



**BHA/MA/Beacon Health Options, Inc.  
Provider Quality Committee Meeting Minutes  
Beacon Health Options  
Friday, February 9, 2018  
10:00 am to 11:30 am**

**In attendance:** Rebecca Frechard, Mary Viggiani, Patricia Langston, Karl Steinkraus, Stephanie Clark, Donna Shipp, Sharon Jones, Jarrell Pipkin, Dr. Lisa Kugler, Tyrone Fleming, Jessica Allen, Cristi Simmons, Sueqethea Jones, Jonquil Ishway, Kisha Winston-Watkins, Spencer Gear, Susan Tangires, Joana Joasil, Dr. Drew Pate, Steve Reeder, Jody Grodnitzky, Toni Battle, Garry Smith, Stacey Diehl, Catrina Scott, Jenny Howes, Natoya Mitchell, Shanntel Gladney, Annie Coble, Cynthia Petion, Kirsten Hughes, Mike Drummond, Aleste Boykins, Joi Christian, John Monroe, Laverne Johnes, Cinnisha Lewis, Oleg Tarkovsky, Cynthia Roberson, Sheba Jeyachandran, Scotteana Jones, Shannon Hall

**Telephonically:** Mary Beth DeMartino, Suk Ching Au Yeung, Joy Reckley-Murphy, Franklin Beck, Steven Sahm, Claudia Roman-Stolte, Carmen Castang, Eugenia Greenwood, Teresa Fernandez, Najla Wortham, Denisha Pendleton, Mona Figueroa, Kristen Carrasco, Linda McIntyre, NaToya Mitchell, Rhonda Moreland, Carol Porto, Cynthia Hurd, Brandy Inches, Sharon Sorrell, Kennedy Hinman, Klathy Kisela, Eulanda Shaw, Diana Long, Nicole Johnson, Heather Dewey, Rebeca Gonzalez, Marlene Bucklew, Chandra McNeil-Johnson, Tierra Ellis, Lavina Thompson Bowling, Sharon Gudger, Geoffrey Ott, Arthur Griffin, Amanda Livesay, Anna McGee, Vanessa Lyle, Beth Waddell, Aredenia Langlely, Kirsten Hughes Pridgen, Howard Ashkin, Kay Atoloye, Thomas Hardnett, Joyce Brooks, Danae Wheatley, Mariel Connell, Paris Crosby, Fran Stouffer, Tammy Elliott, Katie Allston, Rukayat Adenopo, Sylvia DeLong, Cynthia Pixton, Cathy Baker, Imelda Berry-Candelario, Jerica Washington, Shanntel Gladney, Michael Ostrowski, Russell Berger, Danica Thornton, Devon Vitti, Tim Santoni, Candace Hawkins, Raffi Rodrigo, Jarold Hendrick, Kathleen Orner, Jeffrey Lee, Mary Blackwell, Sonja Moore, Andrene Jackson, Mariana Izraelson, Alisha Womack, Jennifer Aguglia, Anne Schooley, Nkem Egudia, Letisha Demory, Sue Kessler, Gerrtha Clark, Shereen Cabrera-Bentley, Gwendolyn Lindsey, Wayne Millette, Rose Clark, Ellen Weber, Lynn Gavigan, Sundar Brown, Belinda Strayhorn, Lola Onabiyi, Jennifer Watson, Kimberly Lednum, Ken Weston, Tracee Burroughs-Gardner, Daniel Brannon, Kathleen Curry, Toni Royer, Darlene Dockins, Glenda Gurnsey, Mary Brassard, Abby Appelbaum, Celeste Boykins, Kara Pokras, Tammy Fox, Mindy Fleetwood, Rasheda McGuire, Jessica Chausky, Monica Kirkpatrick, Elizabeth Lee, Lindsey Smith, Mandy



Trivits, Lorraine McDaniels, Elizabeth Harring, Renee Stokes, Lenese Stephens, Jeff Nally, Kimberly Cuthrell, Wendy Kanely, Kristen Rose, Nicolle Birckhead, Mary Stokes, Judy Tucker, Michele Pusey, Michelle Grigsby, Hannah Dibonge, Sharon Jones, Lillie Hinkelman, Megan Pinder, Emily Suminski, Elizabeth Hymel, Joyce Garner, Elaine Hall, Chanell Gaines, Nicholas Shearin, Ken Fost, Christina Trenton, Lindsey Weekley, Sharon Ohlhaber

