



May 2016



## Welcome to the new Beacon Maryland Newsletter

Beacon Health Options has designed this new quarterly publication to assist providers in “getting the news out” to the Maryland Medicaid provider/ program community. Some of the information will be new and some will be important repeats of Provider Alert information sent out recently. We are also looking for any comments/suggestions on topics that may be of interest. Please feel free to send thoughts to:

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

We hope you enjoy this.

Karl Steinkraus  
Director, Provider Relations Beacon Health Options

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## Behavioral Health Services: Role of an Administrative Services Organization

Beacon Health Options is the Administrative Service Organization (ASO) for the Public Behavioral Health System for the state of Maryland. Beacon administers numerous aspects of the public behavioral health system including:

- ◆ participant education;
- ◆ service authorization and utilization management;
- ◆ participant and provider assistance and communication; quality management and evaluation;
- ◆ provider and participant appeals and grievances;
- ◆ claims processing and payment;
- ◆ data capabilities; and
- ◆ special projects, such as data analytic reports.

Beacon Health Options is also responsible for coordinating with both local agencies and the managed care organizations to ensure appropriate referrals and coordination between managed care organizations and behavioral health providers.

Maryland has incorporated a wide array of mental health and substance use services into its Medicaid and grants

programs. The following services are covered in Maryland:

### Mental Health

- ◆ hospitalization;
- ◆ residential treatment for children and adolescents;
- ◆ individual therapy;
- ◆ group therapy;
- ◆ mental health targeted case management;
- ◆ family psychotherapy and psychoeducation;
- ◆ psychiatric rehabilitation;
- ◆ psychological testing;
- ◆ assertive community treatment;
- ◆ mobile treatment;
- ◆ partial hospitalization;
- ◆ intensive outpatient program services; and
- ◆ laboratory services.

### Substance Use

- ◆ alcohol and/or drug assessment;
- ◆ individual outpatient therapy;
- ◆ group outpatient therapy;
- ◆ partial hospitalization;
- ◆ ambulatory detoxification;
- ◆ Suboxone treatment
- ◆ opioid maintenance therapy for individuals 18 and over;

- ◆ medically monitored intensive inpatient treatment; medically monitored inpatient detoxification for individuals under 21 years;
- ◆ child and adolescent residential services; and laboratory services

Non-Medicaid reimbursable behavioral health services are also available to qualifying individuals. Among other things, these services include supported employment, respite care, crisis services, peer support, recovery services, and residential rehabilitation programs. These services are administered through Beacon Health Options via other funding sources overseen by the Department of Health and Mental Hygiene's Behavioral Health Administration (*Behavioral Health Services Overview, December 2015, Volume Four, Issue One*).

For more information on Beacon Health Options please visit: <http://maryland.beaconhealthoptions.com/index.html>

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## Provider Services

Beacon Health Options Provider Relations, Core Service Agencies and Local Addiction Authorities offer outreach, training, education, technical assistance, provider communication and problem resolution to providers in our network.

### Important Provider Alerts

**Eligibility Re-Determination Report 08-28-15** (Report assists providers with tracking a consumer eligibility status for Maryland Medicaid.)

- ◆ <http://maryland.valueoptions.com/provider/alerts/2015/Eligibility-Re-Determination-Report-08-28-2015.pdf>

**Telehealth Program Updates 09-25-15** (*Combining Telemedicine and Telemental Health Programs*)

- ◆ <http://maryland.valueoptions.com/spotlight/Medicaid-Telehealth-Program.pdf>

### **Retroactive Authorization Requests Reminder**

**04-06-16** (*Review requests for retrospective authorization only in cases where a participant has gained retroactive Medical Assistance benefits.*)

- ◆ <http://maryland.valueoptions.com/provider/alerts/2016/Retroactive-Authorization-Requests-Reminder-04-06-16.pdf>

### **Guidelines for Discharge of Substance Related Disorder Clients 04-11-16**

- ◆ <http://maryland.valueoptions.com/provider/alerts/2016/Guidelines-for-Discharge-of-Substance-Related-Disorder-Clients-04-11-16.pdf>

### **Discharge Workflow-Substance Related Disorder Clients 04-11-16**

- ◆ <http://maryland.valueoptions.com/provider/alerts/2016/Discharge-Workflow-Substance-Related-Disorder-Clients-04-11-16.pdf>

**Transition to Fee-For-Service 04-28-16** (*substance use disorder*)

- ◆ <http://maryland.valueoptions.com/provider/alerts/2016/Transition-to-Fee-for-Service-04-28-16.pdf>

### **Substance Use Disorder Data Dictionary 04-28-16**

- ◆ <http://maryland.beaconhealthoptions.com/provider/alerts/2016/SUD-Data-Dictionary-04-28-16.pdf>

