



December 2016

## Welcome to Beacon Health Options Newsletter

As the nation's largest independent behavioral health and wellness company, Beacon Health Options is the company of choice for clients. We draw from our rich history to deliver solutions that address the physical and behavioral health needs of the people we serve. We understand the impact of an individual's well-being on their health, their productivity and their total health care costs. We have gained our experience in behavioral health and wellness innovation through the people we serve, the issues we address and the solutions we deliver. We are positioned and committed to providing innovative, flexible, results-oriented services tailored to address the unique cultures of our clients and the individuals we serve.

We hope you enjoy this issue. Please feel free to send your thoughts to [marylandproviderrelations@beaconhealthoptions.com](mailto:marylandproviderrelations@beaconhealthoptions.com).

### In this Issue:

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- ◆ Beacon Lens
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## Provider Services

### Participation in the Public Behavioral Health System (All Providers)

To participate as a provider in the PBHS you must be either enrolled as a Medicaid provider, or otherwise be approved by the Behavioral Health Administration to deliver specific state funded services. All PBHS providers must have a National Provider Identification number (NPI). To deliver services under Medicaid, providers are required to have an active Maryland Medicaid (MA) number. Providers delivering more than one type of approved or licensed service, under the Behavioral Health Administration regulations, COMAR 10.63.01-10.63.06 require a separate Medicaid and NPI number for each Medicaid service and service location (e.g., separate numbers for Opioid Maintenance Treatment Programs and Outpatient Mental Health Centers and Psychiatric Rehabilitation Programs at one location). For more detail, see this Provider Alert: <http://maryland.beaconhealthoptions.com/provider/alerts/2016/Final-Billing-Notice-09-02-16.pdf>. To receive an application to be a Maryland Medicaid enrolled provider, visit this website: <https://mmcp.dhmf.maryland.gov/pages/Provider-Information.aspx>. For enrollment questions, contact the Medicaid's Behavioral Health Unit at [DHMH.BHenrollment@Medicaid.gov](mailto:DHMH.BHenrollment@Medicaid.gov).

### Updating Provider Accounts

To update a Medicaid provider account, providers should contact Medicaid's Behavioral Health Unit at [dhmh.bhenrollment@maryland.gov](mailto:dhmh.bhenrollment@maryland.gov). It is the responsibility of the provider to notify DHMH as soon as possible, but no later than 30 days after the effective date of the change. **DHMH cannot back date enrollment nor can Beacon back date authorizations.**

Examples of information updates may include:

- ◆ Provider's name and the name(s) of the provider's practice, facility, and program.
- ◆ Tax identification number and billing information.
- ◆ Street address(es), city, state, and zip.
- ◆ Telephone number(s), fax number(s), beeper or pager numbers, and e-mail addresses.
- ◆ Copies of new or updated licenses, authorizations, or program approvals.

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## Provider Alerts

Are you signed up to receive Provider Alerts? Provider Alerts are notices regarding changes within the PBHS. It is essential that every provider receive information from these alerts which often include transmittals by DHMH. If you are part of a group or organization your practice should, at minimum, designate an individual to receive these alerts and disseminate them among your practice. To sign up for Provider Alerts, please send your email address to:

[marylandproviderrelations@beaconhealthoptions.com](mailto:marylandproviderrelations@beaconhealthoptions.com).

### Recent Provider Alerts:

- ◆ *Introduction to ABA Services w/Survey 11-07-16*  
<http://maryland.beaconhealthoptions.com/provider/alerts/2016/Introduction-to-ABA-Services-Survey-11-07-16.pdf>
- ◆ *Save-the-Date Beacon Health Options ABA Regional Forums 11-07-16*  
<http://maryland.beaconhealthoptions.com/provider/alerts/2016/Save-the-Date-Beacon-Health-Options-2016-Regional-Forums-11-07-16.pdf>
- ◆ *PT 10-17 Documenting Behavioral Health Services Billed in FQHC Settings 10-25-16*  
<http://maryland.beaconhealthoptions.com/provider/alerts/2016/PT-10-17-Documenting-Behavioral-Health-Services-Billed-FQHC-Settings.pdf>

All provider alerts are available on Beacon's website at: [http://maryland.valueoptions.com/provider/prv\\_alerts.html](http://maryland.valueoptions.com/provider/prv_alerts.html).

