

Thank You

Thank you for joining us, we will get started in just a few minutes to allow others to call in.

We will get started at 11:00 am

To receive the slides shared today please email
COProviderRelations@BeaconHealthOptions.com

the slides and recording will also be posted to the RAE 2 and RAE 4 websites
in the next week

Thank You

Please type your questions in the Q & A during the webinar at anytime if you have questions

Everyone's line is muted during the webinar.

Thank you



January Provider Support Call

01/13/2023

What is the RAE?

The RAEs are responsible for the health and cost outcomes for members in their region, as well as:

- Developing a network of Primary Care Medical Providers (PCMPs) to serve as medical home providers for their members,
- Developing a contracted statewide network of behavioral health providers,
- Administering the Department's capitated behavioral health benefit,
- Onboarding and activating members,
- Promoting the enrolled population's health and functioning, and
- Coordinating care across disparate providers, social, educational, justice, and other community agencies to address complex member needs that span multiple agencies and jurisdictions.

NORTHEAST HEALTH PARTNERS, LLC

FQHCs:



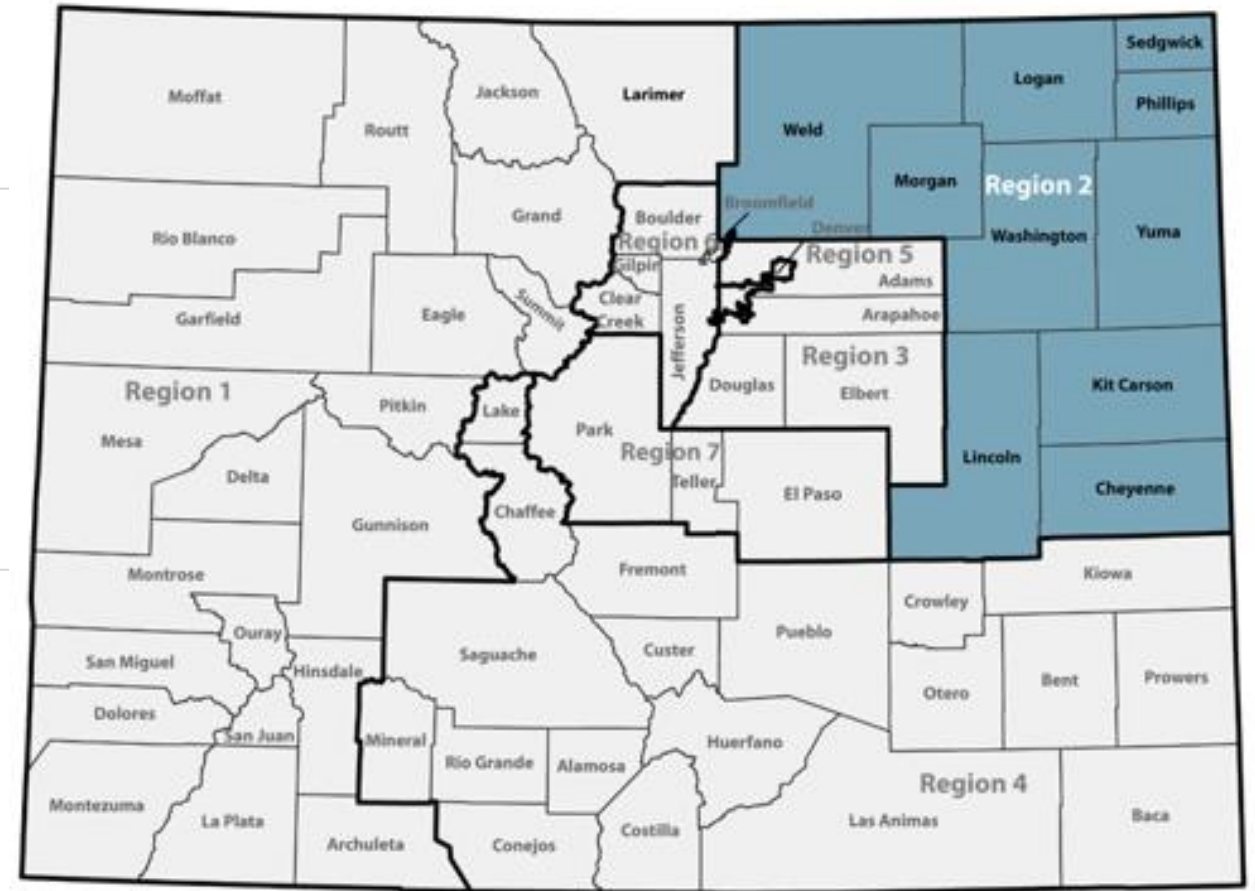
CMHCs:

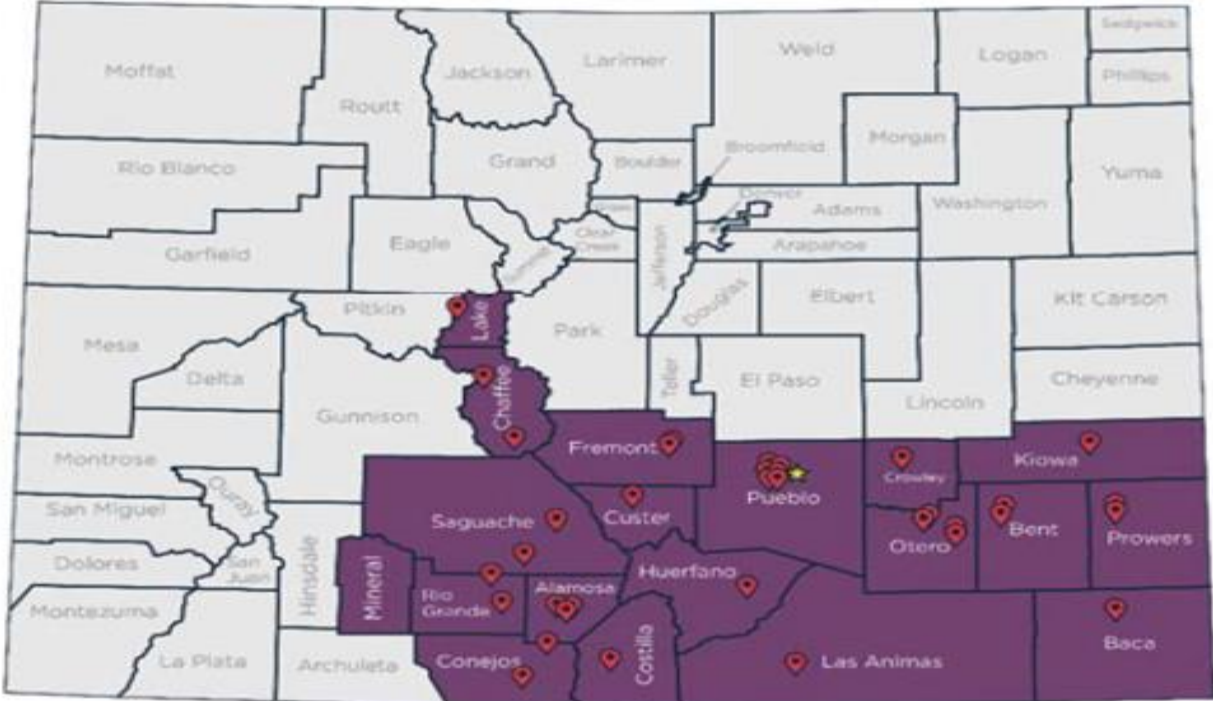


Administrative Service Organization:



Northeast Health Partners





What is a RAE Roundtable?

This is a monthly meeting where we share updates, provide information, training, and welcome your questions and discussion.

Feel free to share this invitation with colleagues who may also have an interest in attending.

