider and stakeholder experience, minimize administration and disruption.

| May 24 | Jun 24 | Jul 24 | Aug 24 | Sep 24 | Oct 24 | Nov 24 | Dec 24 | Jan 25 |

Provider Survey

Provider Comm. Plan

Hire 50% of New PR Team (June)

Provider Trade Associations

Provider Manual

Provider FAQ's

Regional Provider Forums

Provider Training

Provider Testing

Launch Website

System Training*

* System Training includes Covered Services, Registration and Enrollment, Authorization and Covered Services, Claims Submissions, Participant Access

Providers – Implementation Engagement

- Initial Provider Survey
  - Questions intended to measure the "state of the state" in the provider community for example:
    - How satisfied are you with the overall with the Public Behavioral Health System in Maryland?
    - What is working today that you enjoy and would like the new ASO to retain?
    - What is not working that you would like to see improved?
  - Provides common data point across various provider groups, to measure:
    - Satisfaction with the current system
    - Receptiveness to change
    - Opportunities for improvement
  - Allows us to map out where providers are on the change continuum
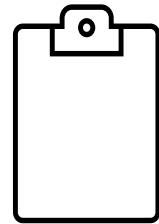
Upcoming Provider Regional Forums

- Draft Agenda
  - Survey Results
  - Initial Provider orientation to Process and Program Expectations
  - Intro to Provider Portal – functionality
  - Testing opportunities and timing

- Suggested Locations (Carelon will reserve space and day of accommodations)

  - Central Maryland: Howard County – Columbia, MD
  - Location: Howard Community College, Gateway Campus Charles

  - Easter Shore: Wicomico County – Salisbury, MD
  - Location: Chamber of Commerce

  - Southern Maryland: Charles County – La Plata, MD
  - Location: College of Southern Maryland

  - North/Western Maryland: Frederick County – Frederick, MD
  - Location: Frederick Community College
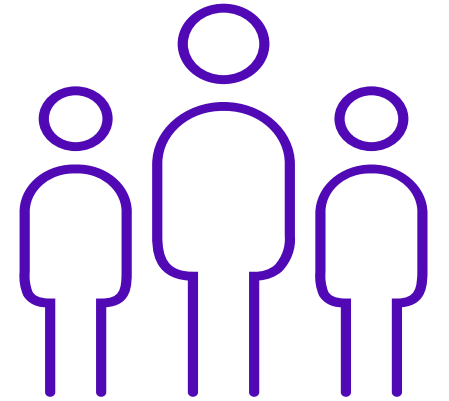
Multiple days and times will be offered for the Regional Forums, including at least one evening offering. A session will be recorded for future training.

Upcoming Provider Training and Support – November

- Carelon ASO Orientation
- Carelon Systems Training
  - Carelon ProviderConnect Overview
    - ProviderConnect Authorizations
    - Claims Submission Guidelines
    - Medical Necessity Criteria
    - Provider Orientation
    - Cultural Humility and Competency Training
    - Availity Training

- Medicaid and BHA Policy
  - Audit tool training
  - Record documentation training
  - COMAR – MD regs

- Provider Manual

Post Go-Live
Behavioral Health Training Live Webinars *
- Behavioral Health 101
- Social Determinants of Health
- SBIRT: An Evidence-based Approach to Substance Use Intervention
- Managing Cardiovascular and Metabolic Risk for People with SMI
- Referring Clients Between Physical and Mental Health Services
- Neonatal Abstinence Syndrome (NAS) Best Practices
- Overdose Prevention in Opioid Use Disorders
- ASAM

*offered with varying frequency

Questions

MDHtransitionsupport@carelon.com