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December 2017

## Welcome to Beacon Health Options Provider Newsletter

### Fall Reflections

As sister summer goes to sleep and brother fall awakens, this is a natural transition to reflect on what has occurred and begin preparing for the cold winter ahead. In the hustle and bustle of our lives, school has started, fall has come, and we are starting the preparations for the holidays. The mental health world appears to have taken a similar mindset of looking back and preparing to move forward at the same time. September was both Suicide Prevention Month and National Recovery Month.

Unfortunately, suicide deaths continue to rise every year. Nationally, suicide deaths have risen 24% over the past 15 years and suicide is the 10<sup>th</sup> leading cause of death in the United States. In Maryland, suicide deaths are the 4<sup>th</sup> leading cause of death for individuals 45-54, and one suicide happens every 16 hours.

Beacon Health Options recently participated in the Out Of Darkness walk in Howard County. At times, the pain from those walking in memory of someone who had committed suicide was palpable.

The walkers had buttons, t-shirts, and photos of loved ones who had committed suicide. At the beginning of the walk, there were pairs of shoes of those who had committed suicide that lined the walk to the registration table. These were a tangible reminder of those who believed that there was no other way out except to end their lives.

I do not provide these statistics and images to dishearten, but for us to remember the other focus area this past month, National Recovery Month. In the midst of the pain, individuals shared their stories of hope, strength, and growth. Family members shared their dark days, the periods of feeling inconsolable, and the ever nagging questions of “why?” and “what did I miss?”. They shared the loss that they experienced and details of the day when they could smile again. These are the survivors.

All of us come into contact with survivors and people who are in pain each and every day. Survivors come in all shapes and sizes. In your interactions, do not be afraid to ask someone how they are doing, and mean it. Do not be afraid to start the difficult conversations, and encourage appropriate referrals if needed. Believe that recovery is possible, and find ways to reinforce this belief. As we continue the fight to zero suicides, continue to keep yourself strong and reflect on the resiliency we see in each other. Use these memories to give you strength as we enter the long winter days ahead.

Thank you,

Lisa Kugler

Vice President/CEO, Maryland Engagement Center



## Program Integrity

### What to expect and know about audits:

- ◆ Providers should expect to be audited.
- ◆ Audits are typically announced; however, unannounced audits are permitted under COMAR.
- ◆ If announced, providers will receive a one to two week notification from the lead auditor via a phone call, email or certified mail.
- ◆ 24 hours prior to the audit providers will receive the consumer sample.
- ◆ The consumer sample consists of 10 consumers; however additional consumers may be reviewed.
- ◆ All audits consist of a staffing review, a quality of documentation review and a billing review.

All audit tools are available online. For more information, please visit the Compliance section of the Beacon Health Options website at [http://maryland.beaconhealthoptions.com/provider/prv\\_info.html](http://maryland.beaconhealthoptions.com/provider/prv_info.html).

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

## Quality Management

### Recommendations For Fewer Administrative Denials

Maryland regulations require services be authorized for providers to receive reimbursement. When an authorization request is denied, this is often due to an administrative reason. Administrative denials can add up for the provider and may have an impact on expected revenue. In 2017, Beacon Health Options implemented an outreach initiative to help providers reduce the volume of authorizations denied for administrative reasons.

Beacon Health Options began partnering with agencies showing the highest volume of administrative denials. During the outreach calls we learn of obstacles and barriers providers experience, offer data regarding trends and offer training. We've seen preliminary success based on the data provided. Providers have identified the following steps that decreased their administrative denials.

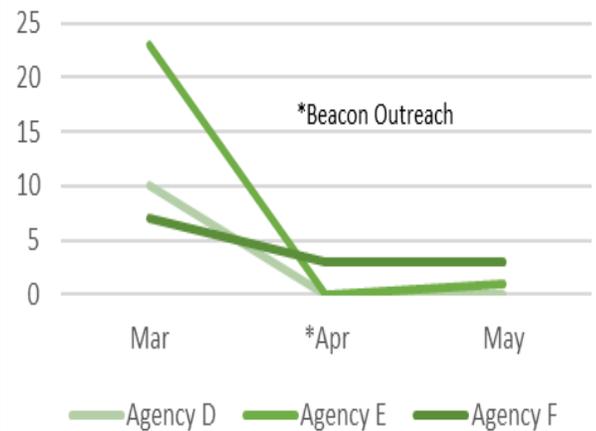
- ◆ Create a checks and balance system to confirm all services are pre-authorized.
- ◆ Cross-train staff on submitting authorization requests to ensure coverage when key staff members are out.
- ◆ Regularly communicate with staff the importance and benefits of obtaining pre-authorization.
- ◆ For long term services with concurrent requests, create a shared outlook calendar showing when all concurrent reviews are due.

