

# Thurston Mason and Great Rivers Integrated Managed Care Operations Symposium

Co-Hosted By:



October 2019

## Agenda

- ▶ Tribal Welcome and Land Acknowledgement
- ▶ IMC Overview and MCO Introductions
- ▶ Partnering with MCOs
  - Credentialing, Rosters and NPIs
  - Access to Care and Appointment Standards
  - Eligibility and ID Cards
  - Websites, Portals and Directories
  - Claims and Billing
  - Prior Authorizations
  - Program Integrity and Monitoring
  - Resources
- ▶ Questions and Answers

## Tribal Welcome



Nisqually Indian Tribe

dx<sup>w</sup>sq<sup>w</sup>ali? abš

People of the river, people of the grass

Willie Frank, Tribal Council

## Tribal Land Acknowledgement

We want to begin by acknowledging that we gather today on the ancestral homelands of the Nisqually people, who have lived in this area since time immemorial. Recognized by the Medicine Creek Treaty of December 26, 1854 with the United States, we appreciate that the Tribe is building a strong and healthy sovereign nation. We hope to better understand how we can support the wellbeing of the Nisqually people and encourage our partners here today to do the same. Please join me in sharing our deepest respect and gratitude to the Nisqually people and may we continue to honor their resilience.



# IMC Overview



## Integrated Managed Care Background

State legislation directed the Health Care Authority to integrate the care delivery and purchasing of physical and behavioral health care for **Medicaid statewide by 2020.**

- ▶ Southwest was the only “early adopter” and implemented April 1, 2016.
- ▶ North Central implemented January 1, 2018.
- ▶ Pierce, Greater Columbia, Spokane and King implemented January 1, 2019.
- ▶ North Sound implemented July 1, 2019.
- ▶ Great Rivers, Thurston-Mason and Salish will implement January 1, 2020.

# Managed Care Organizations by Regions

Managed care region	Amerigroup	Community Health Plan	Coordinated Care	Molina Healthcare	United Healthcare
<b>As of January 2019</b>					
Greater Columbia	●	●	●	●	
King	●	●	●	●	●
North Central	●		●	●	
Pierce	●		●	●	●
Spokane	●	●		●	
Southwest	●	●		●	
<b>As of July 2019</b>					
North Sound	●	●	●	●	●
<b>Coming January 2020</b>					
Thurston-Mason	●			●	●
Great Rivers	●			●	●
Salish	●			●	●



\*Apple Health Foster Care is a statewide program, provided through Apple Health Core Connections (Coordinated Care of Washington).



HCA 19-0025 (1/19)

# Update on Adoption Status

**January 2019**

- Greater Columbia
- King
- Pierce
- Spokane
- Statewide Foster Care\*

**July 2019**

- North Sound

**January 2020**

- Thurston-Mason
- Great Rivers
- Salish

- Integration by 2020 mandated date
- Switched regions to integrate in 2019

**Already integrated**

- Southwest (April 2016)
- North Central (January 2018)



## Whole Person Care

- ▶ Whole person care is an approach to address **physical** and **behavioral health** needs in one system through an integrated network of providers, offering:

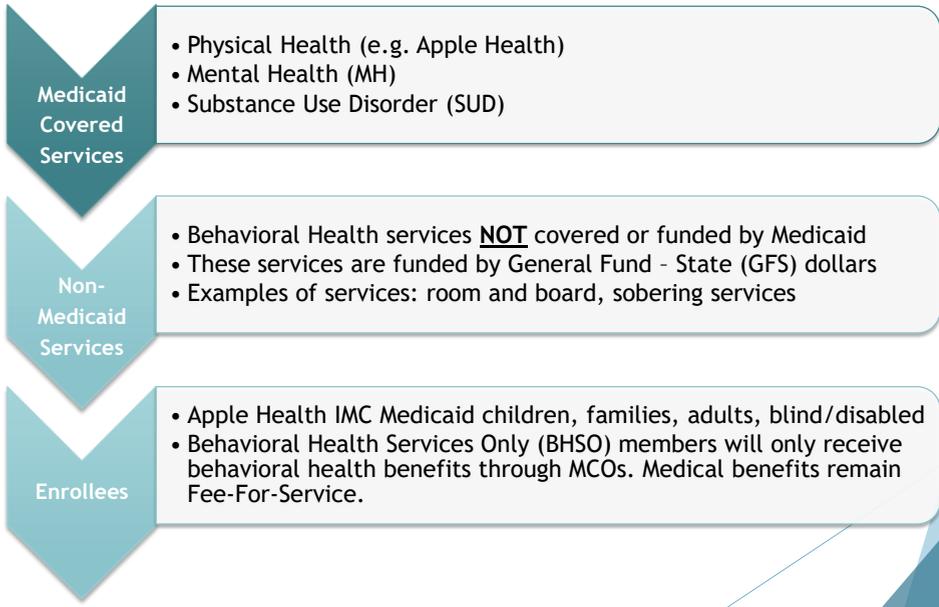
- ✓ Member centered care
- ✓ Better coordinated care for individuals
- ✓ More seamless access to services



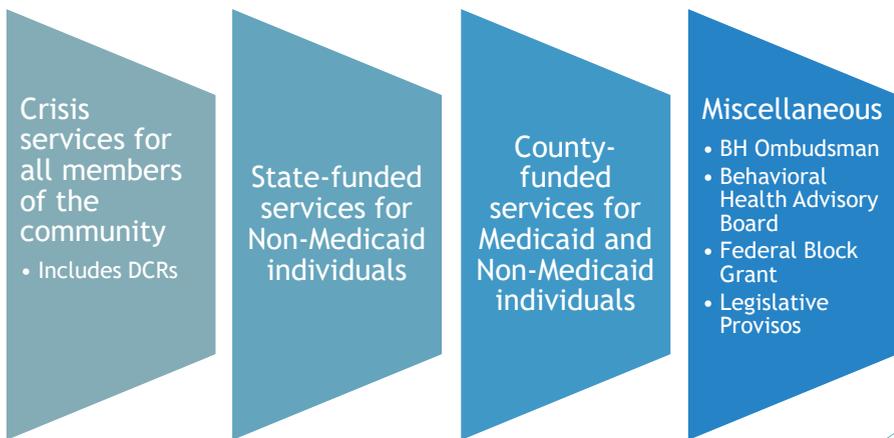
## How does this help members?

- ▶ In Southwest region, 10 of 19 outcomes measured in the first year showed statistically significant improvement, relative to other regions.  
<https://www.hca.wa.gov/assets/program/FIMC-preliminary-first-year-findings.pdf>
- ▶ Strong evidence supporting integrated care delivery to effectively address co-morbid conditions and deliver holistic care.
  - Almost 75% of Medicaid enrollees with significant MH and SUD had at least one chronic health condition.
  - 29% of adults with medical conditions have MH disorders.
  - Americans with major mental illness die 14 to 32 years earlier than the general population, often due to untreated physical health conditions.
- ▶ MCO contracts require coordination with county-managed programs, criminal justice, long-term supports and services, tribal entities, etc. via an Allied System Coordination Plan.

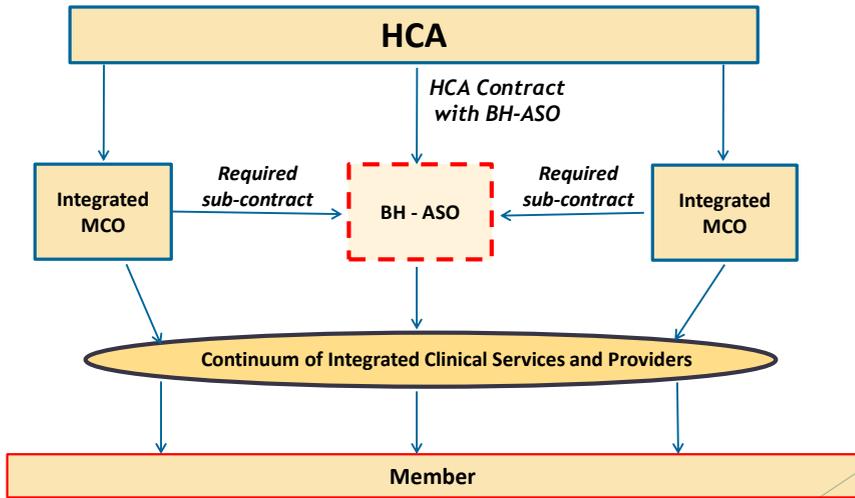
## Two HCA Contracts Cover All Enrollees



## Services Not Covered by MCO Contracts



# Crisis System Management



# MCO Introductions





### People Come First

Amerigroup focuses on improving health and wellness one member at a time, by doing the right thing for every member every time. We engage and support members and their families to be active participants in their case and to help them make healthy, informed decisions.



### Whole Person Care

Integration is at the heart of our philosophy and approach to the coordination of benefits and services. Our person-centered model helps members access the full array of comprehensive high-quality services and supports they need.



### Getting Results

Amerigroup seeks out new and better ways to improve member health outcomes, quality of life, and access to high quality, cost-efficient care and services. We achieve positive outcomes for members and generate value for states through our innovative approaches.



