



Department of Medicaid
Department of Mental Health and Addiction Services

JMOC Update: Behavioral Health Redesign

November 16, 2017



Behavioral Health Redesign

Background for Today's Behavioral Health Update



Today the Departments will provide an update on the behavioral health testing that occurred between October 25 – November 12, 2017.



The information presented today will describe testing that has occurred with Ohio Medicaid and the MyCare Ohio plans, and reflect both general and beta testing results.



Success of the beta test is measured by the ability of 50% of participating providers to submit clean claims that are adjudicated properly.

 = Submitted Beta Test Scenarios

BH Redesign Beta Test Volunteers as of Nov. 13, 2017 (1)

- A Renewed Mind
- Access Counseling Services
- Addiction Services Council
- Allwell Behavioral Health Services
- Alta Behavioral Health
- **Alternative Paths, Inc.**
- Alvis
- Anazao Community Partners
- AP Liberty Manor CSN
- AP Supervised Living CSN
- **Applewood**
- Arizona Counseling & Consultation Services
- **Beech Brook**
- **Bellefaire**
- BrightView, LLC
- Butler Behavioral Health/Transitional Living
- Catholic Charities Southwestern Ohio
- Cedar Ridge Behavioral Health Solutions, LLC
- Center for Behavioral Health, Inc.
- Center for Families and Children
- Central Clinic
- Century Health
- Child & Adolescent Behavioral Health
- **Child Focus**
- Child Guidance & Family Solutions
- Choices Behavioral Health Care
- Christian Children’s Home of Ohio
- **Churchill Counseling Services, Inc.**
- **Clermont Recovery Center**
- **Coleman Professional Services**
- Columbiana County Mental Health Clinic
- Columbus Area Integrated Health Services, Inc.
- Community Assessment and Treatment Services
- Community Behavioral Health Center
- **Community Counseling Center of Ashtabula**
- Community Counseling Services, Inc.
- Community Drug Board DBA Community Health Center
- Community Mental Healthcare, Inc.
- Community Support Services, Inc.
- **Compass Family & Community Services**
- **CompDrug**
- Comprehensive Psychiatry Group, Inc.
- Concord Counseling Services
- Cornell Abraxas Group, Inc.
- Cornerstone of Recovery
- Covenant
- Cuyahoga MH
- Cuyahoga SUD
- Darke County Recovery Services
- **Directions for Youth and Families**
- Eastway Corporation
- Eden Counseling Centers
- **Epilepsy Association**
- Family and Community Services
- Family Life Counseling and Psychiatric Services
- Family Recovery Center
- **Family Resource Center**
- Far West Center
- Firelands Counseling & Recovery Services
- First Step Home
- Focus Residential Group
- Foundations Behavioral Health Systems, Inc.
- Friel and Associates
- Frontline Service
- Full Circle to Completion
- Greater Cincinnati Behavioral Health Services
- **Greentree Counseling Center**
- Harbor Behavioral Health
- Healing Hearts Counseling Center, LLC
- Health Recovery Services, Inc.
- Hispanic CD Services
- Homes for Kids of Ohio Inc.
- Hopewell Health Centers, Inc.
- Huckleberry House, Inc.
- Ikron Corporation
- **Integrated Services for Behavioral Health**
- **Jewish Family Service Association**
- Jewish Family Services
- Lake-Geauga Recovery Centers, Inc.
- Licking County Alcoholism Prevention Program
- Life Solutions South
- Lighthouse Youth Services, Inc.
- Lima UMADAOP
- Lutheran Social Services of Northwestern Ohio
- Mahajan Therapeutics
- Mansfield UMADAOP
- Marion Area Counseling Center
- Maryhaven
- Matt Talbot for Recovering Men
- Matt Talbot for Women

