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## Welcome to Beacon Health Options Provider Newsletter

### **Recovery: The reason that we all do what we do.**

Since the mid-1980s, a great deal has been written about recovery- what it means to different people, how it applies to somatic and behavioral health, and how it has been identified in the substance use community. The amount of research on various aspects of recovery continues to grow. Initially it was believed that for those with chronic mental illness the best that could be hoped for was a stable but substandard existence. As research continues to grow in recovery, it has become evident that those with severe mental illness, substance use disorder, and other illnesses, do not only survive but they can thrive. As such, the concept of recovery began to obtain legitimacy (Sullivan 1997).

Although there are many perceptions and definitions of recovery, William Anthony, Director of the Boston Center for Psychiatric Rehabilitation, seems to have developed the cornerstone definition of recovery.



We help people  
live their lives to  
the **fullest**  
**potential.**

Anthony (1993) identifies recovery as " a deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills and/or roles. It is a way of living a satisfying, hopeful, and contributing life even with limitations caused by the illness. Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of mental illness."

We at Beacon believe in the recovery process. We believe that this is possible, as we know that each of you do as well. This keeps us going when things get rough. It is the knowledge that we may be able to become part of that process that engenders hope in a person. We can become part of the system that creates meaning and purpose. How many other people can state that each day they observe miracles happening before their eyes? We see the individuals that others have given up on find their voice. This is why we do what we do.

As a psychologist myself, I want to thank you for the care that you provide to the Medicaid recipients of Maryland. It may seem at times that it is a thankless job, but we truly appreciate everything that you do each and every day.

Lisa Kugler, Psy.D  
CEO, Maryland Engagement Center  
Beacon Health Options



## Program Integrity

### Compliance

#### Reporting Fraud, Waste and Abuse

The reporting of suspected fraud and abuse is intended to avoid the misappropriation of Federal, State, and Local funds. In the context of this, fraud is considered an act of purposeful deception committed by a person or behavioral health provider to gain an unauthorized benefit. Abuse committed by a behavioral health provider means activities that are inconsistent with standard fiscal, business, or medical practices, and that result in unnecessary costs. Beacon Health Options supports the government in its goal to decrease financial loss from false claims.

Fraud, waste and abuse may result in the misuse of Federal and State funds, jeopardize the care and treatment of persons receiving behavioral health services, can result in monetary fines, criminal prosecution, termination of providers, and prohibition from participation in Medicare/ Medicaid Programs. Behavioral health providers must be cognizant of suspected fraud, waste and abuse within the public behavioral health system. When detected, behavioral health providers are obligated to report such occurrences to Beacon or the appropriate state entity.

Beacon Health Options has auditing tools available for providers to stay compliant with regulations and to avoid allegations of fraud. For additional information please visit website [http://maryland.beaconhealthoptions.com/provider/prv\\_info.html](http://maryland.beaconhealthoptions.com/provider/prv_info.html).

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/](mailto: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](mailto:MedicaidFraud@oag.state.md.us)

DHMH – Office of the Inspector General

**Phone:** 1-866-770-7175



## Quality Management

### Administrative Service Organization (ASO) Complaint Process

Complaints may be submitted by fax, email, correspondence, or telephone. Beacon Health Options® investigates complaints regarding billing/finance and those against the ASO. Designees of the Behavioral Health Administration (BHA) of the Maryland Department of Health investigate complaints against providers such as, “Access to Care”, “Medication” and “Unprofessional Behavior”. The Quality Department received a total of 91 complaints for CY 2016.