#### Amerigroup in Washington:

- ▶ We help provide access to health care for over 187,000 Amerigroup members statewide
- ▶ Apple Health
- ▶ Integrated Managed Care: one of two statewide MCOs
- ▶ Behavioral Health Services Only
- ▶ Foundational Community Supports
- ▶ Achieved over 80% VBP arrangements
- ▶ Multicultural Healthcare and Managed Behavioral Healthcare Organization Distinction from NCQA

#### Provider Network:

- ▶ Over 65,000 providers
- ▶ Over 120 Hospitals
- ▶ 24 Community Health Centers with over 200 locations



## Value Added Benefits: A Whole Person Health Focus

- ▶ Peer Support Specialist registration and renewal payment
- ▶ No-cost eyeglasses up to \$100 annually for members 21-64
- ▶ GED test payment
- ▶ Acupuncture
- ▶ No-cost sports physicals for members 7-18 years old
- ▶ No-cost Boys & Girls Club membership
- ▶ \$50 gas card for non-medical transportation to access social services
- ▶ Taking Care of Baby and Me program
- ▶ MyStrength for members 13 years and older
- ▶ Light Boxes for members with SAD



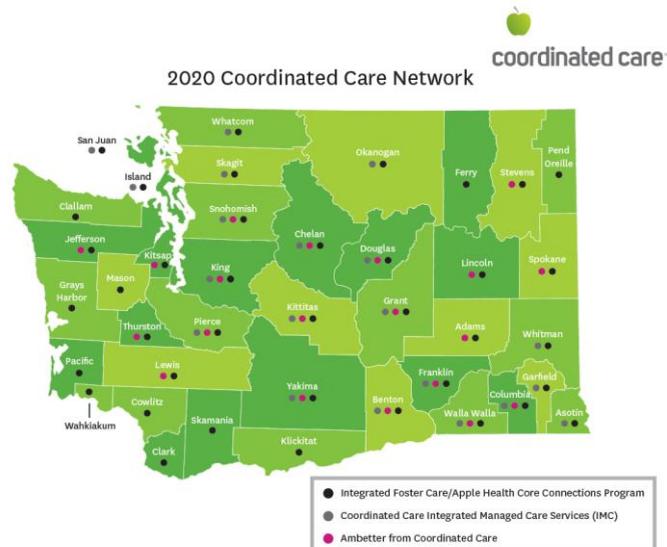
## coordinated care™

**Mission Statement:** To be the **highest quality** health plan in Washington, and the **health plan of choice** for members and providers



- ▶ Serving over 250,000 Washingtonians
  - ▶ Medicaid
  - ▶ Foster Care
  - ▶ Health Benefit Exchange
- ▶ First MCO to integrate a state-wide population
- ▶ 2018 DSHS Practice Transformation Award
- ▶ NCQA Accredited as COMMENDABLE
- ▶ Community Education Commitment

# Coordinated Care: We've Got You Covered



ANSWERS WHEN I NEED THEM.

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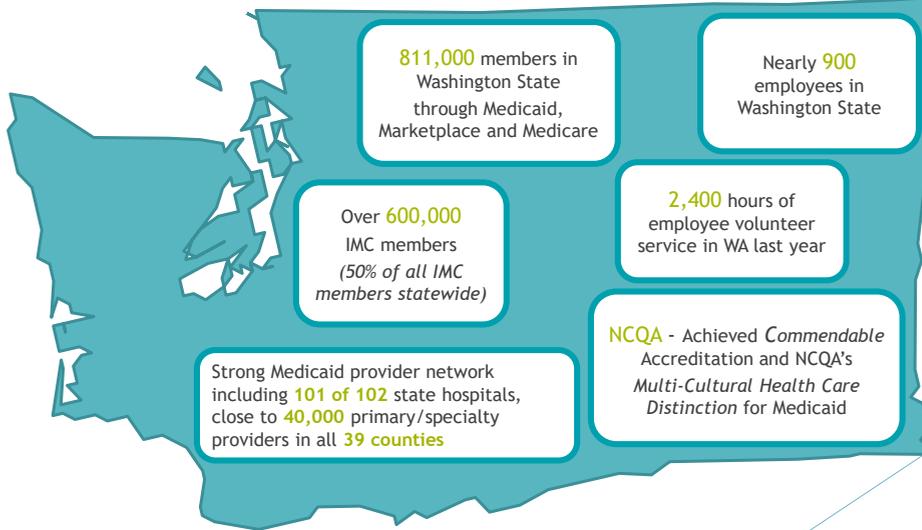
coordinated care

## Value-Added Member Benefits

- ▶ **Earn Rewards:** Complete preventive exams to earn dollar rewards
- ▶ **Start Smart for Your Baby®:** Includes prenatal and postpartum support, education, home monitoring for high-risk pregnancies, no-cost breast pump and no-cost car seat.
- ▶ **Safelink:** No-cost cell phone with 1,000 minutes per month and unlimited texting for qualifying members. Access to our staff and 24/7 Nurse Advice line do not count toward monthly minutes.
- ▶ **Care Management:** Advocates supporting members dealing with diseases, behavioral/mental health, connecting to community resources and removing barriers to achieving better health.
- ▶ **Online Member Account & App:** View rewards balance, change your PCP, complete forms, send secure messages or view/request ID cards
- ▶ **Boys and Girls Club Membership:** no-cost annual membership for 6-18 year-olds to participating clubs, where they can exercise, practice healthy habits and build lifelong friendships.

# Molina Healthcare of Washington

Our Mission: To provide quality health care to people receiving government assistance



# Molina Healthcare of Washington

Leading the way to whole person care

## Integrated Managed Care

- Selected (with the highest score) to launch IMC in all 10 Washington regions
- Eight years of integrated care experience with HCA's WMIP pilot in Snohomish county
- Third year of experience in SW WA, serving over 85,000 IMC members
- Currently serving well over 50% of all IMC members statewide



## Local and Personal Member Support

- Lead organization for the Health Home program
- Close to 900 employees including remote and community-based staff who live and work in the communities they serve
- Community Engagement, Supportive Housing and Supported Employment

# Molina Healthcare of Washington

## Value-Added Member Benefits

### HealthInHand App and MyMolina.com

Download our HealthInHand App to quickly:

- Find a doctor or clinic near you
- Connect to our Virtual Urgent Care Clinic
- See your ID card
- Change your provider
- See your health information anytime
- Find community services that provide extra help to families
- And more!

If you prefer, you can also visit MyMolina.com, our secure member website to complete your health assessment, request a care manager, and more.

Sign up today!



### Get Connected! Free Cell Phone

If you do not have a smartphone and would like one, you may be eligible for a free phone, data and text messaging through a federal program called SafeLink.

Apply at [safelinkwireless.com](http://safelinkwireless.com).

### Virtual Urgent Care

Talk or video chat with a provider 24/7 from your phone, tablet or computer. No appointment needed. Virtual care doctors and nurse practitioners can treat minor conditions like:

- Colds
- Rashes
- Ear pain
- Pink eye
- and more!

We can help in your language.

Visit [wv.virtualcare.molinahealthcare.com](http://wv.virtualcare.molinahealthcare.com) or call (844) 870-6821, TTY 711. For emergencies call 911.



### amazon prime

#### Get 90 days of Amazon Prime - on us!

Molina Medicaid members can get Amazon Prime for 90 days at no cost.

- Fast, free shipping
- Special discounts
- Health goods
- Stream movies, TV shows and music

Visit [MolinaHealthcare.com/Amazon](http://MolinaHealthcare.com/Amazon)

#### Amazon Gift Cards NEW Health Rewards Program

Get important health screenings and earn Amazon gift cards!

Ways to get Amazon gift cards include:

- Well-child exams
  - Immunizations for children
  - Breast cancer screenings
  - Pregnancy care
  - Diabetes management
- You can earn up to \$200 in total rewards every 12 months.

### Health Programs

#### Weight Watchers®

Get support to reach weight loss goals. Available to qualifying members 18 years and older.



#### Motherhood Matters® Pregnancy Program

Learn how to have a healthy pregnancy and the services available to you.



#### Text4baby

Sign up for free text messages on baby care at [text4baby.org](http://text4baby.org).



#### Stop Smoking Program

Kick the habit through one-on-one counseling and education.



#### Women's Health

Get resources on ways to stay healthy like wellness exams, important screenings and maternity care.



And More!

# United Healthcare in Washington

- ▶ UnitedHealthcare Community Plan serves 185,000 Washington Apple Health members.
- ▶ We serve 36,000 Dual Special Needs Plan members, making us the largest DSNP plan in the state
- ▶ We are the second largest plan in Western WA
- ▶ We serve on the Accountable Communities of Health, where we support mutual goals around health in housing programs, jail transitions, behavioral health integration and maternal-child health programs, and work collaborative with our MCO partners
- ▶ We have a long-standing partnerships with safety net providers, including Community Health Centers, low income housing and supportive service providers
- ▶ We are implementing Integrated Managed Care in King, Pierce and the North Sound for a 2019 start and in 2020 for the remaining regions

 **UnitedHealthcare**  
Community Plan



# Value-Added Benefits - UnitedHealthcare

-  Quit For Life® program.
-  Member Rewards for Well-Child, Screenings.
-  Extra pregnancy support and rewards for moms.
-  Support for complex conditions.
-  Youth programs with free Boys & Girls Club memberships, Sesame Street™ and youth grants.
-  Sports physicals.
-  UnitedHealthcare On My Way for teen engagement on health and life.



**Healthy First Steps®**  
For your baby and for you.

# UHC Focus on Social Determinants

UHC Focus on Social Determinants of health into its clinical model, collaboration strategies and outreach priorities.



Providing reliable access to food could **save over \$215** per member per month in health care costs.



Creating safe, affordable housing can **reduce** health care costs **by over \$350** per member per month.



Supporting the completion of high school can **decrease** health care costs **by over \$140** per member per month.



# Credentialing, Rosters and NPIs



## Credentialing

Behavioral Health Agencies (BHA's) delivering Behavioral Health services in the State of Washington as part of Integrated Managed Care are credentialed according to NCQA requirements and MCO credentialing policies and procedures.