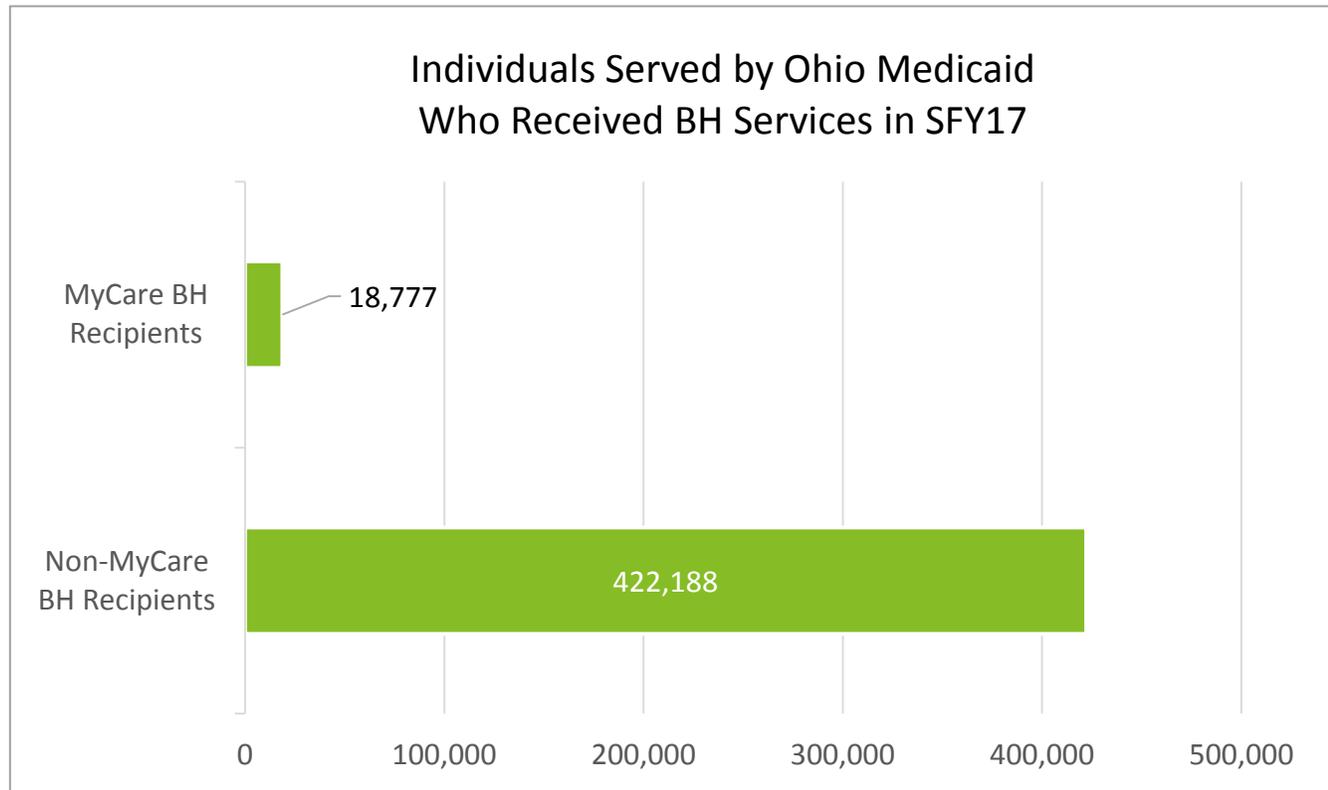
 = Submitted Beta Test Scenarios

BH Redesign Beta Test Volunteers as of Nov. 13, 2017 (2)