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## Provider Council

Provider Council is a monthly meeting with Beacon Health Options and representatives from Department of Health and Mental Hygiene's (DHMH) Behavioral Health Administration and Maryland Medicaid. It serves as a forum for discussion between the Department, Beacon and the providers. Provider Council meetings are held at our Beacon Health Options office located at 1099 Winterson Road, Suite 200, Linthicum, MD 21090 on the second Friday of every month. Meetings are from 10:00-11:30 am. Questions or concerns should be sent in the Monday before of the meetings so that DHMH and Beacon can research your questions to:

[marylandproviderrelations@beaconhealthoptions.com](mailto:marylandproviderrelations@beaconhealthoptions.com). Notification of Provider Council Meeting dates are communicated to the provider community via Provider Alerts.

### Handouts from the October Provider Council

October Provider Council Agenda

<http://maryland.beaconhealthoptions.com/provider/alerts/2016/October-Provider-Council-Agenda-10-13-16.pdf>

September Provider Council Minutes

<http://maryland.beaconhealthoptions.com/provider/alerts/2016/September-Provider-Council-Minutes-10-13-16.pdf>

October Provider Council Issues

<http://maryland.beaconhealthoptions.com/provider/alerts/2016/October-Provider-Council-Issues-10-13-16.pdf>

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## Program Integrity

Since October 1, 2010, the Maryland False Health Claims Act has been a valuable tool with combating Medicaid and health care related fraud. To strengthen the State's resources to combat fraud, Legislature adopted the False Claims Act. The Act went

into effect June 1, 2015. The Act is a fraud fighting tool to protect whistleblowers and help state and local governments recoup lost funds. The Act empowers and encourages whistleblowers to alert the government about fraud by using private contractors. Maryland has recovered an average of \$28 million for the past two years from Medicaid related cases initiated by whistleblowers and others.

If you suspect Medicaid fraud, you may report it to Beacon Health Options Compliance and Ethics Hotline at **1-888-293-3027**, the Office of Attorney General at **410-576-6521** or the Office of Inspector General fraud hotline **1-866-770-7175**.

“Compliance is everyone's responsibility”

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## Quality Management

Beacon Health Option Maryland is pleased that consumers and providers are using the Administrative Service Organization (ASO) complaint process. We encourage new and seasoned providers to contact Beacon to ask questions regarding the process. We also encourage consumers to contact Beacon with concerns regarding their care. Below is a snapshot of complaints received between January and September 2016.

- ◆ We have received seventy-five (75) complaints between January and September 2016.
- ◆ Of those seventy-five (75) complaints, sixty (60) were filed by the consumer or consumer designee.
  - The most common consumer complaint is Unprofessional Behavior against the provider.
- ◆ Of those seventy-five (75) complaints, fifteen (15) were filed by providers.
  - The most common complaint from providers was a claims denial due to provider missing the Authorization Submission Window.

- ◆ The most common complaint from providers is payment for missing the Authorization Submission Window.

## **Administrative Service Organization (ASO)**

### **Complaint Process**

Complaints can be submitted by fax, email, correspondence, or telephone. Beacon Health Options Maryland is delegated to investigate billing complaints. All other complaints received by Beacon for issues such as access to care, medication, unprofessional behavior are forwarded to designees of the Behavioral Health Administration (BHA) for investigation. These designees include the Core Service Agencies, Local Addiction Authority and the Office of Health Care Quality.

### **Grievances**

When a request for authorization is denied for a lack of medical necessity, the provider and/or consumer may choose to request a grievance. In order to request a grievance, please submit consumer name, provider name, level of service, number of units and date span being grieved to Beacon Health Options. For more information please visit website <http://maryland.beaconhealthoptions.com/provider/manual/CH10-Grievances-and-Appeals.pdf>.