**All MCOs credential BHAs at the facility level.**

Category/Scenario	Facility Contract (CMHA, SUD Agency)
Facility/Location Credentialing Required?	Yes
Individual Practitioner Credentialing Required?	No (Facility-based non-licensed) Yes (Licensed, certified or registered with the state of WA who practice independently)
What type of Application is required?	Facility Application (with supporting licensure)
Are practitioner rosters required?	Yes (for provider directory when appropriate, member care/referral, claims processing)
Re-credentialing Schedule	3 years / 36 months (or sooner if required by state law)

## Credentialing

### Important 'Good to knows' for Credentialing:

- ▶ **Time sensitive**: Credentialing is the FIRST and most CRITICAL step to ensure IMC go-live readiness and is initiated by Providers.
  - Failure to complete credentialing early enough, may result in downstream delays to: portal access, loading providers into MCO systems, claims testing and payments.
- ▶ **Multiple Locations**: Credentialing applications must include EACH licensed location.
- ▶ **New locations**: New locations must be credentialed with MCOs in a timely manner.
  - MCOs should also be notified of location closures.

## Credentialing Process and Inquiries

- ▶ Facility credentialing applications vary by EACH MCO.
- ▶ All MCOs utilize ProviderSource (OneHealthPort) and/or CAQH as primary credentialing vendors for individual provider credentialing.
- ▶ Credentialing materials and inquiries may be submitted to each MCO, as follows:

MCO	Email
Amerigroup	<a href="mailto:WACredentialing@Amerigroup.com">WACredentialing@Amerigroup.com</a>
Coordinated Care	<a href="mailto:Contracting@CoordinatedCareHealth.com">Contracting@CoordinatedCareHealth.com</a>
Molina Healthcare	<a href="mailto:MHWProviderInfo@MolinaHealthcare.com">MHWProviderInfo@MolinaHealthcare.com</a>
UnitedHealthcare Community Plan	<a href="mailto:WAIMC@Optum.com">WAIMC@Optum.com</a>

## Rosters

- ▶ When agencies are credentialed at the facility level, we are reliant on provider rosters to ensure MCOs systems are up-to-date.
- ▶ MCOs have established a common roster template for all providers to use in order to streamline processes.
- ▶ Allow approximately 30-45 days for roster updates to be processed prior to submitting claims to avoid denials and re-work.
- ▶ Updated rosters should be sent to MCOs on a regular basis. Failure to send timely roster updates may result in incorrect payments and/or denials.

## Reporting Provider Changes/Updates

Providers must give notice at least 60 days in advance of any provider changes such as:

- Provider Terms
- Provider Adds/Updates
- Tax ID Changes
- Group and/or Individual NPI
- Billing and/or Pay to addresses
- Clinic locations (where services are rendered)

Please submit rosters and any other changes/updates to:

MCO	Email
Amerigroup	<a href="mailto:WAOpsRequest@Amerigroup.com">WAOpsRequest@Amerigroup.com</a>
Coordinated Care	<a href="mailto:Contracting@CoordinatedCareHealth.com">Contracting@CoordinatedCareHealth.com</a>
Molina Healthcare	<a href="mailto:MHWProviderInfo@MolinaHealthcare.com">MHWProviderInfo@MolinaHealthcare.com</a>
UnitedHealthcare Community Plan	<a href="mailto:WAIMC@Optum.com">WAIMC@Optum.com</a>

## What You Need to Know About NPIs

There is a two-step process related to NPIs:

1. Obtain NPIs for individual providers
  - ▶ All providers (all levels, including unlicensed providers) that provide direct, encounterable care to members must obtain an NPI number to report as the servicing/rendering provider on claims.
  - ▶ Exceptions are identified in IMC SERI and HCA NPI Q&A about NPIs - where HCA and MCOs are allowing a provider to use the billing provider information in the rendering provider fields. If the provider's situation is not identified as an exception, they should assume the actual rendering provider needs an NPI and needs it registered with HCA. (Exception example: Freestanding E&T billed with Billing Provider NPI.)
2. Enroll individual providers NPIs with HCA to obtain an HCA ProviderOne ID number.
  - ▶ More detail on this process on the next slide.

## HCA ProviderOne ID - Required

BHAs **must ensure** that all individual providers have an HCA ProviderOne ID

OR

**Enroll as a 'non-billing' provider (if he/she does not wish to serve fee for service Medicaid clients)** but each provider must have an active NPI number with the HCA to bill independently.

- ▶ 42 CFR 438.602(b) requires all BHA providers to be enrolled by 1/1/2019.
- ▶ Both Organizations (Type 1) and Individuals (Type 2) NPI's need to be registered.

## HCA ProviderOne ID - Required

- ▶ Requirements and Instructions on enrollment are available on HCA's website:  
<http://www.hca.wa.gov/enroll-as-a-provider>

Lack of compliance with this HCA requirement can **IMPACT** claims payment, please ensure you are properly registered and obtain the ProviderOne ID!

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## Access to Care and Appointment Standards



## Access to Care Standards

- ▶ DSHS Access to Care Standards implemented by DBHR (utilized by BHOs) will be eliminated January 1, 2020.
- ▶ MCOs will utilize medical necessity criteria rather than the DBHR Access to Care Standards. MCOs will now oversee all Medicaid-covered behavioral health benefits, regardless of diagnosis.
- ▶ MCOs will continue to utilize industry standard medical necessity decision making guidelines, based on evidence based practices, for determining levels of services.

## Appointment Standards

MCO appointment standards comply with the Health Care Authority (HCA) and the National Committee for Quality Assurance (NCQA) requirements.

**Providers must also adhere to these standards.**

Type of Care	Appointment Standard
Preventive Care Appointment	Within 30 calendar days of request
Second Opinions	Within 30 calendar days of request
Non-Urgent, Symptomatic Care	Within 10 calendar days of request
Urgent Care	Within 24 hours
Emergency Care	24 hours/7 days
After-Hours Care	Available by phone 24 hours/seven days
Care Transitions - PCP Visit	Transitional healthcare services by a Primary Care Provider, within 7 calendar days of discharge from inpatient or institutional care for physical or behavioral health disorders or discharge from a substance use disorder treatment program
Care Transitions - Home Care	Transitional healthcare services by a home care Mental Health Professional or other Behavioral Health Professional within 7 calendar days of discharge from inpatient or institutional care for physical or behavioral health care, if ordered by the Enrollee's Primary Care Provider or as part of the discharge plan.

## Behavioral Health Appointment Standards

MCO appointment standards comply with the Health Care Authority (HCA) and the National Committee for Quality Assurance (NCQA) requirements. **Providers must also adhere to these standards.**

Type of Care	Appointment Standard
Non-life threatening	Within 6 hours
Urgent care	Within 24 hours
Routine care - initial visit	The earlier of 10 business days or 14 calendar days
Routine care - follow-up visits	Within 30 days

## Eligibility and ID Cards



## Eligibility

- ▶ Eligibility should be verified *before every service*. HCA updates eligibility daily, therefore retrospective or mid-month changes can exist.
- ▶ Methods to confirm eligibility:
  - ▶ Each MCO Portals
  - ▶ HCA ProviderOne: <https://www.waproviderone.org/>
  - ▶ HCA Eligibility Manual: [https://www.hca.wa.gov/assets/billers-and-providers/manual\\_verifyclienteligibility.pdf](https://www.hca.wa.gov/assets/billers-and-providers/manual_verifyclienteligibility.pdf)
- ▶ AI/AN members *may opt* into managed care

## Eligibility Example - Amerigroup

Member is eligible for Amerigroup Integrated Managed Care effective 1/1/2018.

Managed Care Information			
Insurance Type Code ▲▼	PCCM Code ▲▼	Plan/PCCM Name ▲▼	Plan/PCCM ID ▲▼
HM: Health Maintenance Organization	MC: Capitated	AMG - Employment	208713501
HM: Health Maintenance Organization	MC: Capitated	AMG Fully Integrated Managed Care	201599810

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Message(s):

Plan/PCCM Phone Number ▲▼	PCP Clinic Name ▲▼	Start Date ▲▼	End Date ▲▼
(844) 451-2828		03/01/2018	12/31/2999
(888) 246-6290		01/01/2018	01/31/2025

« First    < Prev    Next >    Last »

## Eligibility Example - Molina

Member is eligible for Molina Healthcare Integrated Managed Care effective 8/1/2018.

Managed Care Information			
Insurance Type Code ▲▼	PCCM Code ▲▼	Plan/PCCM Name ▲▼	Plan/PCCM ID ▲▼
HM: Health Maintenance Organization	MC: Capitated	MHC Fully Integrated Managed Care	105010208

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Message(s):

Plan/PCCM Phone Number ▲▼	PCP Clinic Name ▲▼	Start Date ▲▼	End Date ▲▼
(800) 869-7165		08/01/2018	02/28/2045

## Eligibility Example - BHO

Member is eligible for Great Rivers BHO effect 2/1/2018, AMG FCS Housing effect 8/1/2018 and AMG Apple Health effect 11/1/2017.

Managed Care Information			
Insurance Type Code ▲▼	PCCM Code ▲▼	Plan/PCCM Name ▲▼	Plan/PCCM ID ▲▼
HM: Health Maintenance Organization	MC: Capitated	Great Rivers Behavioral Health Organization	205406402
HM: Health Maintenance Organization	MC: Capitated	AMG - Housing	208713502
HM: Health Maintenance Organization	MC: Capitated	AMG Apple Health Adult Coverag	201599806

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Plan/PCCM Phone Number ▲▼	PCP Clinic Name ▲▼	Start Date ▲▼	End Date ▲▼
(360) 795-5955		02/01/2018	12/31/2999
(844) 451-2828		08/01/2018	12/31/2999
(888) 246-6290		11/01/2017	01/31/2029

## Eligibility Example - UnitedHealthcare

Member is eligible for UHC Fully Integrated Managed Care effective 1/1/2019

Managed Care Information			
Insurance Type Code	PCCM Code	Plan/PCCM Name	Plan/PCCM ID
HM: Health Maintenance Organization	MC: Capitated	UHC Fully Integrated Managed Care	201609409

Plan/PCCM Phone Number	PCP Clinic Name	Start Date	End Date
(877) 542-8997		01/01/2019	12/31/2999

Member is eligible for UHC Behavioral Health Service Only effective 1/1/2019

Managed Care Information			
Insurance Type Code	PCCM Code	Plan/PCCM Name	Plan/PCCM ID
HM: Health Maintenance Organization	MC: Capitated	UHC Behavioral Health Service Only	201609408

Plan/PCCM Phone Number	PCP Clinic Name	Start Date	End Date
(877) 542-8997		01/01/2019	12/31/2999

## Eligibility Example - Ineligible

Member is ineligible.