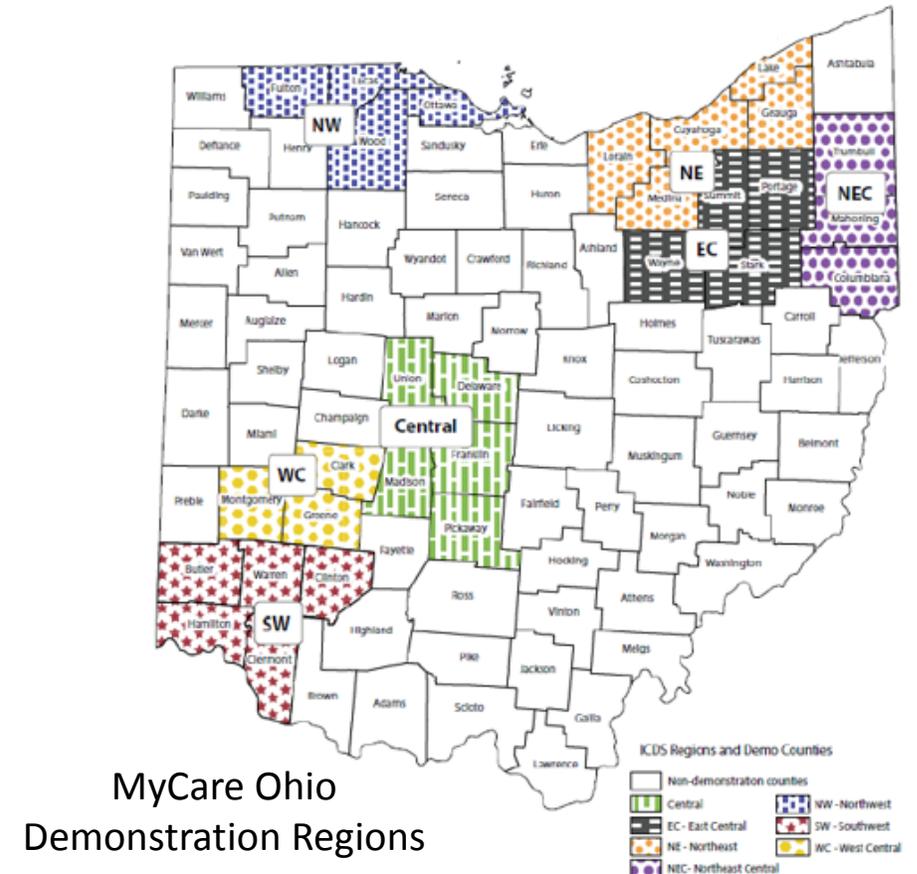
- Matt Talbot Inn
- **Maumee Valley Guidance Center**
- Mental Health Services for Clark County Inc.
- Meridian HealthCare
- Mid Ohio Psychological Service
- Midtown
- Murtis Taylor Human Services System
- **Muskingum Behavioral Health**
- National Youth Advocate Program
- NBH Cuyahoga
- NBH Lake
- NBH Mahoning
- Necco LLC
- Neil Kennedy Recovery Center/Youth Commission on Alcoholism
- New Albany Home Health Solutions
- New Concepts
- New Horizons Mental Health Services
- North Central Mental Health Services
- Northeast Ohio Behavioral Health
- Northeast Ohio Health Services
- Oesterlen Services For Youth, Inc.
- OhioGuidestone
- OneEighty, Inc.
- Oriana House, Inc.
- Passage, Inc. DBA Deaf Think Positive, Inc.
- Pathways Counseling Center, Inc.
- Perry Behavioral Health Choices, Inc.
- Phoenix Rising Behavioral Healthcare & Recovery
- Portage Path Behavioral Health
- Primary Care Solutions
- Project Cure, Inc.
- Project Woman
- PsyCare
- Rakesh Ranjan, MD & Associates, Inc.
- Reach Counseling Services
- **Recovery Resources**
- Recovery Services of Northwest Ohio, Inc.
- Rescue, Inc.
- Resident Home Corporation, DBA Envision
- RFS Charitable Foundation
- Salvation Army
- Samaritan Behavioral Health, Inc.
- Scioto Paint Valley Mental Health Center
- Sequel Pomegranate Health Systems
- Shaker Clinic
- Shawnee Mental Health Center, Inc.
- Signature Health, Inc.
- Sojourner Recovery Services
- Solutions Community Counseling and Recovery Centers
- SORC, LLC
- **Southeast, Inc.**
- Southeastern Ohio Counseling Center LLC
- Spectrum Outreach Services, LTD
- St Aloysius Orphanage
- **St. Joseph Orphanage**
- Stella Maris, Inc.
- Summit Psychological Associates, Inc.
- Sunrise Treatment Center
- Talbert House
- Talbot Clinical Services
- TASC of Northwest Ohio
- TCN Behavioral Health Services
- **The Bair Foundation**
- The Buckeye Ranch
- The Center for Child and Family Advocacy, Inc.
- The Counseling Center of Wayne & Holmes Counties
- The Counseling Source, Inc.
- The Crisis Intervention and Recovery Center, Inc.
- The Crossroads Center
- The Lighthouse, Inc.
- The Main Place, Inc.
- The Nord Center
- **The Recovery Center**
- Townhall II
- Travco Behavioral Health, Inc.
- Tri County Help Center, Inc.
- Twin Valley Behavioral Health Center
- UMADAOP Dayton
- Unison Behavioral Health Group
- University of Toledo Medical Center
- Urban Minority Alcoholism & Drug Outreach Program of Cincinnati, Inc.
- Village Network
- WellSpring
- WomenSafe, Inc.
- Wood County Children's Services Association
- Woodland Centers, Inc.
- Worthington Center Management Co., Inc.
- Youth Advocate Services
- Zepf

Ohio's Behavioral Health Population

96% of Ohio Medicaid's behavioral health population receives services on a fee-for-service basis. The remaining 4% are served by MyCare Ohio plans and reside in one of the 29 MyCare Ohio demonstration counties.