Agenda

01 Welcome & Introductions

02 Guest Speaker – Tiffany Jenkins

03 Access to Care Audit

04 Updates

05 Reminders, Questions & Open Discussion

Chapter

01

Welcome and Introductions

Thank you for joining
the January Provider
Support Call

Chapter

02

Guest Speaker – Tiffany Jenkins:

- Required Authorization Services vs Non-required Authorization Services
- RTC Request Process Review - new IA requirements.
- Provider Connect
- EPSDT and the Creative Solutions Process
- Supervision of Unlicensed Therapists Policy

ProviderConnect

- ▶ All in-network providers should be using ProviderConnect to enter auth requests. This includes initial high-level of care requests (IP, PHP, IOP and ASAM levels).
 - ▶ Please include complete clinical information, ASAM dimensions/narrative if applicable, and tox screen/BAL results.
 - ▶ Do not write “see attached” in the narrative boxes. Attachments are for supplemental information, not full clinical.
 - ▶ Providers may receive an auto-approval for initial requests
- ▶ Concurrent IP mental health auth’s should still be called in.
- ▶ Providers can access authorization information through ProviderConnect, including the authorization number, number of days authorized and last covered day
- ▶ Please contact ProviderRelations and Tiffany Jenkins if your facility would like ProviderConnect training or needs assistance accessing the portal.

Prior Authorization Services

- ▶ All high-level of care requests (IP, PHP, IOP, ASAM 3.7, 3.5, 3.3, 3.1 and 2.1) require authorization.
- ▶ ASAM 3.7WM and 3.2WM do not require prior auth, but must still be called in or submitted via ProviderConnect within 24 hours of admission.
- ▶ Specialty outpatient services (MST, ACT, respite, clubhouse services and ECT) require authorization.
- ▶ Routine OP services are pass through codes for in-network providers.
 - ▶ Out-of-network providers can request a Single Case Agreement

Independent Assessment Process

- ▶ Residential Treatment includes two different levels of service: Qualified Residential Treatment Program (QRTP) and Psychiatric Residential Treatment Facility (PRTF)
- ▶ As of January 1, 2023, any youth in need of a QRTP or PRTF placement must have an Independent Assessment (IA), completed by a Qualified Individual (QI)
 - ▶ The referring party (parent/guardian, provider or community support) must complete the Independent Assessment Referral Face Sheet to initiate the process.
 - ▶ A release of information and disclosure form will also be required prior to the IA
- ▶ The IA will be completed within 10 calendar days and the outcome will be communicated to the referral source.
 - ▶ If approved, the referral source will work with the RAE on QRTP or PRTF referrals and additional support services.
 - ▶ Please note, most waitlists for QRTP and PRTF placements are several months long.
 - ▶ If denied, the guardian will receive appeal instructions from the RAE and will work with the care coordinator to set up other recommended community based services.
- ▶ Referrals should be emailed to: CO_Medicaid_RTC@beaconhealthoptions.com

Residential Referral

Q RTP
(Qualified Residential
Treatment
Placement)

P RTF
(Psychiatric Residential
Treatment Facility)

Program Overview

- 24-hour, supervised, residential level of care
- Youth 6-17 years-old
- Trauma-informed treatment designed to address serious emotional or behavioral disorders or other disturbances
- Involve participation of family members, including siblings
- Led by behavioral health clinicians rather than medical model/medical doctors