## **Topics & Discussion**

### **Minutes**

Minutes were reviewed and approved by onsite attendees. Providers that attended via WebEx may submit any edits to: [MarylandProviderRelations@beaconhealthoptions.com](mailto:MarylandProviderRelations@beaconhealthoptions.com). Providers may also use this mailbox to submit questions for Provider Council. To have your questions considered, please submit no later than the Wednesday prior to the council meeting to allow time for research and response.

### **BHA Update**

- Dr. Al Zachik, Director of Child, Adolescent and Young Adult Services, has retired from the Behavioral Health Administration as of January 31, 2018. Thomas Merrick is the interim director.
- Accreditation update: 85% of the known agencies have been accredited. If providers have questions or concerns with the accreditation or licensing process or have not yet applied for their accreditation they should email BHA at [bha.regulations@maryland.gov](mailto:bha.regulations@maryland.gov). Please include in your email your name, your questions on the process and the best phone number to reach you.
- Expansion of reimbursement for gambling addiction has been implemented. At this time Beacon is updating the ProviderConnect system to allow providers to submit authorization requests electronically. Trainings will be available on the new system towards the end of February to prepare providers for the launch on March 3, 2018. A Provider Alert will be sent out with the training dates and times. The Center of Excellence offers monthly CEU webinars to further educate providers on the problem gambling services. If you are interested in these webinars you can see a list of the upcoming trainings on the Center of Excellence website at [www.mdproblemgambling.com/training](http://www.mdproblemgambling.com/training).
- Public service announcements and commercials relating to efforts on public awareness for Naloxone, gambling helplines and anti-stigma PSA's have begun circulating.

### **Medicaid Update**



- Enrollment Portal: Medicaid is aware of the issues with the e-Prep portal for individual and group providers. The portal is being updated and providers should continue to go through the portal for enrollment as the updates are taking place. Behavioral health providers having issues with the enrollment process that are not resolved through the portal email, should contact MDH.BHEnrollment@maryland.gov.

### **Beacon Health Options Update**

- Beacon will be conducting two, 1-hour trainings via live video broadcast to interested behavioral health providers on Motivational Interviewing.
  - Part 1: “Recovery Focus and Introduction to Motivational Interviewing”, and will be held on March 7, 2018 from 2-3pm and March 12, 2018 from 11am-12pm.
  - Part 2: “Motivational Interviewing, Intro to Stages of Change & Change Talk”, and will be held on March 29, 2018 from 12-1pm and April 3, 2018 from 10-11am.

CEU’s for these webinars are pending approval. If there are additional webinar topics providers would be interested in provide please email Beacon Health Options at [marylandproviderrelations@beaconhealthoptions.com](mailto:marylandproviderrelations@beaconhealthoptions.com).

- Beacon thanks the providers who participated in the SUD IOP MPP Pilot that went live the last quarter of 2017. Under this initiative, Beacon gave to the four largest SUD IOP provider’s data on individuals in their program accessing levels of care outside of their programs. Beacon will be expanding the program in the 1<sup>st</sup> quarter of 2018.
- Drug Screen testing utilization management: Beacon Health Options is reviewing the utilization for lab programs. Provider outreach will begin once all of the data has been reviewed.
- Medicaid has informed Beacon of the updated lab rates that went into effect 1/1/2018. These rates are being updated in Beacon’s system. Provider claims will be reprocessed at the new rates. CMS adjusts that lab rates annually and Medicaid then updates their system while also notifying Beacon. A Provider Alert will be issued soon with the lab rate changes
- Reminder for providers: Providers can run reports on Intelligence Connect that that identifies if a consumer has multiple authorizations on file that could impact reimbursement for services that overlap or duplicate those from another provider. Programs should to check consumer’s authorization status prior to admittance to make sure the consumer is not receiving duplicated services.