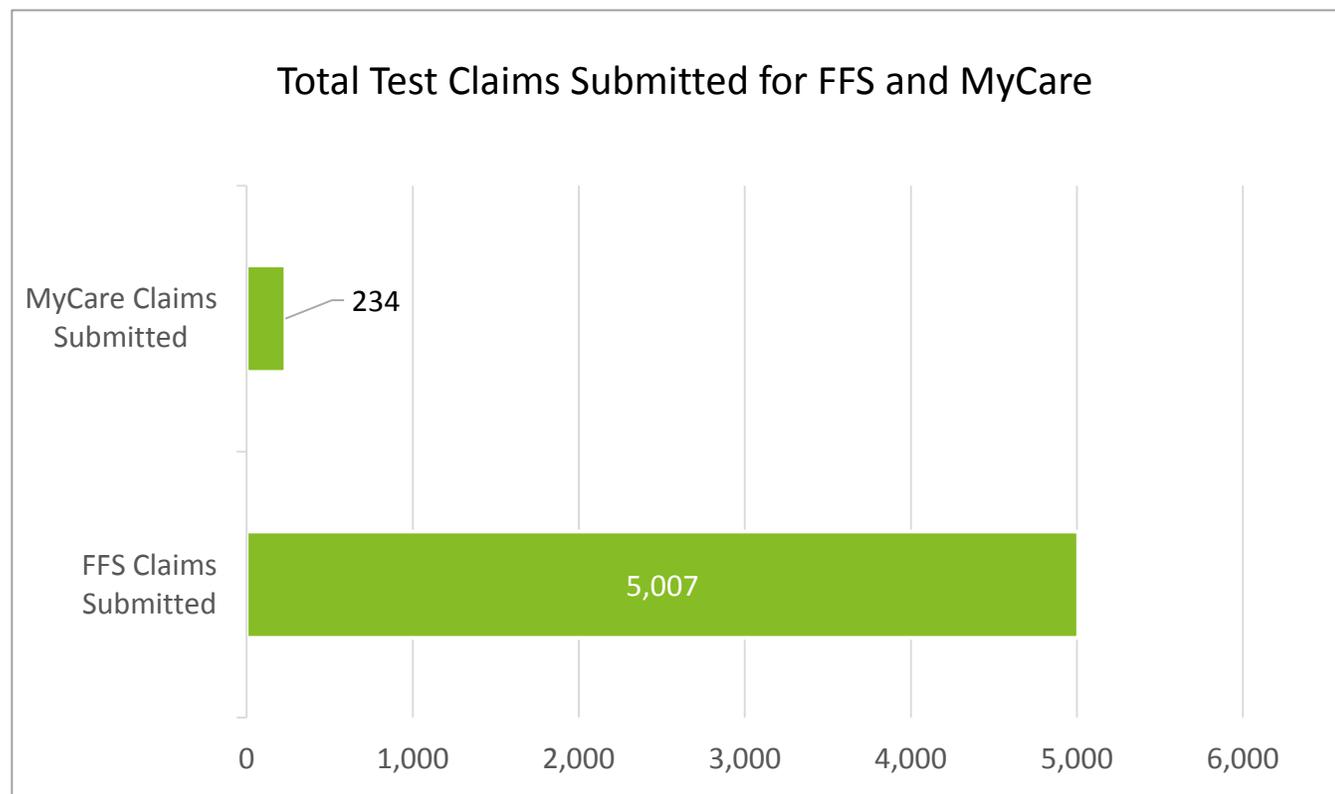


Source: ODM QDSS, November 2017



Overall Testing Summary

As of November 12th, 63 agencies have submitted test claims via FFS and 14 agencies have submitted test claims to the MyCare Ohio plans.



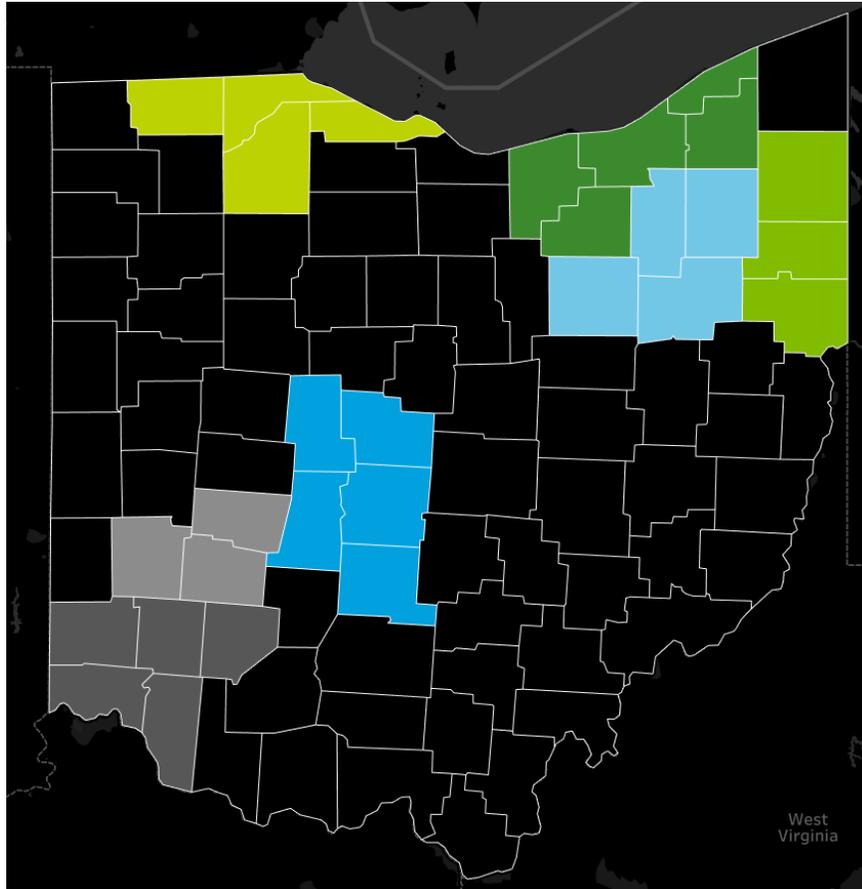
| Agencies Testing with FFS or MyCare | | | |
|-------------------------------------|-------|--------|-------|
| | Small | Medium | Large |
| FFS | 14 | 18 | 31 |
| MyCare* | 2 | 7 | 5 |

Agency Size Key:
 Small = <500 clients
 Medium = 500 – 2,000 clients
 Large = >2,000 clients

Source: DXC and MyCare testing reports

MyCare Ohio Plan Network Adequacy

The MyCare Ohio plans have met network adequacy requirements in all 29 MyCare counties.



