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

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

In attendance: Karl Steinkraus, Stephanie Clark, Spencer Gear, Marian Bland, Jenny Howes, Stacey Diehl, Frank Dyson, Susan Steinberg, Cynthia Petion, Rebecca Frechard, Jessica Allen, Dr. Drew Pate, Sharon Jones, Donna Shipp, Dominick Lesperance, Jeffrey Lee, Verdell Stater-Heath, Vernessa Scurry, Kathy Judd, Barbara Trovinger, Oleg Tarkovsky, Craig Lippens, Shannon Hall, Cynthia Roberson, Jody Grodnitzky, Barry Waters, Tyrone Fleming, Chandra McNeil-Johnson, Kristen Rose, Frank Dyson, Jarrell Pipkin, Morgan Travers, Sueqethea Jones, Charles Choh,

Telephonically: Geoffrey Ott, Deana Cook, Anne Schooley, Marilyn Price, Alishia Brown, Jonathan Lacewell, Tracie Flint, Kathy Kisela, Sueqethea Jones, Jessie Costley, Mary Chvostal, Kathy Mincin, Linda McIntyre, Kristine Garlitz, Mariel Connell, Allison Brady, Nicholas Shearin, Robyn Bright, Shereen Cabrera Bentley, Steven Sahm, Barrington Page, Kristen Carrasco, Mary Chvostal, Beth Waddell, Diana Long, Linda Kuiper, Darleen Grupp, Rebecca Maloney, Lauren Dixon, Amy Park, Lorraine McDaniels, Dan Reck, Kwante Carter, Shu Zhu, Davy Truong, Michelle Rivera, Katie Tyminski, Joan Sperlein, Chris Yelen, Jessica Chausky, Jennifer Beard, Sheryl Neverson, Lisa Pearson, Tiffany Giles, Petranda Simmons, James Jones

Topics & Discussion

Minutes

BHA Update
- BHA announced two new staff changes: Susan Steinberg, formerly of the Office of the Inspector General is now the Director of Managed Care and Quality Improvement and Melissa Barber is the new Director for Maryland Commitment to Veterans. Under Maryland Department of Health (MDH), Fran Phillips, former Anne Arundel County Health officer, is now the Deputy Secretary for Public Health.

- BHA is currently recruiting to fill vacancies for Chief of Staff and Director of Children's Services.
- BHA continues to focus on the integration of behavioral health systems of care implemented at the local level. Leaders from the LBHA, CSA and LAA organizations will convene key partners to complete one self-assessment for their local jurisdiction then develop a plan to increase integration of their local systems management.
- Reminder that for 8-507 populations, programs must submit the accompanying court order when submitting authorization requests. If there are any issues please notify BHA (Nicolle.birckhead@maryland.gov)
- The Department has continued its efforts in preparation for the launch of 3.1 services beginning 1/1/2019. This includes release of the FAQs and conducting a pre-launch training session scheduled for December 4, 2018. There will be a clinical ASAM level 3.1 training starting at 9:30 am, followed by the pre-launch meeting at 11:00am. The meeting, as well as the training, will be held in the Vocational Rehabilitation building at BHA. 3.1 programs must RSVP for this session – information will be forthcoming.

Medicaid Update
- Providers are reminded to pay attention to licensure expiration dates. License renewals with Medicaid should be submitted prior to expiration to avoid suspension from the Medicaid Program.
- The Behavioral Health unit is recruiting for two open positions with the Department to replace Annie Coble and Elaine Hall.
- The State has made several changes to the 3.1 regulations after considering provider feedback. Those who submitted comments will receive direct responses and all responses will be posted on the MDH site https://mmcp.health.maryland.gov/Pages/residential-substance-use-disorder-treatment-for-adults.aspx. The updated regulations are in sign off and providers will be updated at the pre-launch meeting as to an anticipated posting date in the Maryland Register.
- There was a check run issue that occurred this week due to a variety of unforeseen factors that prevented the needed amount of funding in the Medicaid account. One significant factor was the holiday that prevented Medicaid from being able to add additional funds to the State's bank account. A second contributing factor was that many providers were working on clearing out annual inventory and as a result had a significantly higher dollar amount than could be accommodated in the weekly spend. The Medicaid account was replenished and the check run was released November 8, 2018 and providers should see payment by November 13, 2018.

Beacon Health Options Update

- Providers should review the provider alert that went out regarding the upcoming holiday schedule as several major holidays, including Christmas and New Year's, fall on Tuesdays this year and will impact check releases.
- The Child and Adolescent Psychiatrist position is open at Beacon. Beacon is actively recruiting for this role.
- Beacon will be working to provide 3.1 residential training throughout November and December. Providers can find and register for trainings on the Beacon website at http://maryland.beaconhealthoptions.com/provider/prv_trn.html.
- The Beacon Manager of Provider Partnerships is continuing to reach out to IOP's. If you receive a call from the MPP, please engage with them to review your metrics. Additional webinars and information around readmission rates will be released in Q4 of 2018 and Q1 of 2019.
- Fall/Winter Regional Forums will be announced soon. This year Beacon will be working with BHA and the University of Maryland on the topic of Social Determinates of Health: Employment and Income Supports. We encourage providers to complete the registration form and fax it back to Beacon to register at 410-691-4001. Providers should note that these forums are not restricted to Medicaid providers, any Provider may register.