Demographic and Response Information
<p><b>Client Demographic Information:</b></p> <p>ProviderOne Client ID: :</p> <p>Client First,Middle,Last Name:  </p> <p>CSO/HCS:</p> <p>County Code: 017-King</p> <p>CSOR: 040-KING EAST CSO</p> <p>Date of Birth: 05/22/1981</p> <p>Gender: Male</p> <p>Language: ENG-English</p> <p>Placement:</p> <p>ACES Client ID:</p> <p>HIC:</p>
<p><b>System Response Information:</b></p> <p>Valid Request Indicator: Y</p> <p>Reject Reason Code:</p> <p>Eligibility or Benefit information Code: 6-Inactive</p> <p>Follow-Up Action Code: C - Please correct data and resubmit</p>

# Amerigroup ID Cards

## IMC



Effective Date:  
Date of Birth:  
Subscriber#:

www.mymamergroup.com/WA

Washington Apple Health • Behavioral Health



Member Name:  
Medicaid or CHIP ID Number:  
Primary Care Provider (PCP):  
PCP Telephone #:  
PCP Address:  
Clinic/Group:  
Vision: 1-855-225-2640  
Member Services/Pharmacy and Behavioral Health: 1-800-600-4441  
Crisis/Hotline: 1-800-852-2923  
Amerigroup On Call/24-hour Nurse Helpline: 1-866-864-2544

**MEMBERS:** Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your Amerigroup PCP for non-emergency care. If you have questions, call Member Services at 1-800-600-4441. If you are deaf or hard of hearing, call 711.

**MEMBROS:** Lleve esta tarjeta de identificación con usted siempre. Muéstrala antes de recibir atención médica. Usted no necesita mostrar esta tarjeta antes de recibir atención de emergencia. Si tiene una emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Llame siempre a su PCP de Amerigroup para la atención que no es de emergencia. Si tiene alguna pregunta, llame a Servicios para Miembros al 1-800-600-4441. Llame al 711 si usted una persona sorda o tiene problemas de la audición.

**HOSPITALS:** Pre-admission verification is required for all non-emergency admissions, including outpatient surgery. For emergency admissions, notify Amerigroup within 24 hours after treatment at 1-855-454-3730.

**PROVIDERS:** Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorization information, call 1-800-454-3730.

**PHARMACIES:** Submit claims using Express Scripts RUBIN 033555, RUPON MA, RXGRP: WYHA. For technical info, call Express Scripts at 1-844-974-1113.

**SUBMIT MEDICAL CLAIMS TO:**  
AMERIGROUP, P.O. BOX 1010 • VIRGINIA BEACH, VA 23466-1010  
USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD.  
EL USO DE ESTA TARJETA POR CUALQUIER PERSONA QUE NO SEA EL MIEMBRO CONSTITUYE FRAUDE.



## BHSO



Effective Date:  
Date of Birth:  
Subscriber#:

www.mymamergroup.com/WA

Washington Apple Health  
Behavioral Health Services Only (BHSO)



Member Name:  
Medicaid or CHIP ID Number:

Member Services and Behavioral Health: 1-800-600-4441  
Crisis/Hotline: 1-800-852-2923  
Amerigroup On Call/24-hour Nurse Helpline: 1-866-864-2544

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**MEMBROS:** Lleve esta tarjeta de identificación con usted siempre. Muéstrala antes de recibir atención médica. Usted no necesita mostrar esta tarjeta antes de recibir atención de emergencia. Si tiene una emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Llame siempre a su PCP de Amerigroup para la atención que no es de emergencia. Si tiene alguna pregunta, llame a Servicios para Miembros al 1-800-600-4441. Llame al 711 si usted una persona sorda o tiene problemas de la audición.

**HOSPITALS:** Pre-admission verification is required for all non-emergency admissions, including outpatient surgery. For emergency admissions, notify Amerigroup within 24 hours after treatment at 1-855-454-3730.

**PROVIDERS:** Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorization information, call 1-800-454-3730.

**SUBMIT MEDICAL CLAIMS TO:**  
AMERIGROUP, P.O. BOX 1010 • VIRGINIA BEACH, VA 23466-1010  
USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD.  
EL USO DE ESTA TARJETA POR CUALQUIER PERSONA QUE NO SEA EL MIEMBRO CONSTITUYE FRAUDE.

# Coordinated Care ID Cards

## IMC




NAME:  
MEDICAID ID#:  
MEMBER ID#:  
DOB:

If you have an emergency, call 911 or go to the nearest emergency room (ER).  
Emergency services by a provider not in the plan's network will be covered without prior authorization. CoordinatedCareHealth.com

**IMPORTANT TELEPHONE NUMBERS**

Members:  
All Member Services: 1-877-644-4633  
TDD/TTY: 1-866-852-9380  
24/7 Nurse Advice: 1-877-644-4633

Providers:  
Provider Services & IVR Eligibility Inquiry: 1-877-644-4633  
Prior Auth: www.CoordinatedCareHealth.com or 1-877-644-4633  
Pharmacy: 1-866-716-5099

Medical and Behavioral Health Claims:  
Coordinated Care  
1145 Broadway, Suite 300  
Tacoma, WA 98402

ED/EF/ERA please visit  
Provider Resources at  
www.CoordinatedCareHealth.com

## BHSO




NAME:  
MEDICAID ID#:  
MEMBER ID#:  
DOB:

If you have an emergency, call 911 or go to the nearest emergency room (ER).  
Emergency behavioral health services by a provider not in the plan's network will be covered without prior authorization. CoordinatedCareHealth.com

**IMPORTANT TELEPHONE NUMBERS**

Members:  
Member Services: 1-877-644-4633  
TDD/TTY: 1-866-852-9380  
24/7 Nurse Advice Line: 1-877-644-4633

Providers:  
Provider Services & IVR Eligibility Inquiry: 1-877-644-4633  
Prior Auth: CoordinatedCareHealth.com or 1-877-644-4633

Behavioral Health Claims:  
Coordinated Care  
1145 Broadway, Suite 300  
Tacoma, WA 98402

ED/EF/ERA please visit  
Provider Resources at  
www.CoordinatedCareHealth.com

## AHFC




NAME:  
MEDICAID ID#:  
MEMBER ID#:  
DOB:

If you have an emergency, call 911 or go to the nearest emergency room (ER).  
Emergency services by a provider not in the plan's network will be covered without prior authorization. CoordinatedCareHealth.com

**IMPORTANT TELEPHONE NUMBERS**

Members:  
All Member Services: 1-844-354-9876  
Relay 711  
24/7 Nurse Advice Line: 1-844-354-9876

Providers:  
Provider Services & IVR Eligibility Inquiry: 1-844-354-9876  
Prior Auth: CoordinatedCareHealth.com or 1-844-354-9876  
Pharmacy: 1-800-311-0591

Medical and Behavioral Health Claims:  
Coordinated Care  
Attn: Claims  
PO Box 4030  
Farmington, MO 63640-4197

ED/EF/ERA please visit  
Provider Resources at  
www.CoordinatedCareHealth.com

Coordinated Care address:  
1145 Broadway, Suite 300  
Tacoma, WA 98402



# Molina Healthcare ID Cards

## IMC

## BHSO

Member:  

Identification #: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Client ID: \_\_\_\_\_

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Program: **IMC-AH (IMC Apple Health)**

PCP Name: \_\_\_\_\_ PCP Eff: \_\_\_\_\_  
 PCP Phone: \_\_\_\_\_ Auth: (800) 869-7185  
 PCP Location: \_\_\_\_\_

**Member Services: (800) 869-7165**  
 Remit claims to: Molina Healthcare of Washington, Inc., Claims Department, P.O. Box 22612, Long Beach, CA 90801 EDI  
 Payor ID# 38336 RxBIN: 004338  
 24-Hour Nurse Advice Line (888) 275-8750 RxCN: ADV RxGRP: RX0544

Member:  

Identification #: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Client ID: \_\_\_\_\_

---

Program: **BHSO (Behavioral Health Services Only)** Auth: (800) 869-7185

**Behavioral Health Services** - Only behavioral health services are covered through Molina Healthcare. Medical and long term care services are covered by Medicaid (and/or another insurer). Please see member's medical ID card(s) for additional information.

**Member Services: (800) 869-7165**  
**Mental Health Crisis: Call Southwest Washington Crisis Services: (800) 626-8137**  
**24-Hour Nurse Advice Line (888) 275-8750**

**Emergency Services:** Call 911 or go to the nearest emergency room.

**24-Hour Molina Healthcare Nurse Advice Line:**  
 (888) 275-8750 / TTY 711  
 (866) 648-3537 (Spanish)

**Molina Healthcare Member Services:**  
 Log into MyMolina.com or call (800) 869-7165 / TTY 711

**PROVIDERS/HOSPITALS:**  
**Prior authorization, post stabilization, eligibility, claim or benefit information:**  
 (800) 869-7185  
**Hospital Admissions:** Authorization must be obtained by the hospital prior to all non-emergency admissions.