### Administrative Denials

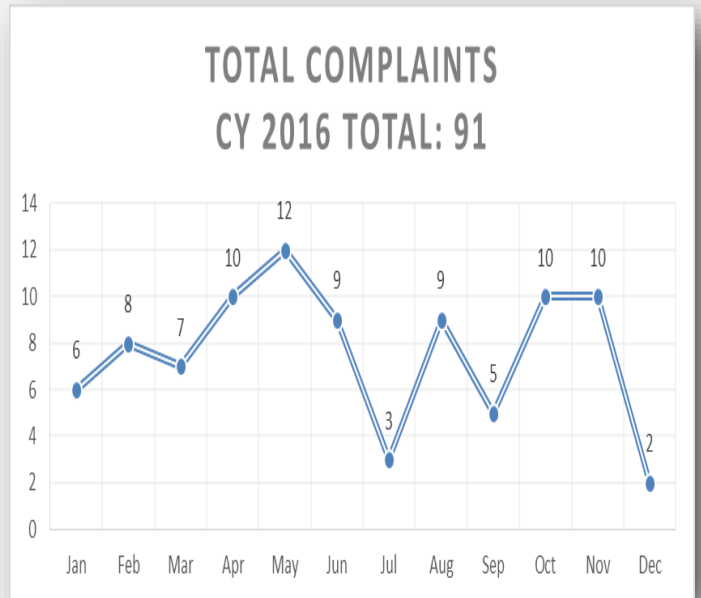
Quality Management is identifying providers with high numbers of administrative denials due to not obtaining the required pre-authorization per Medicaid regulations. We will seek to understand how Beacon can assist these providers to reduce the number of these types of denials with the hope of saving providers time and resources.

### ASO Grievance Process

When a request for authorization is denied for a lack of medical necessity criteria (MNC), the provider and/or consumer may choose to request a grievance. The request must be made within ten (10) business days of receiving notification of the denial. In order to request a grievance please call **410-691-4049** and provide relevant information, such as the consumer, provider, level of service, number of units and date span being grieved.

Beacon will then coordinate a grievance review with a different Beacon psychiatrist than the one that initially made the determination. In 2016 the most common levels of care that were issued MNC denials were SUD Intensive Outpatient Program (IOP) at 43% and Psychiatric Rehabilitation Program (PRP) at 12%. When Beacon issues a denial, they work with the providers to find alternative levels of care for the patient. Our Clinical team

will continue to work with these providers to better understand the Maryland Public Behavioral Health System (PBHS) MNC to ensure consumers receive the best and most appropriate treatment available.



## New Happenings in 2017

### **Jail Datalink**

Beacon's Quality Management IT Department continues to work closely with the local detention centers and Core Service Agencies (CSAs) to expand our data sharing initiative known as **Jail DataLink**. This service promotes the continuity of treatment for individuals with serious mental illness who are detained in the detention center. The data is compared with Medicaid's "eligibility data", which locates a detainee with mental health authorizations and pharmacy claims within the past calendar year. This information is then electronically returned to the Department of Public Safety and Correctional Services (DPSCS) and uploaded into their Electronic Health Record system where it can be viewed by authorized detention center medical staff.

Detention center medical staff utilize this data to address the detainee's medical and mental health needs.

Simultaneously, the data is also shared with the local Core Service Agency who may assist in providing coordinated care for the individual while detained and upon release.

### **Provider Partnership**

Quality Management is partnering with Beacon national resources to pilot a feedback loop to certain providers on the metrics being generated by the consumers they serve. This Provider Partnership project will use data from claims, authorizations and the Outcomes Measurement System to give providers a comprehensive view of their quality outcomes. It will look at outcomes such as consumer engagement in treatment, length of stay in treatment and use of services before, during, and after certain treatment. The Quality Department will collaborate with the Maryland Department of Health (MDH) to determine ways to best utilize these metrics to improve consumer outcomes. This includes collecting metrics on levels of care such as Psychiatric Rehabilitation Program (PRP), Residential Rehab Program (RRP), Assertive Community Treatment (ACT) and Mobile Treatment.

The Engagement Center is working closely with the MDH, somatic Manage Care Organizations (MCO), and providers to ensure a smooth transition to the Provider Partnership project.

### **Contact Information**

- ◆ Complaint Line: 410-691-4035
- ◆ Medical Necessity Reconsideration & Grievance
- ◆ Phone: 410-691-4049 Fax: 1-877-381-5571

### **Online Resources**

For provider information please visit website

[http://maryland.beaconhealthoptions.com/provider/prv\\_info.html](http://maryland.beaconhealthoptions.com/provider/prv_info.html).

- ◆ Claims/Finance – Reimbursement Schedule
- ◆ Clinical Utilization Management (Resources)
- ◆ Average Length of Stay (ALOS) Reports
- ◆ Surveys
- ◆ Consumer Perception of Care (CPOC) Provider

“Together, lets lead the conversation on behavioral health!”