### **Substance Use Disorder and Uninsured/Grant Funded Individuals 04-29-16**

- ◆ <http://maryland.valueoptions.com/provider/alerts/2016/SUD-Uninsured-Grant-Funded-Individuals-04-29-16.pdf>

## Overdose Response Program—Naloxone Training

**04-29-16** (online calendar where members of the public can locate local naloxone training events)

- ◆ <http://maryland.beaconhealthoptions.com/provider/alerts/2016/Overdose-Response-Program-Naloxone-Training-04-29-16.pdf>

### Upcoming Provider Alerts!

- ◆ Provider Council Meeting (2nd Friday of each month)
- ◆ NPI Match reminder
- ◆ Release of Information reminder

To access additional and archived Provider Alerts visit:

[http://maryland.valueoptions.com/provider/prv\\_alerts.html](http://maryland.valueoptions.com/provider/prv_alerts.html)

## Quality Management

### Administrative Service Organization (ASO)

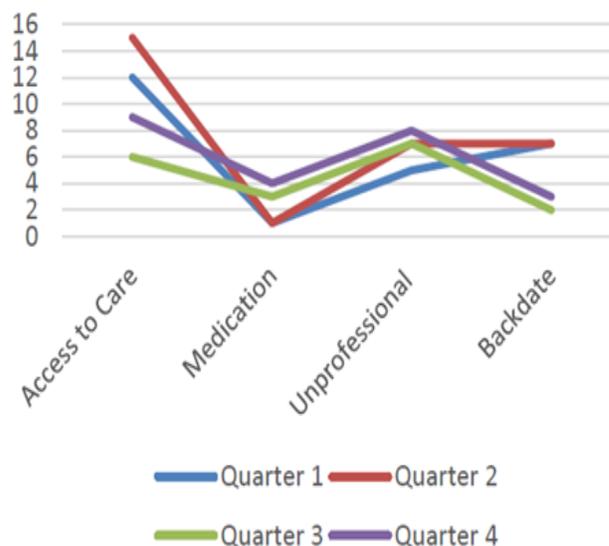
#### Complaint Process

Complaints can be submitted by fax, email, correspondence, or telephone. Beacon Health Options Maryland investigates billing complaints against the ASO. Designees of the Behavioral Health Administration (BHA) investigate complaints against providers such as “Access to Care”, “Medication” and “Unprofessional Behavior”.

#### 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 call **(410) 691-4049** and give the pertinent information such as the consumer name, provider name, level of service, number of units and date span being grieved.

## Most Common Complaints Received by ASO in 2015



## Program Integrity

### Compliance Presents

Maryland Register Online!

This is an official publication of the State of Maryland and is published every two weeks. The Register serves as the temporary supplement to the Code of Maryland Regulations (COMAR). Any change to the text of regulations published in COMAR, whether by adoption, amendment, repeal, or emergency action, must first be published in the Register <http://www.dsd.state.md.us/MDR/mdregister.html>.



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## Highlights

**Achieve Solutions:** featured topic, *Schizophrenia: What is it?*

- ◆ <https://www.achievesolutions.net/achievesolutions/en/maryland/Home.do>

**Beacon White Paper Release:** *Integration (PDF)*

- ◆ <http://maryland.valueoptions.com/spotlight/Beacon-White-Paper.pdf>

**Beacon White Paper Release:** *Confronting The Crisis of Opioid Addiction* June 2015

- ◆ <http://maryland.valueoptions.com/spotlight/Confronting-The-Crisis-of-Opioid-Addiction.pdf>

**Provider Alert:** *Telehealth Program Updates 08-25-16*

- ◆ <http://maryland.valueoptions.com/spotlight/Medicaid-Telehealth-Program.pdf>

**Data Shorts:** *Six Months of Behavioral Health Adult Outpatient Claims* January 2016, VOL.5, Issue 2

- ◆ [http://maryland.valueoptions.com/provider\\_alerts/2016/Data-Shorts-Volume5-Issue2.pdf](http://maryland.valueoptions.com/provider_alerts/2016/Data-Shorts-Volume5-Issue2.pdf)

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## Provider Q&A

The Provider Q&A section allow providers in our network to get involved, ask questions, and learn. Please submit your questions to be answered in our next quarterly eNewsletter to email address:

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

## UPCOMING WEBINARS

Spring 2016

### ProviderConnect®

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

<p><b>Online:</b> Provider Connect for Mental Health Providers</p>	<p><b>06/08/16</b> 10:00 am- 11:00 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/2953754798904698625">https://attendee.gotowebinar.com/rt/2953754798904698625</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> Provider Connect for Substance Use Disorder Providers</p>	<p><b>06/16/16</b> 10:00 am- 12:00 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/5653590207309633283">https://attendee.gotowebinar.com/rt/5653590207309633283</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>