### **Provider Questions**



1. Follow up on January's question: We have been instructed to use billing code U2 for our adult PRP clients who have a legal guardian. However, the legal guardians in the cases of most of our clients (if not all) is that the guardian is NOT the parent who is living with the client and is responsible for their care. Our guardianship situations are that the guardian is either Department of Social Services or a family member who does NOT live with the client. The reimbursement rate for PRP at the U2 billing code is much less, almost half the maximum allowable rate. Are there any extenuating circumstances for situations like this where essentially the client who has a guardian lives in a residential setting or in some cases, independently? Would we be able to bill under U3 in those circumstances?

There is often confusion as to the difference between U2 and U3 levels of care for PRP services. The actual distinction is not based on age, but on whether the individual has a legal guardian or parent who is legally responsible for his/her care. If the individual has a legal guardian, then the PRP is only eligible to be reimbursed at the U2 level of care, irrespective of the age of the individual. If legal guardianship does not apply, then the program would be eligible to be reimbursed at the U3 level of care. If individual extenuating circumstances exist BHA, providers may email Steve Reeder at [Steven.Reeder@maryland.gov](mailto:Steven.Reeder@maryland.gov) for further clarification or to discuss a specific case.

### **Additional Questions**

1. Do you know what the time frame is for the one time accreditation reimbursement and when it will be disbursed to providers?

Providers should consult with their local CSA, LAA or LBHA for information on available funding.

2. If an agency that is already licensed, accredited and has gone through the 10.63 process and is trying to move to a different address, do we have to do the entire process all over again?

No, you would need to complete a re-location form. You may email [bha.regulations@maryland.gov](mailto:bha.regulations@maryland.gov) or contact Stacey Diehl at [Stacey.Diehl@maryland.gov](mailto:Stacey.Diehl@maryland.gov). You may also call Stacey Diehl at 410-402-8289 or her assistant Doris at 410-402-8198. There must be proof that the site has been approved by an accreditation organization and a site visit may be needed from someone on Stacey Diehl's team. Once everything is updated with the Behavioral Health Licensing Unit, you will need to update your Medicaid account. To update your Medicaid account email



[mdh.bhenrollment@maryland.gov](mailto:mdh.bhenrollment@maryland.gov) and inform them of address change, and Medicaid will visit the new site location. This will not inhibit any services or billing.

3. Do the same rules apply for expansion process as well?

If you are expanding the site or adding a new service, you will need the following:

- a) Accreditation organization's acknowledgment of coverage of the additional site;
- b) Updated fire, Use and Occupancy Certificate
- c) CSA verification that they've been notified of the new site. If you need assistance, contact Stacey Diehl at 410-402-8289 or her secretary Doris at 410-402-8198.

4. Under the old COMAR regulation when filling out the application, it gave you the opportunity to check whether your expanding or relocating, so what form would you do?

It was not anticipated that relocations or expansions would take place as soon as they have, so at this time these forms are under development. For now, you can put the information on a cover letter with your submission.

5. What is the normal processing time for a client who is approved for a courtesy review and has applied for medical assistance to be approved? We have had clients admitted, but MA is still not active at the time of discharge?

The provider should contact the eligibility department at Maryland Medicaid for more information on the timeframe of a member obtaining Medical Assistance.

6. We have received our 3 year accreditation. Our previous license issued by the state was temporary pending CARF Accreditation. We have submitted our CARF Accreditation for OHCQ. Is there another step to receive the long term license?

The documents will need to be submitted and evaluated again. COMAR 10.63 licenses are issued based on the accreditation period plus 3 months. If you received a license under COMAR 10.63 based on a temporary or preliminary accreditation, you will need to submit another application for a new license under COMAR 10.63, along with all supporting documents, including the new accreditation documentation (reflecting the full accreditation period). Make sure the application form is complete, signed where required, and that all documentation is attached.



7. Our application was submitted for our license after receiving CARF Accreditation in 10/2017. We received confirmation that everything needed was submitted. We are still waiting on the license, is this normal? Just want to be sure we have it by April.

All applications are reviewed in the order they were received in a complete status. Rather than deny incomplete applications, BHA is reaching out to those providers to assist, however your application will not be placed in the queue until it is complete. If you are currently working through your application with a member of Stacey Diehl's team, please continue to work with that individual. If you have any questions, please call Doris Williams at 410- 402-8198 to find out your status.