[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)

**Emergency Services:** Call 911 or go to the nearest emergency room.

**Mental Health Crisis: Call Southwest Washington Crisis Services: (800) 626-8137**

**24-Hour Molina Healthcare Nurse Advice Line:**  
 (888) 275-8750 / TTY 711  
 (866) 648-3537 (Spanish)

**Molina Healthcare Member Services:**  
 Log into MyMolina.com or call (800) 869-7165 / TTY 711

**PROVIDERS/HOSPITALS:**  
**Prior authorization, post stabilization, eligibility, claim or benefit information:**  
 (800) 869-7185  
**Hospital Admissions:** Authorization must be obtained by the hospital prior to all non-emergency admissions.

Remit claims to: Molina Healthcare of Washington, Inc., Claims Department, P.O. Box 22612, Long Beach, CA 90801 EDI Payor ID# 38336

[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)



# UnitedHealthcare ID Cards

## IMC

## BHSO

Health Plan (80840) 911-87726-04

Member ID: 000200050 Group Number: WAHLOP

Member: \_\_\_\_\_ Payer ID: 87726

MEMBER NAME \_\_\_\_\_

PCP Name: PROVIDER NAME  
 PCP Phone: (888)888-8888



Rx Bin: 610494  
 Rx GRP: ACUWA  
 Rx PCN: 9999

0501 Administered by UnitedHealthcare of Washington, Inc.

Health Plan (80840) 911-87726-04 Behavioral Health Only

Member ID: 000200046 Group Number: WAHLOP

Member: \_\_\_\_\_ Payer ID: 87726

MEMBER NAME \_\_\_\_\_

0501 Administered by UnitedHealthcare of Washington, Inc.

In an emergency go to nearest emergency room or call 911. Please service.

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website [myuhc.com/communityplan](http://myuhc.com/communityplan) or call.

For Members: 877-542-8997 TTY 711  
 NurseLine: 877-543-3409 TTY 711  
 Behavioral Health: 888-888-8888  
 Crisis Line: 888-888-8888

For Providers: UHCprovider.com 877-542-9231  
 All Claims: PO Box 31361, Salt Lake City, UT 84131-0361

Pharmacy Claims: OptumRX, PO Box 23044, Hot Springs, AR 71903  
 For Pharmacists: 877-365-8662

In an emergency go to nearest emergency room or call 911. Please service.

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website [myuhc.com/communityplan](http://myuhc.com/communityplan) or call.

For Members: 877-542-8997 TTY 711  
 NurseLine: 877-543-3409 TTY 711  
 Behavioral Health: 888-888-8888  
 Crisis Line: 888-888-8888

For Providers: UHCprovider.com 877-542-9231  
 BH Claims: PO Box 31361, Salt Lake City, UT 84131-0361



## Spenddown Individuals

- ▶ Spenddown is the amount of medical expenses for which an individual is responsible, similar to an insurance deductible.
- ▶ Once spenddown is met, the individual will receive a letter describing their eligibility.
- ▶ MCOs do not have visibility as to whether an individual's spenddown has been met. It is only once met, that they are assigned to an MCO.
- ▶ [ProviderOne Eligibility: https://www.waproviderone.org/](https://www.waproviderone.org/)

## Incarcerated Individuals

- ▶ HCA will “suspend” Medicaid coverage for individuals during incarceration.
- ▶ Suspended coverage means the individual is eligible for Medicaid, but all claims payment and managed care assignment is suspended while the individual is in custody
- ▶ The benefit to suspended (as opposed to terminated) coverage is that individuals are quickly re-enrolled with their MCO upon release.
- ▶ MCOs have developed processes to create “honor” or “presumptive” authorizations for incarcerated members to assist them in accessing services immediately upon release from the correctional facility.

# Websites, Portals and Directories



## MCO Website Content

- |  |                                |
|--|--------------------------------|
| Clinical and Payment Policies            | Clinical Practice Guidelines   |
| Frequently Used Forms                    | HEDIS Guides                   |
| Preferred Drug List                      | Provider Manuals               |
| Provider Newsletters and Announcements   | Provider Portal Link           |
| Provider Training and Resource Materials | Verify Prior Auth requirements |

## MCO Website Links for Providers

MCO	Website Link
Amerigroup	<a href="https://providers.amerigroup.com/WA">https://providers.amerigroup.com/WA</a>
Coordinated Care	<a href="http://www.coordinatedcarehealth.com/providers.html">www.coordinatedcarehealth.com/providers.html</a>
Molina Healthcare	<a href="http://www.molinahealthcare.com/providers/wa/medicaid/Pages/home.aspx">www.molinahealthcare.com/providers/wa/medicaid/Pages/home.aspx</a>
UnitedHealthcare Community Plan	<a href="http://www.uhcprovider.com/communityplan">www.uhcprovider.com/communityplan</a>

## Provider Portal Content

Authorization status and submission	Case management referrals
Check member eligibility and benefits	Claim audit tool
Claim submission and status	Claim correction and resubmission
Member rosters	Member care gaps
Secure transactions	Update practice information

## MCO Portal Links for Providers

MCO	Portal Link
Amerigroup	<a href="https://apps.availity.com/availity/web/public.elegant.login?source=MBU">https://apps.availity.com/availity/web/public.elegant.login?source=MBU</a>
Coordinated Care	<a href="http://www.coordinatedcarehealth.com/login.html">www.coordinatedcarehealth.com/login.html</a>
Molina Healthcare	Access Molina WebPortal via OneHealthPort. If new to OneHealthPort, register here: <a href="http://www.onehealthport.com/sso/register-your-organization">http://www.onehealthport.com/sso/register-your-organization</a>
UnitedHealthcare Community Plan	<a href="http://www.uhcprovider.com/en/health-plans-by-state/washington-health-plans/wa-comm-plan-home.html?rfid=UHCCP">www.uhcprovider.com/en/health-plans-by-state/washington-health-plans/wa-comm-plan-home.html?rfid=UHCCP</a>

## Provider Directory Links

- ▶ Amerigroup  
<https://providers.amerigroup.com/pages/providerdirectory.aspx>
- ▶ Coordinated Care  
<https://providersearch.coordinatedcarehealth.com/>
- ▶ Molina Healthcare  
<https://providersearch.molinahealthcare.com/>
- ▶ UnitedHealthcare Community Plan:  
<https://www.uhcprovider.com/en/find-a-provider-referral-directory.html>

# Claims and Billing



## Claim vs Encounter

Providers are required to submit a claim or encounter for each service that is rendered to an MCO enrollee regardless of the provider's reimbursement arrangement.

	Claim	Encounter
Definition	A bill for services for one member received for a specific date or date range	A claim processed and paid at \$0 because the provider is pre-paid for services per the terms of their contract
Payment Method	<ul style="list-style-type: none"> <li>• Paid Fee for Service (FFS) based on negotiated contract rate w/ MCO.</li> <li>• Typically, each covered service provided to the member is individually paid based on an allowed amount.</li> </ul>	<ul style="list-style-type: none"> <li>• Individual services are not paid</li> <li>• Provider is paid a capitated amount for pre-defined services as outlined in an individual contract</li> </ul>

## Claim/Encounter Submission

Submission Method	First Time Claims	Corrected Claim
Electronic Data Interchange (EDI) 837 transaction  *Preferred method	Submit through clearinghouse	Submit through clearinghouse with appropriate frequency code
MCO's Portal	Reference to MCO website	Corrected claims are submitted by clicking on the original claim, making corrections and submitting
Mailing in a Paper Claim	<ul style="list-style-type: none"> <li>➢ CMS-1500 for professional claims</li> <li>➢ UB-04 for institutional claims</li> <li>➢ All claim forms must meet CMS printing requirements and be printed in Flint OCR Red, J6983, ink</li> <li>➢ No handwritten claim forms or photocopies will be accepted</li> </ul>	<ul style="list-style-type: none"> <li>➢ Institutional Claims (UB): Must be billed with corrected type of bill (XX7) in field 4, original claim number in field 64 and appropriate frequency code.</li> <li>➢ Professional Claims (HCFA): Must be billed with original claim number in field 22 along with the appropriate frequency code.</li> </ul>

## Clearinghouses

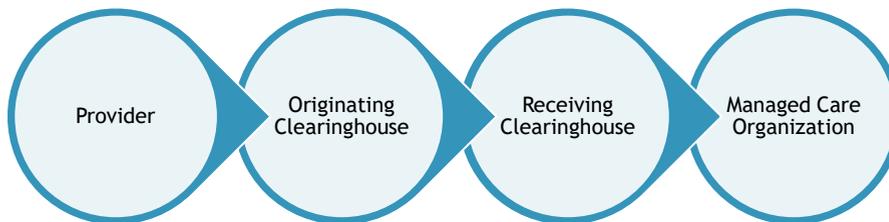
### Definition

A trading partner securely transmitting claims (837 file) electronically from the provider to the MCO.

### Benefits

<ul style="list-style-type: none"> <li>• Submits multiple claims to specified payer</li> </ul>	<ul style="list-style-type: none"> <li>• Provides Electronic Remittance Advice (ERA) for automatic updates for payments and adjustments by MCO</li> </ul>
<ul style="list-style-type: none"> <li>• Meets HIPAA compliance standards</li> </ul>	<ul style="list-style-type: none"> <li>• Stand-alone entity</li> </ul>
<ul style="list-style-type: none"> <li>• Scrubs claims for errors prior to submission to MCO to improve accuracy</li> </ul>	<ul style="list-style-type: none"> <li>• The most common Electronic Data Information (EDI) transmissions are known as, files: 837, 277, 999 and 835.</li> </ul>
<ul style="list-style-type: none"> <li>• Allows providers to manage claim status in one place</li> </ul>	

## Clearinghouse Data Flow



- ▶ Please refer to the Claims/Encounter Process handout for additional information.