Program Overview

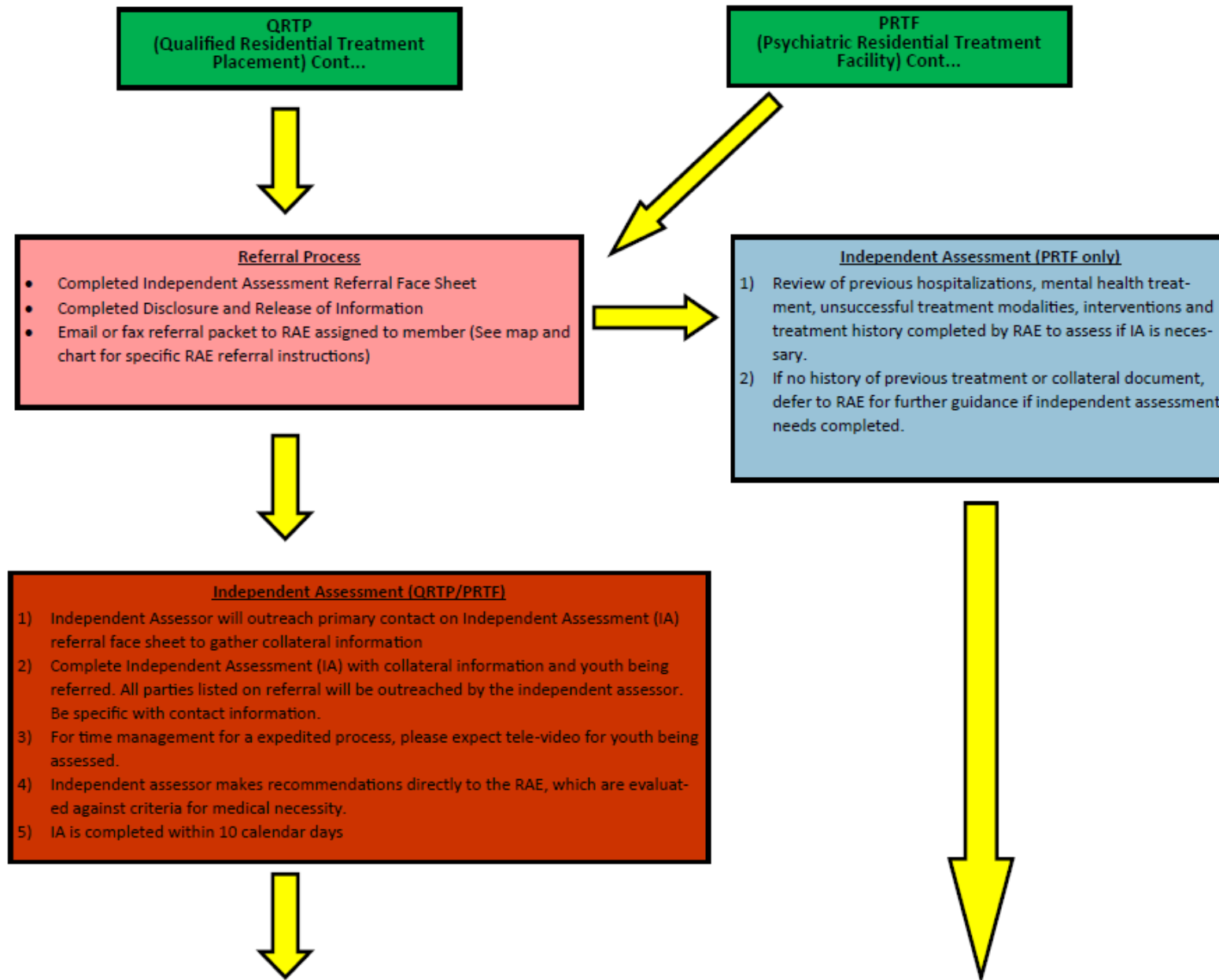
- High Acuity, 24-hour residential facility
- Youth 6-21 years-old
- Psychiatric diagnosis
- Treatment under the direction of a physician and decisions made by interdisciplinary team (IDT)

General Criteria

- Exhibits symptoms of covered behavioral health diagnosis that response to therapeutic intervention
- Not sufficiently stable to be treated outside of a supervised 24-hour therapeutic environment
- Functioning levels that the youth cannot currently remain in home environment and receive community-based treatment
- Less restrictive interventions have been considered
- Family agrees to fully participate in all recommended treatment
- Presentation meets definition of Medical Necessity

General Criteria

- Must be diagnosed with psychiatric disorder
- Not sufficiently stable to be treated outside of a supervised 24-hour therapeutic environment
- Less restrictive interventions have been considered
- Interdisciplinary team (IDT) agrees certification of need requirements are met
- Presentation meets the definition of Medical Necessity



Q RTP
(Qualified Residential Treatment
Placement) Cont...

P RTF
(Psychiatric Residential Treatment
Facility) Cont...

Outcomes from Independent Assessment

- RAE will communicate via phone or electronic approval or denial of services request.
- If services are approved, referral source works with RAE on care coordination of services for youth
- If services are denied, appeal right instructions will be provided to the family.