### **Contact Information**

Beacon Health Options  
Grievance Department  
1099 Winterson Rd., Suite 200  
Linthicum, MD 21090

**Toll Free:** (800) 888-1965

**Phone:** (410) 691-4049

**Fax:** (877) 381-5571

**Email:** [grievances@beaconhealthoptions.com](mailto:grievances@beaconhealthoptions.com)

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## **Beacon Lens Articles**

Beacon Lens is the expert-driven blog, produced by Beacon's national team that focuses on the most pressing issues facing behavioral health care today. Joining expertise, thought leadership, and personal first-hand stories from members of the Beacon team, Beacon Lens presents a fresh, unique take on all things behavioral health.

"Helping Students with Asperger's Take the Stage"  
<http://beaconlens.com/helping-students-with-aspergers/>  
*@BeaconHealthOpt* hashtags: *#aspergers*,  
*#mentalhealth* & *#beaconlens*

"Reduce Stigma and Improve Your Well-Being: It's just like Riding a Bike"  
<http://beaconlens.com/reduce-stigma-improve-wellbeing/>  
*@BeaconHealthOpt* hashtags:  
*#beaconbikeride*, *#MentalHealth* & *#stampoutstigma*

"A Reflection on What it Means to Look in the Mirror"  
<http://beaconlens.com/look-in-the-mirror/>  
*@BeaconHealthOpt* hashtags: *#BeaconLens*,  
*#homeless* and *#TLT*

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## **Data Shorts**

Data Shorts is a new project released by the Behavioral Health Administration (BHA) in collaboration with the University of Maryland, Systems Evaluation Center (SEC). Its main goal is to provide concise behavioral health data and analysis that can be used by the various stakeholders. The aim of **Data Shorts** is to provide the reader with data related to behavioral health efforts scheduled throughout the fiscal year. For example, September has been designated by SAMHSA as Recovery Month. The debut issue of **Data Shorts** is related to BHA's Outcomes



## DATA SHORTS

Behavioral Health Data and Analysis | October 2016, Vol. 5, Issue 9

### Suicide Prevention Initiatives in Maryland

In addition to being National Recovery Month, September was Suicide Prevention Awareness month. In 2014, the latest year for which state data is available, suicide was the eleventh highest cause of death in Maryland, reaching a ten year peak and accounting for 593 deaths. The age-adjusted death rate was 9.6 deaths per 100,000 ([http://dhmh.maryland.gov/vsa/Documents/14annual\\_revised.pdf](http://dhmh.maryland.gov/vsa/Documents/14annual_revised.pdf)). Age-adjusted rates are calculations that allow the comparison of death rates across populations, even if the ages of the population are markedly different; an excellent explanation is available at <https://www.cdc.gov/nchs/data/statnt/statnt06rv.pdf>. Maryland's age-adjusted suicide death rates for the last ten years are shown in the first graph.

The second graph details Maryland suicides in 2014 by age; this shows that suicide is an issue across the life span, that it affects both the young and the old. The third graph displays the information by race and gender. When these are converted to age-adjusted rates, white males have the highest rate, 19.7 deaths per 100,000, followed by African American/Black males, with a rate of 8.9.