## Clean/Non-Clean Claim Definitions

- ▶ **Clean Claim** - A clean claim is a claim that can be processed without obtaining additional information from the provider of the service, or from a third party. A clean claim contains all the required data elements on the claim form (see each MCO's billing guide for claim form requirements).
- ▶ **Non-Clean Claim** - Non-clean (dirty) claims include, but are not limited to, those that are rejected for missing data elements, submitted on incorrect forms, contain incorrect data (e.g. wrong member ID, invalid CPT/ICD code, etc.).

## Timely Filing

The amount of time you have to file a clean claim is dependent on your specific contract terms with each MCO. Please refer to your contract and make note of your timely filing deadlines.

- Timely filing is determined by the number of days between when the MCO receives a **clean claim** from you and the date of service.
- Claims that are not received within the required timeframes will be denied and will not be paid unless there are extenuating circumstances (these are rare).
- You must check the member's eligibility on each date of service to make sure you are timely billing the correct payer or MCO. Members can move around between managed care plans.
- Contracted providers have 24 months from date of EOP to appeal a claim decision.

## Rejected vs Denied Claims

What's the Difference?

### Rejected

Does not enter the adjudication system due to missing or incorrect information.

### Denied

Goes through the adjudication process but is denied for payment.

When billing electronically, your clearinghouse can send you reports of rejected claims (you may need to request this). You must work this report regularly to resolve the issues and resubmit claims. When sending in a paper claim, if it is rejected, it will return to you with a letter explaining the reason for the rejection.

**A claim that rejects and does not enter the MCO's claims payment system to be assigned a claim number is not a clean claim and does not count towards timely filing calculations.**

## Most Common Rejection Reasons

### Missing or invalid required data elements or fields on claim form

- Member date of birth
- Member ID number
- Provider taxonomy code
- NPI number
- Service date span
- CLIA number for lab claims

### Unreadable claim form

- Ink too faded
- Typing is not fully within the fields, i.e. misaligned
- Ink bleeds into other fields
- Font is too small

### Incorrect claim form used

### Photocopy of claim form

### Hand-written claim form

## Claim/Encounter Submission

MCO	Payer ID(s)	Contact Number	Address
Amerigroup	Availity: 26375	Availity: (877) 334-8446	Washington Claims Amerigroup Washington Inc. PO Box 61010 Virginia Beach, VA 23466-1010
Coordinated Care	68069	(877) 644-4613	Claim Processing Department PO Box 4030 Farmington MO 63640-4197
Molina Healthcare	Claims: 38336 Encounter: 43174	(866) 409-2935 <a href="mailto:EDI.claims@MolinaHealthcare.com">EDI.claims@MolinaHealthcare.com</a>	Molina Healthcare of Washington P.O Box 22612 Long Beach, CA 90801
UnitedHealthcare Community Plan	Electronic: 87726 ERA: 04567	(866) 556-8166 Fax (855) 312-1470	UnitedHealthcare PO Box 31365 Salt Lake City UT 84131-0365

Please refer to MCO Provider Manuals for additional information on Claims/Encounters.

## Balance Billing



- ▶ Providers must accept payment by MCOs as payment in full.
- ▶ Balance billing is not permitted unless the provider and member fully complete and sign an HCA 13-879 form--*Agreement to Pay for Healthcare Services*. *additional information, refer to: WAC 182-502-0160, 42 CFR 447.15, and HCA Memo #10-25.*
- ▶ Services must be rendered within 90 days from signing the HCA 13-879 form, otherwise a new form must be completed and signed.
- ▶ The HCA 13-879 form must be translated into the member's primary language if he or she has limited English proficiency, and if necessary, an interpreter must be provided for the member. If an interpreter is used to complete and sign the form, the interpreter's signature must also be obtained.
- ▶ All other requirements for the HCA 13-879 form apply, as outlined in.

## Electronic Funds Transfer and Electronic Remittance Advice

**Benefits of registering** for Electronic Fund Transfer and/or Electronic Remittance Advice:

- ▶ Receive payments through direct deposit to bank account
- ▶ More timely and secure payments
- ▶ Receive notification upon payment
- ▶ Download an 835 file or other available reports to use for auto-posting
- ▶ Historical EOP search by various methods (i.e. claim number, member name)
- ▶ Create custom reports

Providers must register and complete the process for these administrative services.

## Electronic Funds Transfer and Electronic Remittance Advice

MCO	Website	Contact Number	Email
Amerigroup	EFT: <a href="https://solutions.caqh.org/bpas/Default.aspx?ReturnUrl=/bpas/default.aspx/%22">https://solutions.caqh.org/bpas/Default.aspx?ReturnUrl=/bpas/default.aspx/%22</a> ERA: <a href="http://www.Availity.com">www.Availity.com</a>	(844) 815-9763 (800) 454-3730	EFT help: <a href="mailto:efthelp@enrollhub.caqh.org">efthelp@enrollhub.caqh.org</a> For ERA, submit email / ticket: <a href="https://www.availity.com/about-us/contact-us">https://www.availity.com/about-us/contact-us</a>
Coordinated Care	<a href="http://www.payspanhealth.com">www.payspanhealth.com</a>	(877) 331-7154	<a href="mailto:ProviderSupport@payspanhealth.com">ProviderSupport@payspanhealth.com</a>
Molina Healthcare	<a href="https://providernet.adminisource.com/Start.aspx">https://providernet.adminisource.com/Start.aspx</a>	(877) 389-1160	<a href="mailto:wco.provider.registration@emdeon.com">wco.provider.registration@emdeon.com</a>
UnitedHealthcare Community Plan	<a href="https://www.uhcprovider.com/en/claims-payments-billing/electronic-payment-statements.html">https://www.uhcprovider.com/en/claims-payments-billing/electronic-payment-statements.html</a>	(877) 620-6194	n/a

## HCA IMC Service Encounter Reporting Instructions (SERI)

In order to receive federal match for Medicaid services, the Health Care Authority is required under CFR438.818 to ensure that all encounter data complies with HIPAA security and privacy standards. **CFR also requires that providers accurately prepare claims using applicable coding rules and guidelines.** HCA must also guarantee that encounter data is validated for accuracy and completeness; and changes in the IMC SERI guide will ensure that all encounter data is HIPAA and regulatory compliant.

The most current SERI Guide and interim guidance issued by HCA between SERI Guide updates can be found:

<https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/service-encounter-reporting-instructions-seri>

## Evidence-Based Practice Codes

### What are Evidence-Based Practice (EBP) codes and how are they used?

EBP codes are specially designated identifiers on a claim or encounter that are used to report specific research, or evidence-based practices for children's public mental health care provided by licensed or certified mental health providers to children 18 and under in Washington State. EBP encounter data is used for reporting to the legislature and other reporting requirements related to the provision of mental health services to children.

### How should providers report EBPs under IMC?

The rules for coding and submitting EBPs under IMC are slightly different:

- ▶ The EBP code must be reported as a nine-digit number beginning with '860'. The next three digits must represent the appropriate EBP code as outlined in the Evidence-Based Practices Reporting Guide. The last three digits must be reported as '000'.

Example: 860163000 should be used when reporting Child-Parent Psychotherapy

- ▶ Report one EBP code per encounter in the 2300 REF02 Prior Authorization field of the standard 837 file submission.
- ▶ The REF01 field should contain the 'G1' qualifier (prior authorization).
- ▶ The REF02 field should contain the nine-digit EBP code.

Example: REF\*G1\*860163000

## Evidence-Based Practice Codes

### Will MCOs validate EBP codes on encounters and claims?

Yes. You should check with each MCO for specific validations that might apply. In general you should be ensuring the following:

- ▶ The value must match a valid 9 digit EBP code: Begins with an 860, followed by a valid 3 digit EBP code and ending with 000.
- ▶ The EBP code should only be used in conjunction with a valid CPT code per the Evidence-Based Practices Reporting Guide (under the "Eligible Encounter Codes" section).

**Evidence-Based Practice Reporting Guides and additional information about EBPs can be found here:**

<https://www.hca.wa.gov/assets/program/ebp-reporting-guides.pdf>

## Behavioral Health Supplemental Data

This is the non-encounter data that was created in 2016 to replace and combine the TARGET and CIS non-encounter data. The data is needed by HCA in order to meet SAMHSA block grant reporting requirements.

### Changes effective January 1, 2020:

- ▶ Healthcare Authority has released an updated Behavioral Health Supplemental Transaction Data Guide. The guide along with a list of changes from the older versions is available on HCA website: <https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/contractor-and-provider-resources>
- ▶ All licensed and certified BHAs contracted with the MCOs/BH-ASOs are required to collect this data starting January 1, 2020.
- ▶ MCOs and BH-ASOs **must begin submitting data to HCA** no later than October 1, 2020 for Washington to be compliant with the SAMHSA CAP.
- ▶ Currently, MCOs are determining a method to collect this data from providers. Our goal is to implement systems/processes that are as similar as possible to minimize the burden on providers. In the meantime, **providers should use** the final HCA guide to begin enhancing their own systems in order to be ready to collect such data.

## Prior Authorizations



# Prior Authorization Requests

- ▶ Prior Authorization of covered services allows for determination of medical necessity prior to rendering of a service.
- ▶ The MCO's follow HCA contractual requirements on standard and urgent response times:
  - Standard: 5 days - 14 days
  - Urgent: 24 hrs - 72 hrs
- ▶ Turn around times are extended, with provider notification, if additional information is needed. To avoid delays, please submit complete information with the initial request.