Care Coordination for Community Base Service

- Care Coordinator will assist with referrals to community based services recommended on independent assessment.
- Care Coordinator may be local CMHC or representative from RAE.
- Once recommended referrals have been referred, no further care coordination will be provided.
- Care coordination be referred to the internal RAE care coordination team

Care Coordination for Residential (Q RTP/P RTF)

- Care Coordinator will assist with Q RTP or P RTF referrals.
- Care Coordinator may need to send additional referrals for services not provided by the Q RTP or P RTF facility.
- Based on individual RAE care coordination, after a referral has been made care coordination may terminate.

EPSDT and Creative Solutions

- ▶ EPSDT (Early & Periodic Screening, Diagnostic and Treatment) benefit
 - ▶ Benefit that can cover medically necessary services the Medicaid benefit does not cover for youth under age 21.
- ▶ Creative Solutions
 - ▶ Process for complex cases of bringing all stakeholders involved in a child's care together (parent, DHS, CMHC, hospital staff, RAE, outpatient provider, etc).
 - ▶ Typically facilitated by the RAE care coordinator or Beacon ICM staff
 - ▶ Scope can vary depending on need

Supervision of Unlicensed Therapists

- ▶ Effective February 1, 2023, new standards to permit unlicensed/pre-licensed clinicians to serve Medicaid members have been developed by the RAEs to help ensure these providers within mental health organizations and integrated care settings receive appropriate supervision and oversight and that our members receive quality care.
- ▶ Unlicensed/pre-licensed individuals include: Bachelor's level staff, Master's/doctoral level interns or pre-licensed clinicians and licensed clinicians enrolled with Medicaid for a max 90 days while completing contracting and credentialing with the RAE
- ▶ Organizations must have an organizational or group NPI, malpractice insurance with liability coverage for supervisors' supervision activities and work performed by unlicensed clinicians, a policy for how providers credential their clinicians and a supervision policy.
- ▶ Provider groups must complete the attestation form annually for each RAE.

Chapter

03

Access to Care Audit

Access to Care Audit

- . Annual audit by Beacon, required by HCPF
- . Survey sent to different providers quarterly throughout the fiscal year
- . Survey now sent via email through CheckMarket
- . Multiple attempts will be made to get your feedback
- . Please complete the survey when you receive it.
- . Thank you for your help and participation

Provider Email Address in ProviderConnect

Reminder:

Please make sure the email address we have on file for you is an email that will go to the provider. Our system currently only allows one email address for each provider.

The email address is used for:

- Credentialing correspondence
- Recredentialing reminders
- Newsletters
- Communication from Beacon

If you choose to have any other email as your contact email please make sure that you are coordinating to get the information that you, as the provider needs.

We can always add additional people to receive our newsletters that are not the contact email in our system.

Chapter

04

Updates

- *Beacon Training Webinars*
- *HCPF Provider Training*

Beacon Training Webinars

Beacon offers monthly training webinars for providers. Here is the list of scheduled webinars for January.

You can register to any of these trainings by going to:

<https://www.beaconhealthoptions.com/providers/beacon/important-tools/webinars/>

Trainings

Webinars	
01/10/23 @ 12:00PM	New Provider Orientation
01/11/23 @ 2:00PM	eServices Overview
01/12/23 @ 3:00PM	Dual Diagnosis
01/25/23 @ 2:00PM	ProviderConnect Overview
01/26/23 @ 11:00AM	Claims Submission Guidelines
01/26/23 @ 12:00PM	InterQual For Providers
01/31/23 @ 3:00PM	Grief and Loss: Considerations for Mental Health Professionals

WEBINAR ARCHIVE

January HCPF Trainings

Beginner Billing Training: Professional Claims: This training will show you how to navigate the HCPF website, understand billing prerequisites, and how to complete basic billing. Scheduled – **January 12 at 9AM**

Beginner Billing Training: Institutional Claims: This training will show you how to navigate the HCPF website, understand billing prerequisites, and how to complete basic billing. Held the 3rd Thursday of each month. Next training - **January 26 at 9 AM**

A full list of trainings, resources, and calendars of trainings please visit the HCPF website:
<https://hcpf.colorado.gov/provider-training>

Chapter

05

Reminders, Questions & Open Discussion

Stay Up To Date

Every month we provide a Newsletter that has information for providers- including upcoming webinars, events, updates, and resources.