Map depicts counties where all MyCare Ohio Plans have met network adequacy requirements. Colors represent the MyCare regions.

| MyCare Ohio Plan | Minimum MH and SUD Provider Locations Required | Number of MH and SUD Provider Locations Contracted | Meets Network Adequacy Requirements? |
|----------------------------|------------------------------------------------|----------------------------------------------------|--------------------------------------|
| Aetna | MH: 56 SUD: 22 | MH: 96 SUD: 90 | |
| Molina | MH: 65 SUD: 22 | MH: 175 SUD: 114 | |
| CareSource | MH: 79 SUD: 22 | MH: 145 SUD: 68 | |
| United Healthcare | MH: 79 SUD: 22 | MH: 92 SUD: 48 | |
| Buckeye Health Plan | MH: 79 SUD: 20 | MH: 211 SUD: 57 | |

Fee-For-Service Beta Testing Results

ODM and OhioMHAS are actively monitoring beta testing progress.

Beta Testing Process

- The Departments have designed specific scenarios that providers must use to participate in the beta test
 - Scenarios have been designed to test situations applicable to both mental health and substance use providers
- Beta providers must test with both ODM and the MyCare Ohio plans that they are contracted with (if applicable)
- While State-defined scenarios must be used for beta testing, providers are encouraged to submit additional test claims for any scenarios that could be applicable to their business

FFS Beta Test Results

Beta Test Volunteers: **179**

Agencies that have tested with FFS: **63**

Agencies that have submitted beta scenarios: **24**

Total beta scenarios submitted: **227**

(26 unique scenarios tested of the 60 State-recommended scenarios)

Percent of beta scenarios adjudicated properly: **98%**

Top Reasons for Test Claim Denials

The ODM Rapid Response Team is conducting direct outreach to provide guidance on why claims were denied (if applicable), and is working with agencies to re-submit claims properly. The Rapid Response Team is available six days a week to answer testing related questions from providers and Trading Partners.

Top FFS Test Claim Denial Reasons To Date

Supervisor NPI:

- Including for services or practitioners who do not require direct supervision
- Supervising practitioner is not a valid supervisor for practitioner

Rendering:

- No practitioner NPI or U modifier to indicate who rendered the service
- Practitioner NPI and U modifier both reported
- NPI of an unenrolled practitioner reported, when NPI of the practitioner is still pending enrollment

Modifiers:

- Missing, incorrect or current modifiers

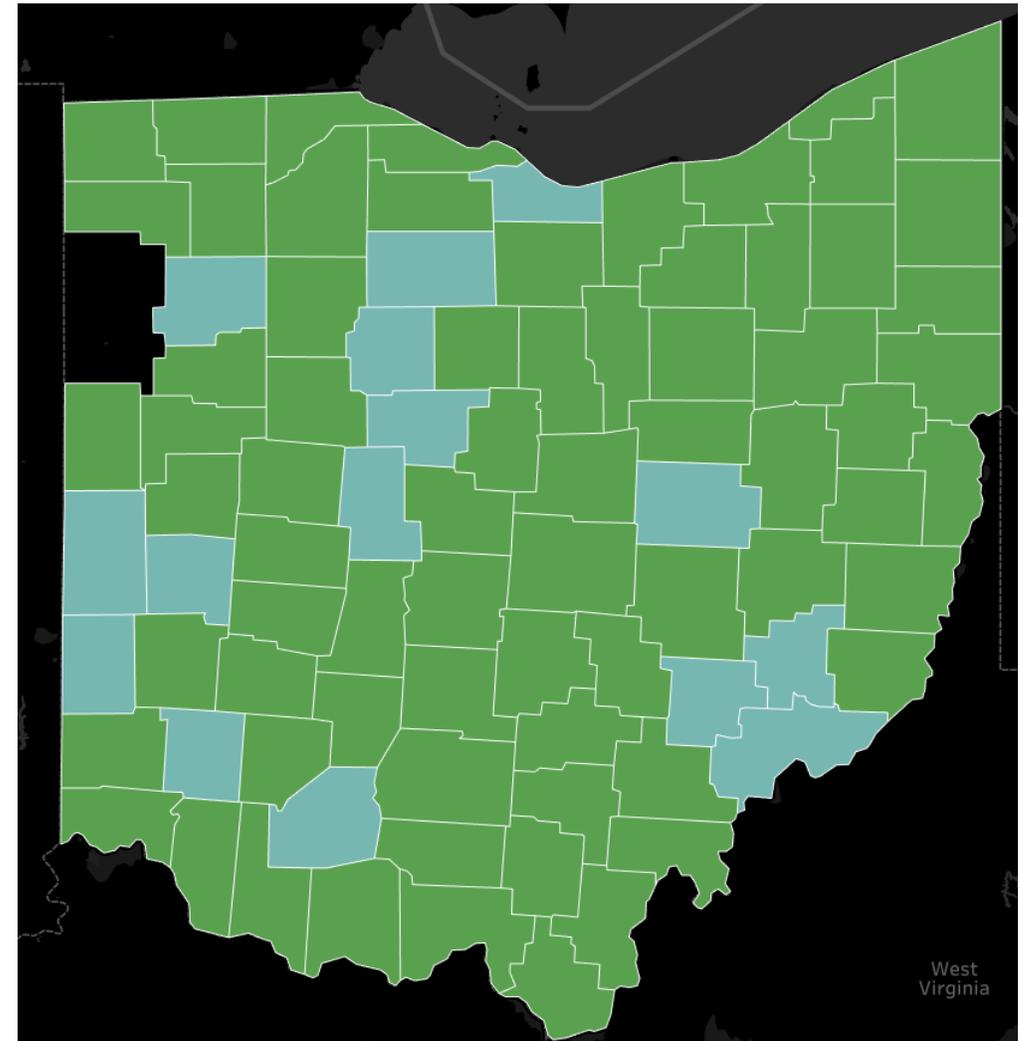
FFS Testing Coverage



Counties containing locations of behavioral health agencies that have submitted test claims via FFS through November 12, 2017.



Counties containing locations of behavioral health agencies that have volunteered for beta testing.



West Virginia

Recent Stakeholder Engagement

The Departments and the MyCare Ohio Plans continue to utilize diverse methods to engage stakeholders to prepare for BH Redesign.

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- Reached **905 individuals** through **five BH 501 trainings** throughout October and November
 - Columbus (10/27)
 - Zanesville (10/30)
 - Dayton (11/1)
 - Cuyahoga Falls (11/3)
 - Sandusky (11/8)
- **Direct outreach to encourage beta testing** before testing began
 - Outreach to remaining beta volunteers continues
- Rapid Response Team conducts **daily outreach** to providers to address testing issues
- Over **188,600 total page views** since the launch of the BH Redesign website

☆
MyCare Ohio & Managed Care Plans
☆

- Held **two additional provider forums** due to high demand
 - Reynoldsburg (11/2)
 - Columbus (11/9)
- Participated in **all five BH Redesign 501 trainings**
- Conducted **extensive outreach to provider agencies** to encourage testing through:
 - Daily/weekly reminder email & fax campaigns to beta volunteers
 - Direct outreach via phone calls and in-person visits to contracted providers
 - BH testing webinars and conference calls
 - Provided mock recipient information to facilitate testing

MyCare Ohio Plans Readiness Review Summary



Desk and onsite readiness reviews have revealed the following:

- Key staff are in place to address questions and concerns
- Plans are encouraging providers to test
- Most system configurations are complete
- Provider directory is available
- Processes for expedited prior authorizations are in place
- Clear processes are in place for managing BH crisis calls
- Carve-in provider outreach efforts and network expansion are well underway



ODM continues to work with the MyCare Ohio plans to ensure they complete the following:

- Finalize policies and procedures to ensure staff understanding of BH policy expectations
- Complete all staff trainings related to BH Redesign
- Continue outreach to encourage testing
- Finalize system configuration
- Ensure remittance remarks are easy to understand
- Complete internal user acceptance testing to ensure all billing combinations have been tested

MyCare Ohio Plans Readiness Review Summary, Continued

The MyCare Ohio plans were given 211 state-defined scenarios to run through their systems. ODM continues to work with the plans to ensure that 100% pass.

| MyCare Ohio Plan | No. of Scenarios Tested | No. Passed | No. Failed | % Passed (October) | % Passed (November) |
|-------------------|-------------------------|------------|------------|--------------------|---------------------|
| Aetna | 211 | 199 | 12 | 84.83% | 94.31% |
| Buckeye | 211 | 164 | 47 | 77.73% | - |
| CareSource | 211 | 191 | 20 | 90.52% | - |
| Molina | 211 | 200 | 11 | 94.79% | - |
| United Healthcare | 211 | 181 | 30 | 83.89% | 85.78% |