# MCO Combined Prior Auth Grid

## Behavioral Health Provider Services Reference Guide

SERVICE TYPE AND DESCRIPTION	PRIOR AUTHORIZATION REQUIRED? <sup>*LENGTH OF INITIAL AND CONTINUED STAY AUTHORIZATION</sup>				
	AMERIGROUP	CHPW	COORDINATED CARE	MOLINA	UNITED
<p><i>Please send current (within past 7 days) clinical information to support initial request for "bedded" services. Interval update to recent as</i></p>					
<p><b>ACUTE INPATIENT CARE – MENTAL HEALTH AND SUD</b></p> <ul style="list-style-type: none"> <li>• Acute Psychiatric Inpatient; Evaluation and Treatment</li> <li>• Acute Psychiatric admission to Behavioral Health Unit or Freestanding Hospital</li> <li>• Inpatient Acute Withdrawal (Detoxification) ASAM 4.0</li> </ul> <p><small>* MEMBERS ADMITTED ON AN ITA ARE REVIEWED FOR CHANGE IN LEGAL STATUS, CONFIRMATION OF ACTIVE TREATMENT AND TRANSITION OF CARE NEEDS.</small></p> <p><small>If ITA, PLEASE ATTACH COURT DOCUMENTS.</small></p>	<p>No. Emergent admissions require notification only within 24 hours followed by concurrent review.</p> <p>Voluntary Admission requires initial review within 24 hours of admission.</p> <p>Coordinate with Transitions of Care/Health Home Care coordinator.</p> <p><small>*Initial: 3-5 days</small></p> <p><small>Initial and concurrent for ITAs is 14 days.</small></p>	<p>No. Emergent admissions require notification only within 24 hours followed by concurrent review.</p> <p>Voluntary Admission requires initial review within 24 hours of admission.</p> <p>Coordinate with Transitions of Care/Health Home Care coordinator.</p> <p><small>*Initial: 3-5 days</small></p>	<p>No. Emergent admissions require notification only within 1 business day followed by concurrent review.</p> <p>Voluntary Admission requires initial review within 24 hours of admission.</p> <p>Coordinate with Transitions of Care/Health Home Care coordinator.</p> <p><small>* Initial and concurrent: 3-5 days</small></p>	<p>No. Emergent admissions require notification only within 24 hours followed by concurrent review.</p> <p>Coordinate with Transitions of Care/Health Home Care coordinator.</p> <p>Authorization length segments:</p> <p><small>* Voluntary admissions - Initial and continued stay: 3-5 days (or Medical Director discretion)</small></p> <p><small>* ITA admissions – Initial for 72 hours, then dependent on further commitment will authorize 7 day increments. Upon confirmation of 90 day commitment, will authorize 14 day increments (or at Medical Director discretion).</small></p>	<p>No. Emergent Acute admissions require notification only within 24 hours followed by concurrent review.</p> <p>Voluntary Admission requires initial review within 24 hours of admission.</p> <p>Coordinate with Whole Person Care/Health Home Care coordinator.</p> <p><small>*Initial: 3-5 days</small></p>

## Amerigroup Prior Authorization Process

- ▶ Confirm if services require prior authorization on our website, <https://providers.amerigroup.com/Pages/PLUTO.aspx>
- ▶ Requests can be submitted via telephone, fax or online
- ▶ Providers are notified of authorization decisions via phone or fax
- ▶ Providers and members receive faxed and written notice of denial decisions

Issues with obtaining a prior authorization can be directed:

Kathleen Boyle, Director of Practice Integration:

[Kathleen.Boyle2@Amerigroup.com](mailto:Kathleen.Boyle2@Amerigroup.com)  
206-482-5523



## How to Request a Prior Authorization

Portal: <https://www.availity.com>

Prior authorization forms are online: :  
[Amerigroup.com/Washington/Providers/Forms](http://Amerigroup.com/Washington/Providers/Forms)

### Initial Inpatient Prior Authorization

Telephone: 1-800-454-3730

Fax: 1-877-434-7578

### Concurrent Review

Telephone: 1-800-454-3730

Fax: 1-877-434-7578

### Outpatient Prior Authorization

Telephone: 1-800-454-3730

Fax: 1-877-434-7578

### Address:

705 5<sup>th</sup> Avenue S., Ste 300  
Seattle, WA 98104



## Coordinated Care Prior Authorization

- ▶ Use the Pre-Auth Check Tool on our website to determine if PA is required
  - ▶ Not a guarantee of payment, please verify benefit coverage/limitations in the HCA guides
  - ▶ Emergency stabilization services are exempt
- ▶ PA Requests and General Information:
  - ▶ Fax form which can be found on our website
- ▶ Covered services by OON providers:
  - ▶ When continuity of care applies, members are able to access care up to 90 days with previous provider
  - ▶ PA is required for many covered services, excluding urgent/emergent

Are services being performed in the emergency department or urgent care center or are these family planning services billed with a contraceptive management diagnosis?

Yes  No

Types of Services	YES	NO
Is the member being admitted to an inpatient facility?	<input type="radio"/>	<input checked="" type="radio"/>
Are professional services being rendered in the home? (professional services do not include the delivery of DME, orthotics, prosthetics, or supplies).	<input type="radio"/>	<input checked="" type="radio"/>
Are anesthesia being rendered for pain management or dental surgery?	<input type="radio"/>	<input checked="" type="radio"/>
Are oral surgeon services being rendered in office?	<input type="radio"/>	<input checked="" type="radio"/>

Enter the code of the service you would like to check:

Code...



## Coordinated Care Prior Authorization

- ▶ Prior Authorization Check Tool
  - ▶ <https://www.coordinatedcarehealth.com/providers/preauth-check/medicaid-pre-auth.html>
- ▶ Prior Authorization General Information:
  - ▶ <https://www.coordinatedcarehealth.com/providers/resources/prior-authorization.html>
- ▶ Prior Authorization and Concurrent Review Forms
  - ▶ <https://www.coordinatedcarehealth.com/providers/resources/forms-resources.html>
    - ▶ Choose "Behavioral Health Forms and Guides"
- ▶ Request PA in one of the following ways:
  - ▶ Fax to (866)286-1086 (notifications and prior authorization requests)



## Molina Prior Authorization Requests

- ▶ BH Prior Authorization request form is located at:  
[www.molinahealthcare.com/providers/wa/medicaid/Pages/home.aspx](http://www.molinahealthcare.com/providers/wa/medicaid/Pages/home.aspx)
  - CLICK - forms in the menu, then Frequently Used Forms from the dropdown menu
- ▶ Molina Behavioral Health Prior Authorization Guide:
  - Located within the Provider Web Portal:  
<https://provider.molinahealthcare.com/provider/login>
- ▶ Molina Prior Authorization by CPT Code Guide
  - Provides prior authorization requirements based on specific procedure code, place of service, etc. Available via the Provider Web Portal: <https://provider.molinahealthcare.com/provider/login>



## Molina BH Prior Authorization Contacts

To request an authorization or check the status of a request:

- ▶ Provider Web Portal

To fax in a request for services:

- ▶ Prior Authorization Fax: (800) 767-7188

To check the status of a request or get assistance with an authorization:

- ▶ Healthcare Services (Prior Authorization): (800) 869-7175

For any prior authorization escalated issues that cannot be resolved through the prior authorization line, contact BH UM management:

Denise Kohler, LICSW  
 Manager BH UM Team  
 800-869-7175 Ext. 140257

Laurie McCraney RN MBA  
 Director, Healthcare Services  
 Desk: 425-354-1572



# United Healthcare BH Prior Authorization Methods

## Call

- United HealthCare Call Center: (877) 542-9231
- IP & Res reviews 24/7
- Non-Routine Outpatient: Call during business hours

## Online

Preferred method of submission

- Available: <https://www.uhcprovider.com/en/prior-auth-advance-notification.html>
- Frequently used non-routine services where an authorization can be requested online include: Psychological Testing, Transcranial Magnetic Stimulation (TMS), GFS funded services and ABA/Autism
- For other non-routine services call the number on the back of the Member's ID card to request authorization.

## Fax

- IMC Fax Form available and to: (844) 747-9828



# United Healthcare BH Prior Authorization Contacts

**To request an authorization or check the status of a request:**

- ▶ Provider Web Portal: [Providerexpress.com](http://Providerexpress.com)
- ▶ Healthcare Services (Prior Authorization): (877) 542-9231

**To fax in a request for services:**

- ▶ Prior Authorization Fax: (844) 747-9828

For any prior authorization escalated issues that cannot be resolved through the prior authorization line, contact:

Region	Network Contact	Email	Phone
Thurston Mason/ Great Rivers	Renee (Randi) Johnson	<a href="mailto:Randi.Johnson@Optum.com">Randi.Johnson@Optum.com</a>	(425)201-7106



# Program Integrity and Monitoring

*Program Integrity and Monitoring • WISE • Member Grievance and Appeal • Critical Incidents • Behavioral Health Ombudsman*



## Program Integrity

- ▶ Detection, prevention, mitigation, and investigation of Fraud, Waste, and Abuse (FWA)—we all strive to consistently be good stewards of public dollars and ensure proper care is being delivered to our members.
- ▶ **Prevent**—we use data mining algorithms to detect and prevent potential wasteful or abusive billing
  - **Examples:** Incorrect coding, misalignment with CMS requirements for the Medicaid program, or lack of medical necessity for the service being provided
  - Through prevention activities, claims are denied before being paid and MCO staff reach out to **educate** on proper billing practices
- ▶ **Mitigation and Recovery**—we also use data mining algorithms on *paid* claims to detect for FWA and improperly paid claims or claims paid against medical necessity; we work with the provider to recover the funds that were improperly paid and educate on reasons why and future prevention
- ▶ **Investigation**—Each MCO has investigation units to investigate potential fraud and/or abuse activities; if activities are found, we are required to report individual providers or provider agencies to HCA and CMS

## Monitoring

All MCOs complete the following monitoring which may result in chart reviews and periodic auditing activities:

- ▶ Quality of Care Issues
- ▶ Critical Incident Investigations
- ▶ Over and Under Utilization Monitoring
- ▶ “HEDIS season” chart requests
- ▶ Utilization Management
- ▶ Annual training attestations (joint MCO training available)
  - Enrollee Rights and Responsibilities
  - Advance Directives
  - Fraud, Waste, and Abuse
  - False Claims Act

## WISe Notification Form

- ▶ Notification Form should be completed for the following reasons:
  - ▶ Enrollment of new WISe client
  - ▶ Adverse Benefit Determination (ABD)
    - ▶ WISe Provider determines the following:
      - Denial
      - Termination
      - Reduction of Services
      - Suspension



Refer to WISe Manual for detailed descriptions of ABDs

## WISe Tracker

- ▶ Monthly report due by 5<sup>th</sup> of month
  - ▶ **Enrollment:** Number of WISe members in the program during the month.
  - ▶ **Service Intensity:** Average number of services your WISe enrollees received during the month.
  - ▶ **Interest List:** Members who have been screened but are waiting to get into WISe.