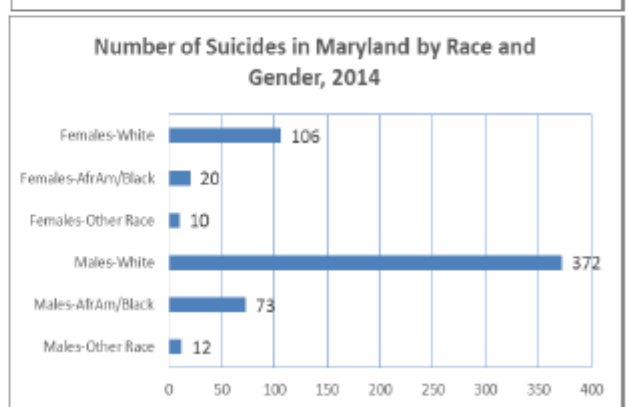
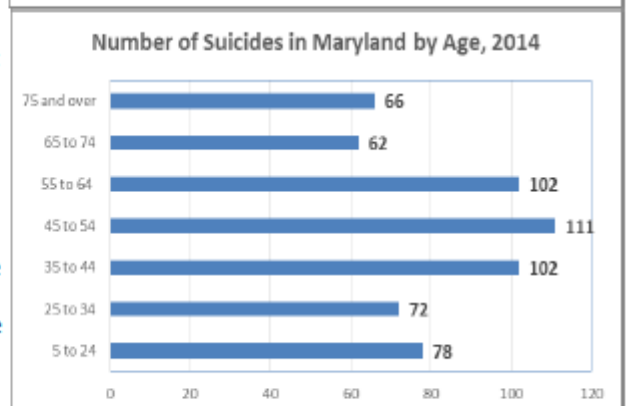
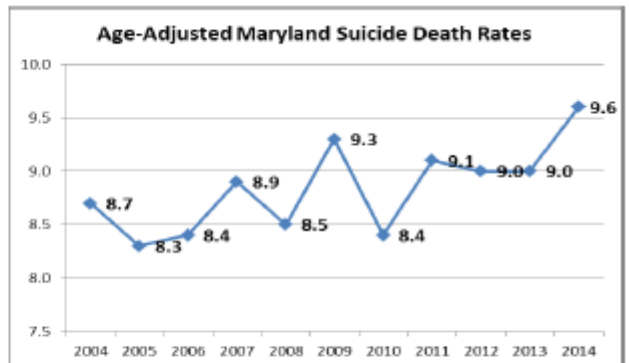
Nationally, the most recent available data is for 2013; the US suicide age-adjusted rate was 12.6 deaths per 100,000, and it was the tenth leading cause of death in the country ([http://www.cdc.gov/nchs/data/nvsr/nvsr64/nvsr64\\_02.pdf](http://www.cdc.gov/nchs/data/nvsr/nvsr64/nvsr64_02.pdf)). It is estimated that the medical and work loss costs of suicide were more than \$51 billion (<http://www.cdc.gov/violenceprevention/pdf/suicide-datasheet-a.PDF>).

Maryland's Governor's Commission on Suicide Prevention created a suicide prevention plan in 2012. The plan lists strategies for suicide prevention efforts across the lifespan. Ongoing efforts in Maryland include the Maryland Crisis Hotline, 1-800-422-0009 (formerly the MD Youth Crisis Hotline, <http://www.help4mdyouth.org>), that is staffed and available 24 hours per day, seven days a week, 365 days per year. The program now offers an on-line chat feature as an alternative to the telephone. In addition to expanding awareness of the hotline, Maryland's updated plan will have four major areas of focus-engaging disconnected youth, reducing bullying, addressing substance related disorders, and assisting suicide survivors through support groups and other resources.

Maryland's Department of Health and Mental Hygiene has secured a Substance Abuse and Mental Health Services Administration grant to fund a five year Suicide Prevention and Early Intervention Network (MD-SPIN) through the Center for School Mental Health. The grant targets several

populations at high risk of suicide, including LGBTQ individuals, transition-age and disconnected youth, veterans and military families, and youth with emotional and behavioral concerns. Many of the grant objectives will be assisted through the licensing of several products from Kognito, a company that fosters physical, behavioral, and social changes through simulations with virtual humans. MD-SPIN has licensed six training modules aimed at the identified target groups that can be used by anyone over the five years of the grant. These include: Kognito for Elementary School, Kognito for Middle School, Kognito for High School, Kognito On-Campus, Kognito LGBTQ On-Campus, and Kognito Family of Heroes (veterans). (See <https://md.kognito.com/>.) Outreach efforts are being made to teachers and school staff, and continuing education credits for Kognito course completion are available for behavioral health professionals. During the first six months of the project, more than 5,000 courses have been initiated. The grant has also funded the creation of a free smartphone app, "There is hope", available for both iPhone and Android, that provides an array of valuable information resources as well as immediate connection to crisis counselors.

Additional information may be found at Maryland's section of the Suicide Prevention Resource Center website, <http://www.sprc.org/states/maryland>.



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## Highlights

### Maryland Medicaid Telehealth Program

The Telehealth Program Manual contains information about the Maryland Medicaid Telehealth Program.