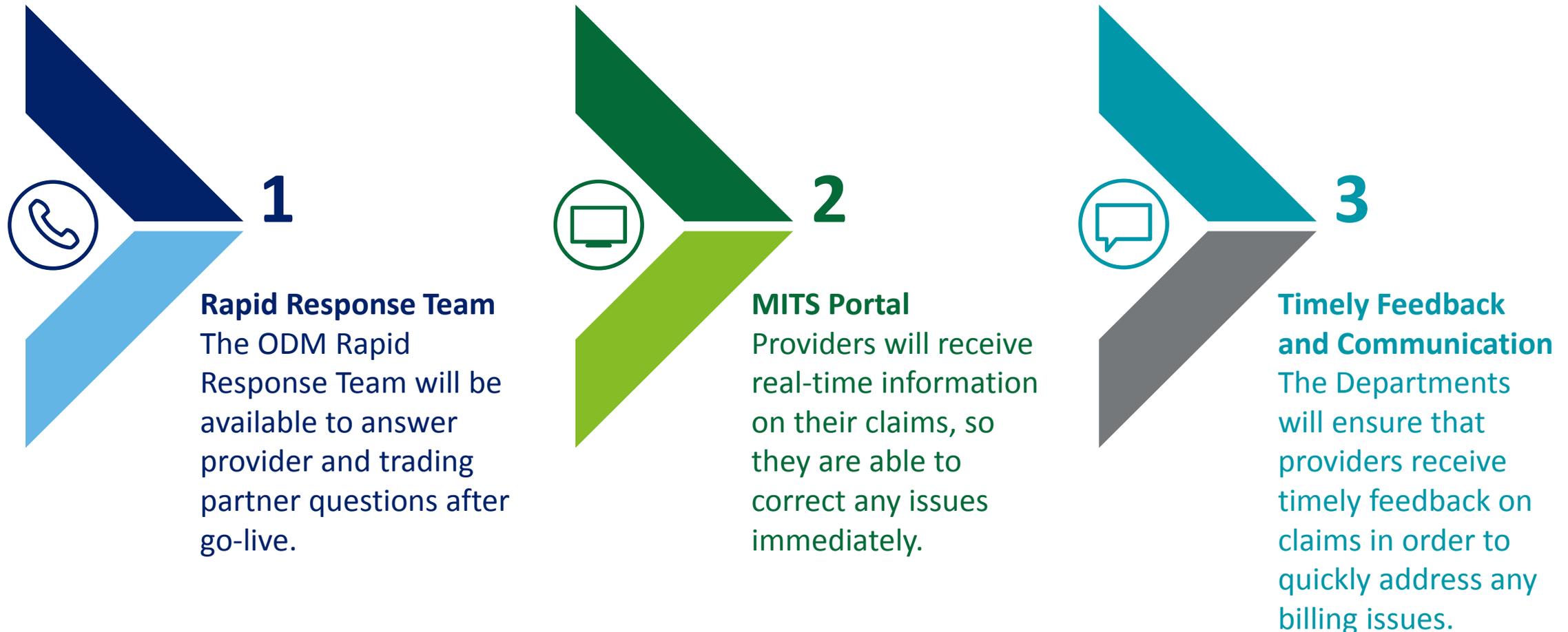


Continued Efforts to Track Readiness:

- 1 Regular meetings with OAHP and the plans
- 2 Monthly 1:1 meetings specific to EDI and readiness
- 3 ODM continues to work with the MyCare Ohio plans to ensure a 100% pass rate; the plans are able to re-submit any scenarios that did not pass

Post-Implementation Strategies

The Departments are implementing the following strategies to ensure a successful implementation of BH Redesign:



Post-Implementation Strategies, Continued

Current BH services should not be impacted by BH Redesign, and new services (e.g., ACT/IHBT) will be available to individuals with high intensity needs. The resources below can help individuals in accessing current or new services:

ODM Resources:

- Medicaid Consumer hotline: 1-800-324-8680
- Beneficiary Ombudsman: Sherri Warner (Phone: 614-752-4599; Email: Sherri.Warner@medicaid.ohio.gov)

MHAS Resources:

- Client Rights and Advocacy Resources ([link](#))

Local Resources:

- National Alliance on Mental Illness helpline: 1-800-686-2646
- Ohio Association of County Behavioral Health Authorities, Board Directory ([link](#))

MCP Resources:

- Medicaid Consumer hotline: 1-800-324-8680

SRS Resources:

For questions related to the Specialized Recovery Services program, contact the appropriate Recovery Management agency:

- CareSource SRS Program Manager: Dawn Rist-Opal (Phone: 216-618-8124; Email: Dawn.RistOpal@CareSource.com)
- Council on Aging SRS Program Manger: Christy Nichols (Phone: 513-592-2779; Email: Cnichols@help4seniors.com)
- CareStar SRS Program Manager: Mike Swiderski (Phone: 614-729-1006 x4834; Email: mswiderski@carestar.com)

Post-Implementation Strategies, Continued

Providers can use the information below to contact the MyCare Ohio plans or report concerns to ODM.

