



## **Behavioral Health Behavioral Health Redesign and Medicaid Managed Care Integration Resource Guide**

### **Transitions of Care**

- MCPs must allow the member to continue with out-of-network providers and reimburse out-of-network providers until December 31, 2018.
- After December 31, 2018 to ensure continuity of care, MCPs will:
  - Work with the service provider to add the provider to their network;
  - Implement a single case agreement with the provider; and/or assist the member in finding a provider currently in the MCP's network.

### **Prior Authorization**

- The MCP shall follow the Medicaid fee-for service (FFS) behavioral health coverage policies through June 30, 2019. The MCP may implement less restrictive policies than FFS. After one year, the MCP may conduct a medical necessity review pursuant to OAC rule 5160-26-03.1.
- MCPs must honor a prior authorization approved by ODM through expiration of the authorization.
- MCPs will begin accepting prior authorization requests 30 days prior to Carve-In.
- Prior Authorization Turn-Around Deadlines:
  - Routine requests are within 10 days
  - Urgent (expedited) requests are within 48 hours

### **Timely Filing for Behavioral Health Claims**

- The MCP shall accept claims for BH services described in OAC Chapter 5160-27 for at least 180 calendar days and no longer than 365 calendar days from the date of service when the service date is prior to July 1, 2019. An MCP may negotiate timely filing requirements within these limitations through their contract with the BH provider.

### **Provider Resources**

- Medicaid Managed Care Plan Resource Guide
  - Ohio Medicaid and MyCare plans have developed a comprehensive resource document identifying individuals who will serve as points of contact for provider inquiries regarding MCP operations, billing, prior authorization, and pharmacy.  
[MCO Resource Guide](#)
- MyCare/Medicaid Uniform PA Form
  - The Ohio plans have developed a uniform prior authorization form for community BH services.  
[Uniform PA Form](#)

### **Rapid Response Teams**

- Medicaid managed care plans have established rapid response teams to address any escalated provider concerns.
- Teams will conduct direct outreach to provide guidance on why claims were denied (if applicable) and work with agencies to re-submit claims properly.
- MCPs share learnings to determine opportunities for collective training and outreach.
- MCPs utilize BH Collaborative to share updates on billing, testing and implementation.

**Questions? Please contact the appropriate Medicaid Managed Care Plan or MyCare Ohio Plan:**

<p><u>Aetna:</u></p> <p>Provider Assistance Resources: Rapid Response Team: <a href="mailto:OH_BH_Redesign@AETNA.com">OH BH Redesign@AETNA.com</a> Prior Authorization Questions: 1-855-364-0974, option 2, then 4 24/7 Notification Fax: 1-855-734-9393 Provider Services: 1-855-364-0974, option 2, then 5 Escalation/Other Questions: Afet Kilinc, 959-299-7278, 614-254-3229, <a href="mailto:KilincA@AETNA.com">KilincA@AETNA.com</a></p> <p>Government Relations/Legislative Inquiries: Russell Harper, 502-719-8761 or 859-333-6590, <a href="mailto:brharper@aetna.com">brharper@aetna.com</a></p>	<p><u>Buckeye:</u></p> <p>Provider Assistance Resources: Rapid Response Team: <a href="mailto:BehavioralHealth@centene.com">BehavioralHealth@centene.com</a> Provider Relations: 1-866-246-4356, ext 24291 24/7 Prior Authorization Line: 1-800-224-1991 24/7 OH Notification Fax: 1-866-535-6974 Escalation/Other Questions: Laura Paynter, (866)246-4356, ext. 24446, <a href="mailto:lpaynter@centene.com">lpaynter@centene.com</a></p> <p>Government Relations/Legislative Inquiries: Allison Conklin, 614-403-2814, <a href="mailto:Allison.M.Conklin@CENTENE.COM">Allison.M.Conklin@CENTENE.COM</a></p>
<p><u>CareSource:</u></p> <p>Provider Assistance Resources: Rapid Response Team: 1-800-488-0134 24/7 Notification Fax: 1-937-487-1664 24/7 Notification Email: <a href="mailto:mm-bh@caresource.com">mm-bh@caresource.com</a> Escalation/Other Questions: Terry Jones, 614-225-4613, <a href="mailto:Terry.Jones@caresource.com">Terry.Jones@caresource.com</a></p> <p>Government Relations/Legislative Inquiries: Jessica Mead, 614-271-8747, <a href="mailto:Jessica.Mead@caresource.com">Jessica.Mead@caresource.com</a> Scott Partika, 614-425-3472, <a href="mailto:scott.partika@caresource.com">scott.partika@caresource.com</a></p>	<p><u>Molina:</u></p> <p>Provider Assistance Resources: Rapid Response Team: <a href="mailto:BHProviderServices@MolinaHealthcare.com">BHProviderServices@MolinaHealthcare.com</a> Provider Services/Prior Authorization Questions: 1-855-322-4079 24/7 Notification Fax: 1-866-449-6843 Care Management Referrals: <a href="mailto:OHBehavioralHealthReferrals@MolinaHealthcare.com">OHBehavioralHealthReferrals@MolinaHealthcare.com</a> Escalation/Other Questions: Emily Higgins, (614)212-6298, <a href="mailto:emily.higgins@molinahealthcare.com">emily.higgins@molinahealthcare.com</a></p> <p>Government Relations/Legislative Inquiries: Kelly McGivern, 614-400-9884, <a href="mailto:Kelly.mcgivern@molinahealthcare.com">Kelly.mcgivern@molinahealthcare.com</a></p>
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