## Provider Relations

### Residential SUD Treatment

The Centers for Medicare and Medicaid Services granted the Department the authority to reimburse for therapeutic services associated with residential substance use disorder (SUD) treatment through its 1115 HealthChoice Waiver Renewal. Medicaid already covered outpatient services in the community at ASAM levels 1 and 2, as well as acute withdrawal management services in hospital settings, but the service array of residential SUD services was only permitted as an EPSDT benefit (under 21 years of age). Effective July 1, 2017, Maryland Medicaid began providing reimbursement for an array of residential SUD treatment consisting of ASAM levels 3.3, 3.5, 3.7, and 3.7WM to individuals meeting medical necessity criteria (MNC). MNC in Maryland consist of the American Society of Addiction Medicine (ASAM) criteria. For more information about ASAM see their website here: <https://www.asam.org/quality-practice/guidelines-and-consensus-documents/the-asam-criteria/about>. For more information about Maryland residential SUD treatment for adults, see the webpage here: <https://mmcp.dhmh.maryland.gov/Pages/residential-substance-use-disorder-treatment-for-adults.aspx>.

### Regional Forum

In June Beacon Health Options presented the annual Regional Forum in Frederick County, Wicomico County, Howard County and Charles County. Topics were ASAM Criteria and the Substance Use Disorder Residential Services, Compliance-Audit and Quality Review.

- ◆ The ASAM criteria previously known as the ASAM Patient Placement Criteria is a resource used by addiction medicine professionals providing a comprehensive set of guidelines for placement, continued stay and transfer/discharge of patients with addiction and co-occurring conditions.
- ◆ Audits consist of staffing review, quality of documentation and review of billing.
- ◆ Quality collaborates with Medicaid, BHA and providers in presenting quality metrics and strategies to improve member, provider and Public Behavioral Health Systems (PBHS) outcomes.

For more information on the Regional Forum presentation please visit <http://maryland.beaconhealthoptions.com/index.html>.

## Provider Council Meetings

Provider Council meetings are held the second Friday of every month. Meetings occur from 10:00-11:30 am. Questions should be sent to Beacon Health Options the Monday before the meetings. Send questions or concerns to [marylandproviderrelations@beaconhealthoptions.com](mailto:marylandproviderrelations@beaconhealthoptions.com). Notification of Provider Council Meeting dates are communicated to the provider community via Provider Alerts.

## Provider Training & Education

- ◆ To register for a webinar training please visit the following website [http://maryland.beaconhealthoptions.com/provider/prv\\_trn.html](http://maryland.beaconhealthoptions.com/provider/prv_trn.html)
- ◆ To review updates to Beacon Health Options, Provider Manual please visit: [http://maryland.beaconhealthoptions.com/provider/prv\\_man.html](http://maryland.beaconhealthoptions.com/provider/prv_man.html)
- ◆ To sign up for Provider Alerts, please send your request to: [marylandproviderrelations@beaconhealthoptions.com](mailto:marylandproviderrelations@beaconhealthoptions.com)

## Highlights

### ReferralConnect

ReferralConnect has gone live! ReferralConnect is a provider directory available to providers and consumers to locate individual doctors, counselors, groups and clinics within Beacon Health Options network. Please visit website <https://www.valueoptions.com/referralconnect/providerSearch.do>.

### White Papers

Suicide behavior disorder is a treatable condition just like other mental and physical health conditions. To learn more read Beacon's third white paper "We Need to Talk About Suicide" at <http://beaconlens.com/white-papers/>.

*"It is not whether we get knocked down. It's how we get back up that defines us as a person."*

◆ *Philip E. Humbert*







## Applied Behavior Analysis

Beginning January 1, 2017, Maryland Medicaid has implemented a new autism benefit for participants under 21 years of age call Applied Behavioral Analysis (ABA). This service is now administered under Beacon, along with other behavioral health services. Beacon's expertise as the largest manager of autism insurance benefits in the country, has helped during the implementation of the benefit. Beacon incorporates real-time clinical data—such as utilization and outcome trends—to ensure that services are being delivered effectively, and to gauge the progress of each individual case in our care.