Information included in this manual is subject to COMAR 10.09.49, Telehealth Services. The purpose of providing medically necessary services via telehealth is to improve:

- ◆ Access to both outpatient specialty care and psychiatric services, thus reducing preventable hospitalizations and reducing barriers to health care access;
- ◆ Access to outpatient and inpatient psychiatric subspecialty consultation, thus improving diagnostic clarification, treatment recommendations, and planning for individuals;
- ◆ Health outcomes through timely disease detection and treatment options; and
- ◆ Capacity and choice for ongoing outpatient and inpatient treatment in underserved areas of the State.

Effective October 1, 2015, Maryland Medicaid combined the Telemedicine and Telemental Health Programs and renamed as the Telehealth Program. The Telehealth Program serves Medicaid participants regardless of geographic location within Maryland. Telehealth participants may be enrolled in the fee-for-service (FFS) program or a HealthChoice managed care organization (MCO). Telehealth providers must be enrolled in the Maryland Medical Assistance Program and register as an originating or distant site via an on-line form before rendering telehealth services.

Additionally, providers billing for behavioral health services must register with the Department's administrative service organization (ASO), Beacon Health Options before rendering behavioral health services.

### Covered Services

Services provided through telehealth are subject to the same program restrictions, preauthorizations, limitations and coverage that exist for the service when provided in-person.

*Somatic services:* Providers must contact the participant's Healthchoice MCO with questions regarding prior authorization requirements for telehealth services.

*Behavioral Health services:* Providers must contact Beacon Health Options with questions regarding prior authorization requirements for telehealth services.

### Participant Eligibility

A participant is eligible to receive telehealth services if the individual:

- ◆ Is enrolled in the Maryland Medical Assistance Program on the date the service is rendered;
- ◆ Consents to telehealth services (unless there is an emergency that prevents obtaining consent);
- ◆ Is present at the originating site at the time the telehealth service is rendered; and
- ◆ Is authorized to receive services, except for services provided in a hospital emergency department.

## Provider Eligibility

### Originating Sites

The following provider types may register as originating sites for telehealth:

- ◆ A college or university student health or counseling office;
- ◆ A community-based substance use disorder provider;
- ◆ An elementary, middle, high, or technical school with a supported nursing, counseling or medical office;
- ◆ A local health department;
- ◆ A Federally Qualified Health Center (FQHC);
- ◆ A hospital, including the emergency department;
- ◆ A nursing facility;
- ◆ A private office (physician, psychiatric nurse practitioner, nurse practitioner, or nurse midwife);
- ◆ An opioid treatment program;
- ◆ An outpatient mental health center (OMHC);
- ◆ A renal dialysis center; or
- ◆ A residential crisis services site

### Distant sites

Originating site providers may engage in agreements with the following distant site providers enrolled as a Maryland Medicaid provider for telehealth services:

- ◆ A nurse midwife;
- ◆ A nurse practitioner;
- ◆ A psychiatric nurse practitioner;
- ◆ A physician; or
- ◆ An outpatient mental health center (OMHC) - *must indicate rendering provider on registration form.*

## Provider Registration

Every Telehealth provider must complete an on-line registration. To register as a telehealth distant or originating site provider, please visit <https://mmcp.dhmf.maryland.gov/Pages/telehealth.aspx>.

Scroll down and select either: distant site provider registration form if you are registering as a distant site provider or originating site provider registration form if you are registering as an originating site provider.

To complete the registration process, you will need:

- ◆ Your Maryland Medical Assistance provider number;
- ◆ Your National Provider Identification (NPI) number; and
- ◆ An email account to receive for communications from the Telehealth team.

After Medicaid verifies your registration information, you will receive a confirmation email. Until Medicaid confirms your registration, providers should not bill for telehealth services. If you have any questions, you may email [dhmf.telemedicineinfo@maryland.gov](mailto:dhmf.telemedicineinfo@maryland.gov)

*Retrieved from website **Telehealth Program Manual** <http://maryland.beaconhealthoptions.com/spotlight/Telehealth-Program-Manual.pdf>.*

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## Upcoming News

Effective January 1, 2017 the Department of Health and Mental Hygiene will cover medically necessary Applied Behavior Analysis (ABA) therapy services for Medicaid enrolled members under the age of 21.