Be sure to check out the Inspire Wellness newsletter!!

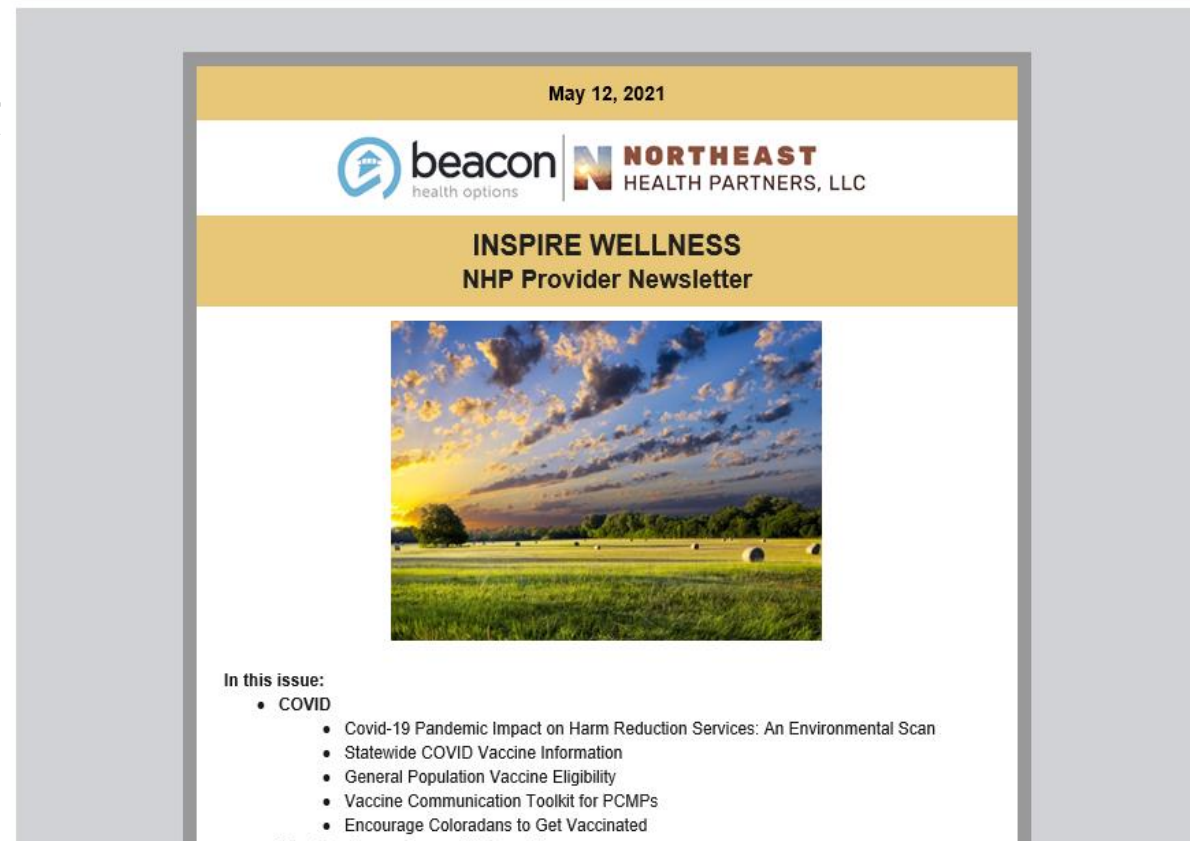
It's easy to join our mailing list!

Just send your email address by text message:

Text
BEACONHEALTH
to **22828** to get started.



Message and data rates may apply.



January 2023 Newsletter Highlights

- Slavery& Human Trafficking Prevention Month
- CAHPS Member Survey Information
- SAMHSA Proposes Update to Expand Access to Opioid Treatment
- RAE Roundtable Resources
- Member Complaint and Appeal Information for Providers
- Provider Handbooks/Complaints

Upcoming Trainings

The Next RAE Roundtable

The 2nd Friday of the month


February 10, 2023

11am

Thank You

Contact Us




 888-502-4189

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