Provider Questions

1. Drug Testing. Can you please describe the provider types, codes, authorizations, and certifications needed for a provider of outpatient SUD services to bill for urinalysis?

   At this time, Programs can bill drug screens using the 80305 - 80307 codes if they have CLIA/ Lab Permit or letter of exception on file with Medicaid. If they do not send it with their enrollment packet, they will need to submit a supplemental application through ePrep. They should only bill the 80306 and 80307 codes if they have the appropriate equipment. Providers should never be performing two presumptive tests on the same day. Providers should never send instrument-tested specimens to laboratories for an additional instrument test. More to come on laboratories as the Department performs a deep dive into the data and excessive spend in this area.

2. ePrep Clarifications: AHS provided an update- ePrep launched about one year ago for professional groups and individual practitioners. Currently the

Department is enrolling phase 2 providers, which includes OMHC and inpatient and outpatient facilities. The use of ePrep is required for enrolling and maintaining enrollment into the Maryland Medicaid MMIS system.

A PowerPoint was presented and will be shared with providers. Information from ePrep can be found on the Medicaid website. Providers are encouraged to take the tutorials, as they contain vital information that will help you submit your applications and information correctly. There is also a call center that can be reached at 1-844-463-7768. They will help you if you are having problems navigating the application process. Providers should review the FAQs and helpful resources, such as change of ownership, new rendering providers, etc. These checklists and resources will help you figure out what documentation is needed to assist you with the application process. For more information on available trainings, please visit the Medicaid website https://mmcp.health.maryland.gov/Pages/ePREP.aspx

3. One CBH member reports learning that ePrep's Phase 2 has a start date of January 1 for OMHCs, but other providers have not received any communications with that date. Can you please provide an update on the timing and scope of ePrep Phase 2?

   OHMC's may use ePrep at this time as they are considered outpatient providers. Communication around the requirement of the rendering will be coming out shortly and will allow the appropriate time for providers to make any necessary system adjustments. Medicaid has been messaging that this requirement would be coming for about a year now. The reason for the delay was for the enrollment vendor to be ready to accept the rendering provider application volume.

4. Can you please describe the scope and processes for ordering and rendering professionals who will need to secure NPIs and individual registration with ePrep? Does this apply to only OMHCs or all Phase 2.2 providers?

   Communication about rendering providers who are required to enroll under OMHCs will be forthcoming. The implementation date for this change is planned for early 2019.

Ordering and prescribing providers will need to enroll in the system, per federal requirements. This also applies to independently licensed individuals.

5. The provider alert from September 14 included PRP's in ePrep, contrary to information provided to CBH members in November 2017. Can you confirm that PRP's must also participate in ePrep?

   Yes. PRP's do need to use ePrep and are able to access the system at this time.

6. When providers get error messages during the ePrep enrollment process, some members have contacted mdh.bhenrollment@maryland.gov but not received a response. Other providers have been instructed to send error messages to mdproviderrelations@automated-health.com but not received a response. Can you clarify when providers should alert the ePrep vendor, MDH, and the process for elevating concerns when they do not receive a response?

   Providers should note that the MDH email is to the Behavioral Health unit. While they attempt to assist providers, providers should be reaching out to ePrep for those specific questions. A review of our internal Medicaid email does not show unanswered questions. Enrollment questions should follow the ePrep process for submitting questions. We have not heard of providers not receiving a response at that email address as it is monitored daily during business hours by the AHS team.
   The Department is aware of the glitches and is working to address all of these items. If you encounter glitches, please let ePrep know because these items are being tracked and addressed. The call center is prepared to assist with working through license updates, glitches, application interference, etc.

7. Providers are reporting glitches with basic ePrep functionality that take a lot of extra staff time to address. This issue may leave a provider open to risks if ePrep is not reflecting correct information. It would be useful to understand how to elevate problems to ensure prompt resolution, and what steps providers can take to minimize errors that will disrupt billings. Examples of functionality problems include:
   a. I have a therapist that had a social work license expire yesterday. I have his new dates with a verification attachment. The system lets me

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

One known issue is the duplication glitch. This issue is currently being tracked and worked on.

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

This should be escalated to the call center.

Additional Provider Questions

8. Do licenses for both BCBA and RBT need to be submitted 60 days prior to expiring? Or was that just for BCBA's?

Yes, all providers should submit licensure updates 60 days prior to expiration.

All BT's must be registered as RBT's by January 1, 2019.