More information to come!

## UPCOMING WEBINARS

Fall 2016

# ProviderConnect®

These webinars are designed to review our system and support the E-Commerce Initiative for network providers. To see a complete list of webinar training dates please visit website [http://maryland.beaconhealthoptions.com/provider/prv\\_trn.html](http://maryland.beaconhealthoptions.com/provider/prv_trn.html).

<b>Online:</b> Grants to Fee for Service- County Spe- cific	<b>12/12/16</b> 10:00 am – 11:30 am EST	<b><u>Webinar: Online Forum</u></b>  1) To Register go to: <a href="https://attendee.gotowebinar.com/rt/7130463026103571202">https://attendee.gotowebinar.com/rt/7130463026103571202</a> 2) You will then be prompted to enter registration information. 3) A confirmation email with both the call in number and webinar instructions will be emailed to you after you successfully registered.
<b>Online:</b> Provider Connect for PRP Provid- ers	<b>12/13/16</b> 10:00am – 11:30 am EST	<b><u>Webinar: Online Forum</u></b>  1) To Register go to: <a href="https://attendee.gotowebinar.com/rt/5490716255624042756">https://attendee.gotowebinar.com/rt/5490716255624042756</a> 2) You will then be prompted to enter registration information. 3) A confirmation email with both the call in number and webinar instructions will be emailed to you after you successfully registered.
<b>Online:</b> Provider Connect for Mental Health Pro- viders	<b>12/14/16</b> 10:00 am- 11:00 am EST	<b><u>Webinar: Online Forum</u></b>  1) To Register go to: <a href="https://attendee.gotowebinar.com/rt/1427482030293903106">https://attendee.gotowebinar.com/rt/1427482030293903106</a> 2) You will then be prompted to enter registration information. 3) A confirmation email with both the call in number and webinar instructions will be emailed to you after you successfully registered.
<b>Online:</b> Provider Connect for Substance Use Disorder Providers	<b>12/15/16</b> 10:00 am- 12:00 pm EST	<b><u>Webinar: Online Forum</u></b>  1) To Register go to: <a href="https://attendee.gotowebinar.com/rt/5415819722563110914">https://attendee.gotowebinar.com/rt/5415819722563110914</a> 2) You will then be prompted to enter registration information. 3) A confirmation email with both the call in number and webinar instructions will be emailed to you after you successfully registered.



<p><b>Online:</b> Grants to Fee for Service-County Specific</p>	<p><b>12/16/16</b> 10:00 am-11:30 am EST</p>	<p style="text-align: center;"><b><u>Webinar: Online Forum</u></b></p> <p>1) To Register go to: <a href="https://attendee.gotowebinar.com/rt/7130463026103571202">https://attendee.gotowebinar.com/rt/7130463026103571202</a>  2) You will then be prompted to enter registration information.  3) A confirmation email with both the call in number and webinar instructions will be emailed to you after you successfully registered.</p>
<p><b>Online:</b> Grants to Fee for Service-County Specific</p>	<p><b>12/20/16</b> 2:00 pm-3:30 pm EST</p>	<p style="text-align: center;"><b><u>Webinar: Online Forum</u></b></p> <p>1) To Register go to: <a href="https://attendee.gotowebinar.com/rt/7130463026103571202">https://attendee.gotowebinar.com/rt/7130463026103571202</a>  2) You will then be prompted to enter registration information.  3) A confirmation email with both the call in number and webinar instructions will be emailed to you after you successfully registered.</p>
<p><b>Online:</b> Supported Employment and the CSA</p>	<p><b>01/11/17</b> 10:00 am-11:30 am EST</p>	<p style="text-align: center;"><b><u>Webinar: Online Forum</u></b></p> <p>1) To Register go to: <a href="https://attendee.gotowebinar.com/register/6870924403749041667">https://attendee.gotowebinar.com/register/6870924403749041667</a>  2) You will then be prompted to enter registration information.  3) A confirmation email with both the call in number and webinar instructions will be emailed to you after you successfully registered.</p>