

## Chapter 1

# Welcome to the Maryland Public Behavioral Health System

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## 1.1. Overview

In accordance with state legislation, the Maryland Department of Health and Mental Hygiene (DHMH), Medicaid Office of Health Services, and the Behavioral Health Administration (BHA) implemented a new integrated Public Behavioral Health System (PBHS) effective January 1, 2015. The Medicaid Office of Health Services and BHA oversee and have the authority over the PBHS, which includes policy development, statewide planning, resource allocation, and continuous quality improvement strategies. Beacon Health Options, Inc. (Beacon) is the Administrative Service Organization (ASO) contracted with DHMH to assist with the management of the PBHS.

The following manual should be used as a reference guide when a provider needs specific information. Additional sections or revisions will be placed on the Beacon Maryland website, available at: <http://maryland.beaconhealthoptions.com/index.html>. If you cannot find an answer to your questions, please refer to Section 1.4. for key contact information.

## 1.2. Introduction

Maryland Medicaid, the BHA, and Beacon welcome you to the network of providers for the Maryland PBHS. As a provider participating in the PBHS, you will be working with us to provide quality behavioral health services that are efficient and economical to individuals who qualify under the Maryland PBHS. We are excited about the opportunity to work with you in achieving treatment, rehabilitation, and recovery goals for the participants of the PBHS.

Participation in this provider network requires providers to have an active Maryland Medicaid number and a national provider identifier (NPI). Providers will not receive authorization or payment for services until they have an active Maryland Medicaid number and an NPI. Information on how to obtain a Maryland Medicaid number can be found in Section 2.1. of this manual.

This manual describes the requirements for providers to participate in the PBHS including eligibility, service requirements, and authorization procedures to serve as a resource to answer general questions providers may have. It is by no means all-inclusive. We encourage you to share with us suggestions and updates regarding its content. Providers can send communications regarding the manual to [marylandproviderrelations@beaconhealthoptions.com](mailto:marylandproviderrelations@beaconhealthoptions.com).

Maryland Medicaid, the BHA, and Beacon share a commitment to continuous quality improvement that involves an ongoing review of our regulations, processes, and procedures. As the PBHS continues to develop, additions and clarifications to this manual will be published. As revisions are made to this manual based on updated information and changes in guidance from the Department, the manual will be updated on the Beacon website. Once again, we welcome you as a provider in the Maryland PBHS and look forward to a successful collaboration.

## 1.3. Responsibilities

Everyone plays a role in the successful management and implementation of a system as vast and complex as behavioral health services. Maryland's goal in integrating services is to build on the existing strengths of the public behavioral health programs and the Medicaid program in order to:

- Improve services for individuals with co-occurring conditions

- Expand access to appropriate mental health and addiction services
- Capture and analyze data regarding overall population health and the use and cost of care for behavioral health services
- Expand public health initiatives
- Reduce the cost of care through prevention, utilization of evidence-based practices, and an added focus on encouraging prevention and reducing unnecessary or duplicative services

To this end, DHMH, Beacon, and providers have unique responsibilities, which are described in the following detail.

## **DHMH'S RESPONSIBILITIES**

DHMH, specifically Maryland Medicaid and the BHA, is responsible for:

- Developing and evaluating policies, drafting regulations, and overall administration of behavioral health services to participants in Maryland
- Establishing provider rates and setting the benefit design standards including the amount, duration, and scope requirements
- Setting medical necessity standards
- Establishing utilization review and prior authorization criteria
- Ensuring a process for clinical reviews and participant appeals
- Setting provider participation, compliance, integrity, and audit standards and methods
- Developing claims and encounter data submission standards
- Establishing and managing other data and reporting standards
- Monitoring the Beacon contract and performance in Maryland

## **BEACON'S RESPONSIBILITIES**

Beacon is responsible for:

- Managing behavioral health services for Medicaid participants, eligible uninsured individuals, and some grant-funded services
- Maintaining online authorization applications and pre-authorizing non-emergency care
- Maintaining 24-hour access for clinically-related calls
- Referring individuals to qualified service providers
- Conducting utilization reviews of services
- Processing claims and remitting payments
- Assisting with the evaluation of the PBHS via provider and participation satisfaction surveys
- Auditing providers for quality of documentation and correct billing processes
- Training providers, participants, and advocates via webinar and regional forums on topics of interest to the behavioral health community such as services available for individuals who are

deaf or hard of hearing, evidence-based practices, and other programs available to assist participants in their recovery efforts

- Conducting provider and participant forums (such as the Quality Steering Committee) to obtain feedback regarding the performance of the PBHS
- Defining and evaluating performance, outcomes, effectiveness, efficiency, and cost effectiveness of mental health and substance use disorder-related services and systems
- Collecting and analyzing behavioral health and other health-related information

## **PROVIDERS' RESPONSIBILITIES**

Providers are responsible for:

- Exercising sound clinical judgment
- Working with participants to provide quality services that meet the participants' goals and needs
- Cooperating and collaborating with Beacon concerning appropriate clinical care for participants
- Obtaining pre-authorization/authorization/registration for appropriate services
- Engaging in responsible management of behavioral health care by adhering to ethical and professional standards
- Maintaining a high standard of medically necessary, efficient, and cost-effective care that addresses each participant's individual needs
- Working with Beacon Care Managers and participants to achieve participant satisfaction with service regulations, policies, and procedures
- Involving participants in treatment/service planning
- Delivering the principles of recovery and resiliency in treating participants
- Coordinating treatment with other involved health care providers
- Promoting innovation and best practices in services and systems
- Helping participants obtain appropriate benefits
- Honoring each participant's right to dignity and confidentiality
- Complying with local, state, and federal laws and regulations
- Complying with federal, state, Medicaid, and Medicare rules, as well as with PBHS

## **1.4. Key Contact Information**

### **IMPORTANT PHONE/FAX NUMBERS**

Provider Enrollment	410.767.5340
Recipients' Enrollment	800.492.5231
EVS (Eligibility Verification)	866.710.1477
Provider Relations	800.445.1159

Beacon Toll-Free <i>(Please follow prompts)</i>	800.888.1965
Confidential Clinical Fax	877.502.1044
Customer Support Fax	877.502.1037

## ADDRESSES

**Beacon Health Options, Inc.**

P.O. Box 166  
Linthicum, MD 21090

**Claims Submission:**

Beacon Maryland BHA Claims  
P.O. Box 1950  
Latham, NY 12110

## WEBSITES

The following are websites where additional contact information may be found.

- **Department of Health and Mental Hygiene (DHMH):**  
<http://dhmh.maryland.gov/Documents/FREQUENTLY-REQUESTED-NUMBERS.pdf>
- **Beacon Maryland**  
<http://maryland.beaconhealthoptions.com/index.html>