We look forward to the continued partnership and participation of providers.

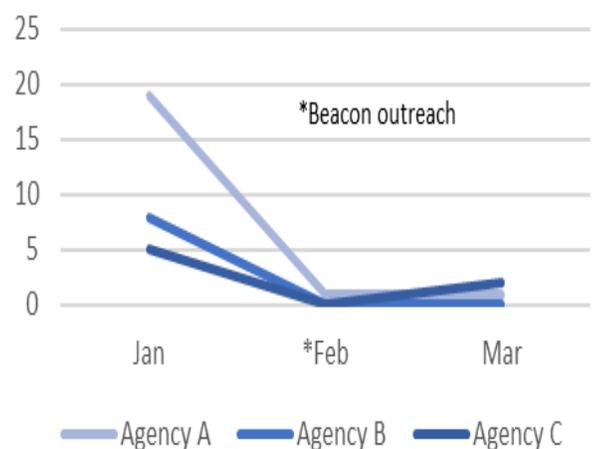
If you would like additional information or have questions about this initiative, please contact [Kristen.Rose@beaconhealthoptions.com](mailto:Kristen.Rose@beaconhealthoptions.com) in the Quality Department.

## 2017 PRELIMINARY RESULTS OF PROVIDER OUTREACH INITIATIVE

# of Administrative Denials  
High Volume Providers in March with  
Beacon Outreach in April



# of Administrative Denials  
High Volume Providers in January with  
Beacon Outreach in February



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## Beacon Lens

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. Here are some of our recent posts: [@BeaconHealthOpt](#), [#BeaconLens](#)

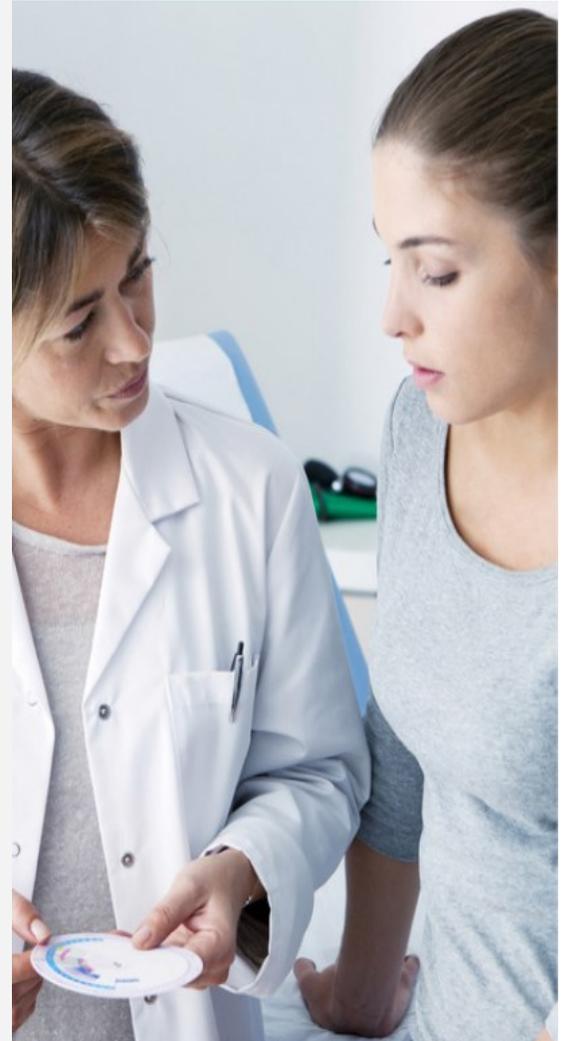
In February of this year, Beacon released its suicide prevention white paper, "We Need to Talk About Suicide". Based on research, we determined the Zero Suicide model was the best-in-class approach to suicide prevention and treatment. To read more please visit web link: <http://beaconlens.com/momentum-beacons-progress-bringing-zero-suicide-to-life/>

