
Provider Enrollment Manual



2.1 General Description

The following Chapter includes information about the responsibilities of providers in the Maryland Public Behavioral Health System (PBHS).

Maryland Public Behavioral Health Providers include:

- Practitioners authorized under the Code of Maryland Health Occupations Article
 - Including both specialty mental health and/or substance use disorder services
- Practitioners approved or licensed under at least one of the following:
 - Maryland Department of Health (MDH) regulations
 - HSCRC-regulated services
 - Federally Qualified Health Centers (FQHCs)

Providers may access information about participation in the PBHS here:

<https://mmcp.dhmf.maryland.gov/pages/Provider-Information.aspx>

Providers must regularly review information from Beacon Health Options, MDH, and the Behavioral Health Administration (BHA) websites. Links to the websites of these organizations are included below.

The provider is responsible for keeping up to date with all of the information impacting the delivery and payment of PBHS services. Providers should contact their local Core Service Agency (CSA) and/ or Local Addiction Authority (LAA) for concerns about local services and supports. For a list of CSAs and LLAs by county, please visit the Maryland Association of Behavioral Health Authorities' website at <https://www.marylandbehavioralhealth.org/>.

- Beacon Health Options <http://maryland.beaconhealthoptions.com/provider-main.html>
- MDH <https://mmcp.dhmf.maryland.gov/pages/provider-information.aspx>
- The Behavioral Health Administration (BHA) <http://bha.dhmf.maryland.gov/Pages/Index.aspx>

2.2 Participation in the Public Behavioral Health System Network

To participate in the PHBS, providers are required to maintain compliance with all Federal and State regulations governing service delivery. All providers must have an active Medical Assistance (MA) number to deliver Medicaid reimbursable services. Providers must have separate NPI and MA numbers to deliver more than one type of approved or licensed service at the same location or for the same service provided at multiple locations. For example, a provider with an Outpatient Mental Health Clinic (OMHC), Psychiatric Rehabilitation Program (PRP), and Opioid Treatment Program (OTP) at one location must obtain separate NPI/MA numbers for each program. Similarly, a provider with three separately licensed OMHCs in three different locations will need three separate NPI/MA numbers.

Providers may contact the Medicaid Provider Enrollment Department at 410-767-5340 to determine if they have active MA numbers.

In addition to an active Medicaid account, providers accredited under COMAR 10.63 need an agreement between themselves and BHA if they deliver services that are not reimbursable by Medicaid. The provider agreement should be completed after the program has received Office of Health Care Quality (OHCQ)

approval. Beacon will reimburse providers based on this provider agreement. Beacon does not credential or contract directly with PBHS providers.

Maryland Medicaid Enrollment

Providers must enroll in Maryland Medicaid in order to become PBHS providers. **Providers delivering more than one type of approved or licensed service must obtain separate Medical Assistance (MA) and NPI numbers for each Medicaid service and service location.** Providers must contact The National Plan and Provider Enumeration System (NPES) to obtain new NPI numbers <https://nppes.cms.hhs.gov/NPPES/Welcome.do>. Maryland Medicaid assigns MA numbers when the enrollment application is processed.

There is a checklist at the beginning of every Medicaid provider application and an addendum at the end of many of the applications. Please ensure all the appropriate documentation is attached to the application. The certifications and licenses identified in the application must be obtained before submission. For more specific questions related to enrollment, please contact mdh.bhenrollment@maryland.gov.

Documentation of certification, licensure, and accreditation are available at the following sites:

- BHA- Accreditation for Behavioral Health Providers (<http://bha.dhmf.maryland.gov/Pages/Accreditation-Information.aspx>)
- Office of Health Care Quality (<http://dhmf.maryland.gov/ohcq/pages/Home.aspx>)
- Local Core Service Agencies (<http://www.marylandbehavioralhealth.org/>)
- Local Addictions Authorities (http://bha.dhmf.maryland.gov/Documents/QUICK_LINKS/LAA.pdf)

There are two options available for enrollment in Maryland Medicaid.

Option 1

- Individual providers may enroll online through the eMedicaid portal located at <https://encrypt.emdhealthchoice.org/emedicaid/>. Review the 'eMedicaid Registration' section of chapter 2.4 for additional guidance.

Option 2

- Group and facility providers may download a PDF version of the application at the following website: <https://mmcp.dhmf.maryland.gov/pages/Provider-Enrollment.aspx>. Review the 'Medicaid Registration' section of chapter 2.4 for additional guidance.