### Joining the ABA Provider Network:

For information on how to become an ABA provider please visit:

<http://maryland.beaconhealthoptions.com/spotlight/How-to-Become-an-ABA-Provider.pdf>

If you have questions for ABA Services send an email to: [abamarylandproviderrelations@beaconhealthoptions.com](mailto:abamarylandproviderrelations@beaconhealthoptions.com)

You may also visit the following website:

<http://maryland.beaconhealthoptions.com/autism/autism-home.html>

### How Members Can Access the ABA Benefit:

Guidelines detailing how to access the ABA benefit can be found here:

<http://maryland.beaconhealthoptions.com/provider/alerts/2017/5-5-17-CDE.pdf>

### Interested in Being Involved? Take Our Survey!

For an introduction for providers who may like to be involved in ABA Services please visit:

<http://maryland.beaconhealthoptions.com/spotlight/Introduction-to-ABA.pdf>





## 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. @BeaconHealthOpt, #BeaconLens

### **"Plugging into mental health care: Digital mental health in Colorado"**

<http://beaconlens.com/plugging-into-mental-health-care-digital-mental-health-in-colorado/>

**Suggested hashtags:** #Telehealth, #HealthcareDelivery, #DigitalHealth

### **"National Children's Mental Health Awareness Day spotlights the need for integrated care"**

<http://beaconlens.com/national-childrens-mental-health-awareness-day-spotlights-the-need-for-integrated-care/>

**Suggested hashtags:** #ChildPsychiatry, #Integration, #BehavioralHealth

### **"The many faces of suicide"**

<http://beaconlens.com/#knownavigate>

**Suggested hashtags:** #SuicidePrevention, #CrisisResponse, #BehavioralHealth

### **"Stress Awareness: Three Tips to Manage Stress"**

<http://beaconlens.com/stress-awareness-three-tips-to-manage-stress/>

**Suggested hashtags:** #BehavioralHealth, #PhysicalHealth, #Wellbeing

### **"Zero Suicide at Beacon: Mental health parity includes workforce training"**

<http://beaconlens.com/zero-suicide-at-beacon-mhfa-training/>

**Suggested hashtags:** #MentalHealthFirstAid, #SuicidePrevention, #BehavioralHealth

### **"Ending Homelessness: A year-around job"**

<http://beaconlens.com/ending-homelessness-a-year-round-job/>

**Suggested hashtags:** #HealthCareDelivery, #Homelessness, #HealthCarePolicy

## UPCOMING WEBINARS

Summer 2017

# ProviderConnect®

These webinars are designed to review our system and support the E-Commerce Initiative for network providers.

### Available Trainings

ABA Assessment and Treatment Planning Training
Claims Submission for ABA Providers
ProviderConnect and the ABA Provider
Provider Connect for Mental Health Providers
Provider Connect for Substance Use Disorder Providers
Supported Employment and the CSA
The Beacon System: Reporting For any BH provider
Supported Employment for the DORS Counselor
The Beacon System: Claims Processing For any BH provider
Provider Connect for PRP 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).

# Contact Information

Phone Numbers	Department
(800) 888-1965	<p align="center"><b>Customer Service</b> (24-hour line) <i>claims, eligibility &amp; authorization inquiries</i></p>
(888) 247-9311	<p align="center"><b>EDI Support</b> <i>Username &amp; passwords, direct claim submission inquiries, Reports &amp; ProviderConnect® tech support</i></p>
(410) 691-4067	<p align="center"><b>Applied Behavior Analysis (ABA)</b> Josh Carlson, Provider Partnership Manager <a href="mailto:ABAMarylandproviderrelations@beaconhealthoptions.com">ABAMarylandproviderrelations@beaconhealthoptions.com</a></p>
(410) 691-1711	<p align="center"><b>Provider Relations</b> <a href="mailto:marylandproviderrelations@beaconhealthoptions.com">marylandproviderrelations@beaconhealthoptions.com</a></p>
(410) 691-4049	<p align="center"><b>Maryland Reconsideration &amp; Grievance</b></p>
(410) 767-5340	<p align="center"><b>DHMH Provider Enrollment</b> <a href="mailto:Dhmh.bhenrollment@maryland.gov">Dhmh.bhenrollment@maryland.gov</a></p> <p align="center">Medicaid Behavioral Health policy inquiries <a href="mailto:Dhmh.mabehavioralhealth@maryland.gov">Dhmh.mabehavioralhealth@maryland.gov</a></p> <p align="center">Telehealth inquiries <a href="mailto:Dhmh.telemedicineinfo@maryland.gov">Dhmh.telemedicineinfo@maryland.gov</a></p>