MCOs will be outreaching to Providers to discuss expectations and procedures in greater detail.

## Member Grievance and Appeal

- ▶ A Member may express dissatisfaction pertaining to quality of care, the way the member was treated, problems getting care and billing issues.
  - Member should be referred to their MCO to report a grievance. **Only members can file a grievance**, or designate someone to file on their behalf with written authorization.
  - MCO will confirm receipt of the grievance within two business days of receipt.
  - Grievances are resolved within 45 days and the Member will be advised of the resolution.
- ▶ A Member or Member Representative may request an appeal for a denied service or authorization within 60 calendar days of the denial.
  - For WISe appeals, please follow the WISe Manual.

## How Can a Member Report a Grievance or Request an Appeal?

MCO	Contact Number	Email
Amerigroup	(800) 600-4441	<a href="mailto:WA-Grievance@Amerigroup.com">WA-Grievance@Amerigroup.com</a>
Coordinated Care	(877) 644-4613	<a href="mailto:WAQualityDept@Centene.com">WAQualityDept@Centene.com</a>
Molina Healthcare	(800) 869-7165	<a href="mailto:MHWMemberServicesWeb@MolinaHealthcare.com">MHWMemberServicesWeb@MolinaHealthcare.com</a>
UnitedHealthcare Community Plan	(866) 556-8166	<a href="mailto:WACS_Appeals@UHC.com">WACS_Appeals@UHC.com</a>

Please refer to MCO Provider Manuals for additional information on the Member Grievance and Appeal process.

## Critical Incidents

Definition	Who?
Critical Incident is an event involving a member with impact to health and safety.	Anyone (member, provider, MCO staff, etc.) may identify and report a Critical Incident.

- ▶ An event may lead to both a Critical Incident and/or Grievance, but they are separate reports and systems based on the definitions.
- ▶ In addition to HCA and MCO requirements, providers are also responsible for maintaining incident and grievance/complaint reporting systems as outlined in WAC and RCW appropriate to their agency and facility licensure.

## Critical Incident - Individual vs Population Based Reporting

- ▶ HCA provides a category list of incidents to be submitted by the MCO in the Incident Reporting System within one (1) business day.
- ▶ Additional events are tracked, monitored, and investigated for Population Based reporting, submitted to HCA by MCO biannually.
  - ▶ Review of trends in categories, demographics, etc.
  - ▶ Report on efforts in follow-up and prevention actions
- ▶ Providers submit Critical Incident reports to MCOs for Individual and Population-Based reporting categories or requirements as requested.

## HCA Individual Incident Reporting Categories

The following incidents should be reported if they occurred **to an Enrollee** within a contracted behavioral health facility (inpatient psychiatric, behavioral health agencies), FQHC, or by independent behavioral health provider:

- ▶ Abuse, neglect or sexual/financial exploitation; and
- ▶ Death.

## HCA Individual Incident Reporting Categories

**By an Enrollee**, with a behavioral health diagnosis; or history of behavioral health treatment within the previous 365 days. Acts allegedly committed, to include:

- ▶ Homicide or attempted homicide;
- ▶ Arson;
- ▶ Assault or action resulting in serious bodily harm which has the potential to cause prolonged disability or death;
- ▶ Kidnapping;
- ▶ Sexual Assault;
- ▶ Unauthorized leave from a behavioral health facility during an involuntary detention; and
- ▶ Any event involving an Enrollee that has attracted or is likely to attract media coverage.

## Critical Incident Reporting Process

Critical Incident Occurs

- Provider notifies MCO of incident using Critical Incident Report Form within one (1) business day of reporter's awareness of the incident.

Critical Incident is Reported

- MCO enters incident into Incident Reporting System by COB on the date received from the reporter.

Critical Incident is Closed

- MCO completes investigation and follow-up and enters into the Incident Reporting System. HCA may request additional follow-up from the MCO.

## Population-Based Reporting Categories

MCOs submit a semi-annual report of all Critical Incidents tracked during the previous six months, which includes analysis of the following:

- Incidents reported through the HCA Individual Reporting System;
- Incidents posing a credible threat to Enrollee safety;
- Suicide and attempted suicide; and
- Poisonings/overdoses unintentional or intention unknown.

## Where to Report a Critical Incident

The Critical Incident Form are available on each MCO's website and to be submitted to the emails listed.

MCO	Email
Amerigroup	<a href="mailto:QMNotification@Anthem.com">QMNotification@Anthem.com</a>
Coordinated Care	<a href="mailto:WABHcriticalincidents@CoordinatedCareHealth.com">WABHcriticalincidents@CoordinatedCareHealth.com</a>
Molina Healthcare	<a href="mailto:MHW_Critical_Incidents@MolinaHealthcare.com">MHW_Critical_Incidents@MolinaHealthcare.com</a>
UnitedHealthcare Community Plan	<a href="mailto:WA_Criticalinc@UHC.com">WA_Criticalinc@UHC.com</a>

## Behavioral Health Ombudsman

- ▶ The Ombuds service:
  - ▶ receives, investigates, advocates for, and assists eligible individuals with the resolution of grievances, the appeal processes when applicable, and, if necessary, the administrative fair hearing process;
  - ▶ is responsive to the age and demographic character of the region and assists and advocates for individuals with resolving issues, grievances, and appeals at the lowest possible level;
  - ▶ is independent of service providers; and
  - ▶ coordinates and collaborates with allied services to improve the effectiveness of advocacy and reduce duplication.
- ▶ Behavioral Health Ombuds members must be current consumers of the mental health or substance use disorder system, or past consumers or family members of past consumers.

## Behavioral Health Ombudsman

Region	Contact Information
Thurston Mason Ombuds	Phone: 1-800-658-4105 or 360-763-5793 Address: 612 Woodland Square Loop SE, #401 Lacey, WA 98503 Fax: 360-584-9745
Great Rivers Ombuds	Cowlitz, Pacific and Wahkiakum Counties Phone: 1-866-731-7403 or 360-414-0237  Lewis and Grays Harbor Counties Phone: 1-833-721-6011 or 360-266-7578

# Resources

*HCA Interpreter Services • HCA Transportation Brokers • Frequently Used Forms • Helpful Links*



## HCA Interpreter Services

The HCA Interpreter Services (IS) program is available to healthcare providers serving limited English proficient (LEP), Deaf, DeafBlind, and Hard of Hearing Medicaid clients and individuals applying for or receiving DSHS or DCYF services.

You must register an HCA account with Universal in order to request an interpreter.

- Universal will train providers how to access an interpreter using their online service portal.

Services will only be covered by the HCA IS program if:

- The client is current Medicaid eligible
- The client is enrolled in a Managed Care plan (IMC eligible)
- Services are covered in their benefit package
- Services are provided by an HCA enrolled Medicaid Provider

## HCA Transportation Brokers

- ▶ Medicaid clients may be eligible for non-emergency medical transportation, which can be arranged and paid for Medicaid clients with no other means to access medical care through HCA contracted brokers listed below. 7-14 days advance notice is recommended.
- ▶ The HCA Non-Emergency Medical Transportation (NEMT) program now allows non-emergency transportation for all clients going to and/or from SUD or MH facilities for any length of stay.

## HCA Transportation Brokers

Transportation Broker		
Region	Broker	Contact
Thurston Mason	Paratransit Services	360-377-7007 1-800-846-5438 TDD/TTY: 1-800-934-5438
Great Rivers	Paratransit Services	360-377-7007 1-800-846-5438 TDD/TTY: 1-800-934-5438
<i>Grays Harbor, Lewis and Pacific Counties</i>		
<i>Cowlitz and Wahkiakum Counties</i>	Human Services Council	360-694-9997 1-800-752-9422

## Frequently Used Forms

Available on MCO websites:

- PCP Change
- Critical Incident Report
- Release of Information/Authorization for Use and Disclosure of PHI
- Prior Authorization/Concurrent Review Request
- BH Prior Authorization/Concurrent Review Request
- Care Management Referral
- Appeal Consent

## Helpful Links

- ▶ Provider Manuals
  - Amerigroup: [https://providers.amerigroup.com/ProviderDocuments/WAWA\\_Provider\\_Manual.pdf](https://providers.amerigroup.com/ProviderDocuments/WAWA_Provider_Manual.pdf)
  - Coordinated Care: <https://www.coordinatedcarehealth.com/providers/resources/forms-resources.html>
  - Molina Healthcare: <http://www.molinahealthcare.com/providers/wa/medicaid/manual/Pages/provman.aspx>
  - UnitedHealthcare Community Plan: <https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/clinResourcesMain/guidelines/stateAddendums/walMC-NetworkManual.pdf>
- ▶ WISE Manual: <https://www.hca.wa.gov/assets/billers-and-providers/wise-wraparound-intensive-services-manual.pdf>
- ▶ SERI: <https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/service-encounter-reporting-instructions-seri>
- ▶ HCA Billing Guides: <https://www.hca.wa.gov/billers-providers/claims-and-billing/professional-rates-and-billing-guides>

## Questions and Answers



Thank you for joining us today!