Information in the Maryland Medicaid system (MMIS II) is automatically downloaded by Beacon weekly. This includes information about new and updated accounts. After enrollment at Maryland Medicaid, **providers are required to register with Beacon by following the prompts provided at 800-888-1965 or by clicking the "Register" button on the Beacon Health Options providers webpage here: <http://maryland.beaconhealthoptions.com/provider-main.html>.** New accounts are automatically assigned a 6 digit Beacon ID number. Registration is necessary in order to obtain authorizations and payment for services. With the exception of emergency services, all services require preauthorization.

All PBHS providers are responsible for checking the Department of Health and Human Services' Office of Inspector General's (DHHS-OIG) website to assure that they are not wrongfully contracting or employing

and excluded individual. The DHHS-OIG website is <https://www.oig.hhs.gov/exclusions/index.asp>. It is every individual's and agency's responsibility to assure that all staff working in programs, either through direct service or administrative support, are eligible to participate in programs receiving federal reimbursement. Failure to screen employees and contractors, documenting same, can result in disciplinary action.

Providers must be cognizant of suspected fraud, waste, and abuse within the PBHS. The reporting of suspected fraud, waste, and abuse is intended to avoid the misappropriation of Federal, State, and Local funds. In addition, fraud, waste, and abuse can jeopardize the care and treatment of individuals receiving or in need of behavioral health services. Providers are obligated to report such occurrences to Beacon or the appropriate state entity. The following are resources to report suspected fraud, waste, and abuse:

Safe to Say - Beacon's Compliance & Ethics Hotline

(Phone) 1-800-293-3027

(Email) beaconsafetosay.ethix360.com/

(Mail) In Touch

Attn: Beacon Health Options

3100 West Lake Street, Suite 325

Minneapolis, MN 55416

Maryland Attorney General, Medicaid Fraud Control Unit

(Phone) 410-576-6521

(Email) MedicaidFraud@oag.state.md.us

MDH – Office of the Inspector General

(Phone) 1-866-770-7175

(email) DHMH.OIG@Maryland.gov

On-line complaint form: https://health.maryland.gov/oig/Pages/Report_Fraud.aspx

2.3 Behavioral Health Provider Types

Review the state regulations and the Beacon Health Options Provider Manual at http://maryland.beaconhealthoptions.com/provider/prv_man.html to determine the appropriate provider type to select before beginning the application process.

Helpful COMAR regulations include:

10.09.36	General Medical Assistance Provider Participation Criteria
10.09.59	Specialty Mental Health Services
10.09.70	Maryland Medicaid Managed Care Program: Non-Capitated Covered Services <i>Behavioral Health Carve-out</i>
10.09.80	Community-Based Substance Use Disorder services

The following provider types may provide behavioral health services and are required to submit Maryland Medicaid applications:

Provider Type	Provider Description	Classification
10	Laboratory	Facility
15	Psychologist	Individual
20	Physician (Includes psychiatrist)	Individual
23	Nurse Practitioner PMH	Individual
24	Nurse Psychotherapist	Individual
27	Mental Health Group Therapy Providers	Group
32	Opioid Treatment Program (Drug clinic)	Facility
34	Federally Qualified Health Center (FQHC)	Facility
50	OHCQ Certified or Approved SUD Program (ADAA Addiction Certified Program)	Facility
54	Residential SUD for Adults	Facility
55	Intermediate Care Facility-Addiction, Children	Facility
80	Physician Assistant	Individual
81	Case Management	Facility
88	Residential Treatment Center	Facility
89	1915(i) Intensive Behavioral Health for Children, Youth, and their Families (Facility)	Facility or Individual
94	Social Worker (LCSW-C)	Individual
AB	ABA Services	Facility

CC	Certified Professional Counselor	Individual
CM	Mental Health Targeted Case Management	Facility
MC	Mental Health Clinic	Facility
MH	Partial Hospitalization Program	Facility
MT	Mobile Treatment Program	Facility
PR	Psychiatric Rehab Facility (including Supported Employment, indicated in program name on Medicaid provider application)	Facility

Note: Medical Assistance numbers must be associated with valid provider types and statuses. Please see Appendix D, State Approved Medicaid Provider Types for the PBHS, for more information.

Individual Providers:

Providers may enroll in Maryland Medicaid as sole practitioners, but they may also affiliate with a group or FQHC.