Aetna



- 24/7 Notification Phone Line: 1-855-364-0974
- 24/7 Notification Phone Line: 1-855-364-0974 , option 2, then 4
- 24/7 Notification Fax Line: 1-855-734-9393
- Escalation/Other Questions: KilincA@AETNA.com

CareSource



- 24/7 Notification Phone Line: 1-800-488-0134
- 24/7 Notification Fax Line: 1-937-487-1664
- 24/7 Notification Email: mm-bh@caresource.com
- Escalation/Other Questions: brandon.carr@caresource.com

Buckeye



- 24/7 Notification Phone Line: 1-866-296-8731
- 24/7 Nursewise Line 1-800-244-1991
- 24/7 OH Notification Fax Line 1-866-535-6974
- Escalation/Other Questions: Amber.Bundy@envolvehealth.com

Molina



- 24/7 Notification Phone Line: 1-855-322-4079
- 24/7 Notification Fax Line: 1-877-708-2116
- 24/7 Notification Email: OHBehavioralHealthReferrals@MolinaHealthcare.com
- Escalation/Other Questions: Emily.Higgins@MolinaHealthcare.com

UnitedHealthcare



- 24/7 Notification Phone Line: 1-800-600-9007
- 24/7 Provider Line to request authorizations: 1-866-261-7692
- 24/7 Submit online authorization requests via Provider Portal: www.providerexpress.com and www.UnitedHealthcareOnline.com
- Escalation/Other Questions: tracey.izzard-everett@optum.com

Reporting Concerns

Providers can submit concerns about the MyCare Ohio plans using an online form available at: <http://medicaid.ohio.gov/PROVIDERS/ManagedCare/ProviderComplaint.aspx>.

MyCare Overall Testing Results

The information below reflects MyCare testing results through November 12, 2017.

MyCare Testing Process

- The MyCare Ohio plans have conducted extensive outreach to encourage stakeholder testing
- In order to participate in the beta test, providers must test with both ODM and MyCare Ohio plans they are contracted with
- While State-defined scenarios must be used for beta testing, providers are encouraged to submit additional test claims for any scenarios that could be applicable to their business

MyCare Ohio Plan Testing Results

Agencies that have tested with the MyCare Ohio plans: **14**

Total test claims submitted: **234**

Total beta scenarios submitted: **12**

Percent of total claims adjudicated properly: **97%**

Percent of beta scenarios adjudicated properly: **91%**



Preparing for BH Redesign in MyCare & Medicaid Managed Care

November 16, 2017

- Ensure system capacity
- Expand the benefit to all levels of care
- Include best practice treatment models
- Expand access to integrated care
- Improve coordination of care

Expanded Benefits to Members

- Expanded Opioid Treatment Programs (Jan 2017)
- Expanding SUD Benefit package:
 - SUD Peer Recovery Support
 - SUD Partial Hospitalization
 - SUD Residential Care
- Adding evidence based/state best practices:
 - Assertive Community Treatment - adults with SPMI
 - Intensive Home Based Treatment - youth at risk
- Adding primary care, labs & vaccine codes
- Adding coverage for psychological testing
- Expanding eligibility for children's respite



Implementation Best Practices

- Standard code set with standard units of billing
 - Clear billing guidelines from OAC rules and provider manuals
 - 3-6 months lead time for accurate configuration
 - Time for internal claims system testing
 - External provider testing to monitor readiness
 - Feedback loop on configuration or provider errors
-



OAHP Activities

- Formed the OAHP BH Collaborative to work through solutions
- Extended the Transition of Care period for contracting efforts
- Relaxed timely filing rules for providers with billing issues
- Conducted weekly technical calls to talk through payment issues
- Created resource documents to help providers with billing set up



Preparations Leading to Jan 1

- BH Collaborative – standardized PA form, proactive identification of provider challenges and solutions
- Provider Communications – MITS BITS, EDI meetings, Trade Association newsletters
- BH Conference Presentations and Sponsorships (2015 - 2017)
- Eight (8) Fall Regional Provider Forums:
 - 852 registrations, 537 participants, 265 organizations
 - providers, vendors, consultants, county boards



ODM Readiness Review

- Demonstrated system adjudication of 200+ testing scenarios
- Reviewed Rapid Response Team procedures and training plan
- Provided interpretation of billing rules to ensure consistency
- Additional requirements in MCPs contracts to augment substantial oversight by State regulators.



Provider Support Post - Jan 1

- BH Collaborative – proactive identification of provider challenges and solutions with BH Redesign
 - Provider Communications – MITS BITS, EDI meetings
 - Rapid Response Team – individual plan claims monitoring & outreach augmented with all MCP meetings to determine opportunities for training and outreach.
 - Six (6) February Regional Provider Forums:
 - In-person opportunity for discussion of payment issues and contracting or credentialing questions
-



ODM Reporting

- Testing Activity and Results
- Prompt Pay/Denial Rate Reporting
- Contracting/Credentialing status