Individual behavioral health providers who participate in the Maryland Medicaid program must:

- Have an active board license or certification
 - Providers who are not independently licensed (LGPC, LGSW, LGMFT, LGADC, LCSW) cannot enroll individually in Maryland Medicaid
- Obtain an individual NPI number
 - Only one NPI number is necessary for individual providers regardless of the number of practice locations. The primary practice location will be listed in the Medicaid system.
- Obtain a Medical Assistance number
- Register with Beacon Health Options in order to obtain authorization prior to service delivery and for reimbursement

Group Providers:

A group provider is an administrative entity that manages a cohort of individual practitioners. Group behavioral health providers must:

- Have a group of at least 2 individually licensed providers who are separately enrolled in Medicaid
 - Cannot include practitioners who are not independently licensed (i.e. LGPC, LGSW, LGMFT, LGADC, LCSW)
 - Supervisors may not receive reimbursement for services rendered by supervisees who are not independently licensed

- Obtain an organizational NPI number. Group providers may do so for each service location or select one service location to list in the Medicaid system but practice at multiple locations.
- Obtain a Medical Assistance number
- Register with Beacon Health Options in order to obtain authorization prior to service delivery and for reimbursement

Facility Providers:

Facilities/organizations are certified/approved by OHCQ, Core Service Agencies, Local Addictions Authorities, accrediting bodies, and Medicaid staff prior to enrollment. Facilities may receive reimbursement for services delivered by individuals who are under the direct supervision of appropriately licensed staff but are not independently licensed themselves. Facilities providing behavioral health services must:

- Maintain an active provider license, OHCQ certification, and/ or accreditation status
- Obtain an organizational NPI number for each provider type and service location
- Obtain a Medical Assistance number for each provider type and service location
- Register with Beacon Health Options in order to obtain authorization prior to service delivery and for reimbursement

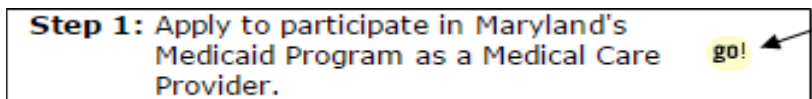
2.4 Application Options and Requirements

eMedicaid Enrollment (Individual providers only)

Individual providers may access eMedicaid to complete the enrollment process after the appropriate preliminary steps are taken at <https://encrypt.emdhealthchoice.org/emedicaid/>. There are three options on the eMedicaid home screen:

- Option 1: Apply to become a participating provider with Maryland Medicaid
- Option 2: Register for an account with eMedicaid with an existing Medical Assistance Number
- Option 3: Sign in to an existing account

If you select Option 1, press the “go” button.



Provide the requested information, including the appropriate provider type. There will be a prompt to download the Medicaid provider application. Complete and submit the application. Review the “Application” section of this manual for further guidance.

Medicaid Enrollment

Interested providers may visit the MDH application site to complete the enrollment process after the appropriate preliminary steps are taken at <https://mmcp.dhmh.maryland.gov/pages/Provider-Enrollment.aspx>. Select the ‘X’ in the row of the appropriate provider type to access the application. After the application is completed, print and sign the application and Provider Agreement.

To access the Provider Type specific Applications please click on the "X" under Individual, Group, or Facility.

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

A

PROVIDER TYPE DESCRIPTION	PT CODE	INDIVIDUAL	GROUP	FACILITY
AUDIOLOGY PROVIDER	19	X	X	X
AMBULATORY SURGERY CENTER	39			X
ADAA CERTIFIED ADDICTIONS OUTPATIENT PROGRAM.	50			X
ACUPUNCTURE	AC	X	X	
AMBULANCE COMPANY	T1			X
ASSISTED LIVING FACILITY (ALF)	76			X
AUTISIM WAIVER	40			X

Application

It is the responsibility of the provider to complete the application thoroughly. The following portion of this chapter includes key elements of each section of the application:

Checklist

- The checklist is provider type specific.
- It lists all the documentation that must be included in the application packet.

Type of Request

- NEW ENROLLMENT – Applicant has never enrolled with Maryland Medicaid as the provider type or at the location they are currently applying as.
- RE-ENROLLMENT – Provider is currently excluded/ terminated from the Maryland Medicaid Program but has an MA number.
- RE-VALIDATION – Provider is enrolled and required to revalidate. Revalidation reviews are required to be completed every 5 years by the federal Affordable Care Act.
- INFORMATION UPDATE – Provider is enrolled and updating information in the provider file. It is the provider's responsibility to notify MDH as soon as possible, but no later than 30 days, after the effective date of the change. Behavioral health group and facility providers should contact MDH.BHenrollment@maryland.gov for information about requirements for information updates. Individual providers should contact the Provider Enrollment Department at 410-767-5340 to update their accounts.
- Beacon Health Options does not credential providers. Therefore, providers must contact Maryland Medicaid to update information. Maryland Medicaid must be notified of the following changes:
 - Provider name and the name(s) of practices, facilities, and/or programs
 - Tax identification number and billing information
 - Street address, city, state, and zip

- Telephone number, fax number, and email address
- Copies of new or updated licenses, authorizations, or program approvals

Provider Information

- The “NPI” box should include the appropriate organizational or individual NPI number according to the provider type. A unique NPI number is **REQUIRED** for every application. NPI numbers can be obtained here <https://nppes.cms.hhs.gov/NPPES/Welcome.do>
- Leave the “Maryland Medical Assistance Provider Number” field blank for new enrollments.

Addresses

- FACILITY/ ORGANIZATION ADDRESS – Location where the services are delivered
- CORRESPONDENCE ADDRESS – Location where letters and claim forms should be delivered
- PAY-TO ADDRESS – Location where checks and remittance statements should be delivered

License/ Permit Information

- Include a valid copy of all required credentials
- A separate Medicaid account is required for each state license (i.e. Behavioral health providers with licenses in Maryland and Virginia must have two separate accounts with different MA and NPI numbers)

Laboratory Information

- A copy of a valid CLIA and Maryland Lab Permit or Letter of Exception must be submitted with the application in order to receive reimbursement for drug screening services

Disclosure of Ownership

- Section 2: *Agents and Managing Employees* refer to employees that are employed by the organization but do not work directly with consumers

Provider Agreement

- The Provider Agreement is an explanation of rules for Medicaid providers. It is required for enrollment.

When the application is completed, providers should follow the directions on page 2 to submit it.

Site Visit

The following behavioral health provider types will receive an unannounced site visit after an application is submitted:

- Drug Clinic, Opioid Treatment Program (PT 32),
- Licensed or Certified Substance Use Disorder Treatment Programs (PT 50),
- Outpatient Mental Health Clinic (PT MC),
- Mobile Treatment Program (PT MT),
- Psychiatric Rehabilitation Program (PT PR)
- Intermediate Care Facility – Addiction – Children (PT 55)
- Residential SUD for Adults (PT 54)

Approval

Maryland Medicaid sends letters to providers to notify them of their enrollment status. The letters contain the providers' Medical Assistance Numbers and effective dates. Maryland Medicaid does not backdate applications. The effective date of the account is the date the completed application was processed. Services delivered before the MA number is active, or those that have not been authorized by the ASO will not be reimbursed.

2.6 Provider Termination

Notifications

According to the Medicaid Provider Agreement, providers are required to notify the MDH Provider Enrollment Department at 410-767-5340 within 5 working days of any of the following:

- Revocation, suspension, restriction, termination, or relinquishment of any provider licenses, authorizations, program approvals, or accreditations, whether voluntary or involuntary
- Any indictment, arrest, or conviction for felony charges or a criminal charge other than traffic offenses
- Revocation, suspension, restriction, termination or relinquishment of medical staff membership or clinical privileges at any healthcare facility

Voluntary Termination

Providers must notify the MDH Behavioral Health Unit at MDH.bhenrollment@maryland.gov or call the Provider Enrollment Department at 410-767-5340 to end their participation in the PBHS. Providers must also contact the Customer Service Department at Beacon at 800-888-1965 and select option 3.

Involuntary Termination

MDH will notify providers of termination from participation in the PBHS for loss of license, certification, approval, or other reasons for loss of eligibility.

2.7 Out-of-State Emergency/ Urgent Care (Medicaid Benefit Only)

In the event of an emergency, a participant traveling out-of-state may receive care from a non-registered provider. Providers must apply to Maryland Medicaid to receive reimbursement for claims if they are not already enrolled. Please see section 2.2 for additional information on Maryland Medicaid enrollment. Providers may contact Beacon Health Options at 800-888-1965 to request a courtesy review while they are awaiting enrollment.

2.8 Participant Referral

Medicaid and non-Medicaid consumers, who are referred to or contact Beacon for behavioral health services, will be referred to provider(s) according to the policies outlined below:

- Open Referral Process: Referrals may be initiated by the participant, the participant's primary care provider, a family member, or legal guardian.
- Participant Choice: MDH values participant choice. The wishes and needs of the participant drive the referral process. As such, participants will always be given a choice of providers.
- Participant preferences may include:
 - Provider location
 - Transportation to provider office
 - Provider office hours
 - Gender of provider
 - Culture and communication
- Participant needs will be identified in the following areas:
 - Clinical
 - Child or adolescent
 - Geriatric
 - Deaf or hard of hearing
 - Language
 - Veterans

Consumers may access Referral Connect on the Beacon Health Options website at <https://www.valueoptions.com/referralconnect/home.do> to search for a provider.