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## Maryland Highlights

- ◆ Pre-recorded video webinar trainings are now available to the provider community. Featured video trainings will be on the uninsured workflow and the exception process, claims processing for behavioral health providers, ProviderConnect for mental health providers, and more. Please visit BHO video tutorials online at [http://maryland.beaconhealthoptions.com/provider/prv\\_trn.html](http://maryland.beaconhealthoptions.com/provider/prv_trn.html)
- ◆ Beacon has initiated hospital outreach designed to improve participants receiving timely follow up care with a mental health provider. For more information, please read the following provider alert <http://maryland.beaconhealthoptions.com/provider/alerts/2017/Follow-Up-After-Hospitalization-9-20-2017.pdf> and FUH Brochure 2017 <http://maryland.beaconhealthoptions.com/provider/alerts/2017/FUH-Brochure-2017.pdf>
- ◆ As a reminder, coverage may be available for gambling services through Behavioral Health Systems Baltimore (BHSB). For more information, please read the following provider alert <http://maryland.beaconhealthoptions.com/provider/alerts/2017/Gambling-Residential-9-18-2017.pdf>

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



“It is expected that providers maintain appropriate standards. Additional Information is outlined in the [Provider Handbook.](#)”



## Provider Relations

### Uninsured Member Registration

Effective September 23, 2017, the uninsured member registration has been updated. Providers requests that do not meet the minimum criteria for uninsured benefits will be unable to register. For more information, please review the following provider alert <http://maryland.beaconhealthoptions.com/provider/alerts/2017/Uninsured-Registrations-Changes-9-2017.pdf>

### IntelligenceConnect

IntelligenceConnect is available to providers and accessible through ProviderConnect system. Providers are able to obtain reports for claims, eligibility and clinical. Currently this service is not available to non-Medicaid providers. For more information please contact EDI Help Desk at **(888) 247-9311**.

### Claims Department

Providers contacting Beacon Health Options with claim inquiries and questions can reach the Claims Department by either:

1. Calling a claims representative at **(800) 888-1965**.
2. Sending an inquiry to claims department through ProviderConnect system by selecting “review a claim” on ProviderConnect home page > search claim (s) using available criteria > select claim number hyperlink > select “send inquiry” > enter reason for your inquiry > submit inquiry > and wait for a response in your inbox on the ProviderConnect home page.
1. Faxing the claims research team at **(855) 378-8309**. Be sure to include provider contact information and claim information to review such as, claim number, consumer name, member number, date of birth, date of service, etc.

### Maryland DataLink Initiative

The Maryland DataLink initiative promotes the continuity of treatment for individuals with serious mental illness who are detained in detention centers. Beacon Health Options receives a daily file from the Maryland Department of Public Safety and Correctional Services (DPSCS) of these individuals. For more information, please visit [http://maryland.beaconhealthoptions.com/provider/prv\\_datalink.html](http://maryland.beaconhealthoptions.com/provider/prv_datalink.html)

### Outcomes Measurement System (OMS)

The OMS Datamart is designed to provide agency administrators and Local Behavioral Health Authorities (LBHAs) with data to assess outcomes of the clients they serve. This system allows managers to look at their agencies or jurisdictions as a whole which will help to gain perspective on client trends. Such data can lead to a better understanding of the impact of treatment provided by an organization. There are several ways in which the OMS data can be Useful, such as:

- 1) Comparing a program/jurisdiction to others
- 2) Providing data for required accreditation activities
- 3) Planning and implementing Quality Improvement (QI) and program evaluation projects

Providers can access the Outcomes Measurement System (OMS) at:

[http://maryland.beaconhealthoptions.com/services/OMS\\_Welcome.html](http://maryland.beaconhealthoptions.com/services/OMS_Welcome.html)

### Veterans

If a consumer shares veteran status to Beacon Health Options or a provider, the consumer should be referred them to Maryland's Commitment to Veterans (MCV). If the consumer provides consent, please consider making the referral to Maryland's Commitment to Veterans (MCV) while they are physically present or available for a call.

**Referral Line:** 877-770-4801

**Website:** <http://veterans.maryland.gov/marylands-commitment-to-veterans/>

For more information, please review the following provider alert:

[http://maryland.beaconhealthoptions.com/provider/alerts/2013/031813-Maryland\\_Compmitment\\_to\\_Veterans.pdf](http://maryland.beaconhealthoptions.com/provider/alerts/2013/031813-Maryland_Compmitment_to_Veterans.pdf)

### Beacon Health Options Maryland Alerts and Notifications

To sign up to receive Provider Alerts, Maryland Department of Health (MDH) transmittals, and other interesting news relevant to the Public Behavioral Health System in Maryland, please register here

[http://maryland.beaconhealthoptions.com/provider/prv\\_alerts.html](http://maryland.beaconhealthoptions.com/provider/prv_alerts.html) and select "Sign Up for Email Updates".

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

**Philip E. Humbert**



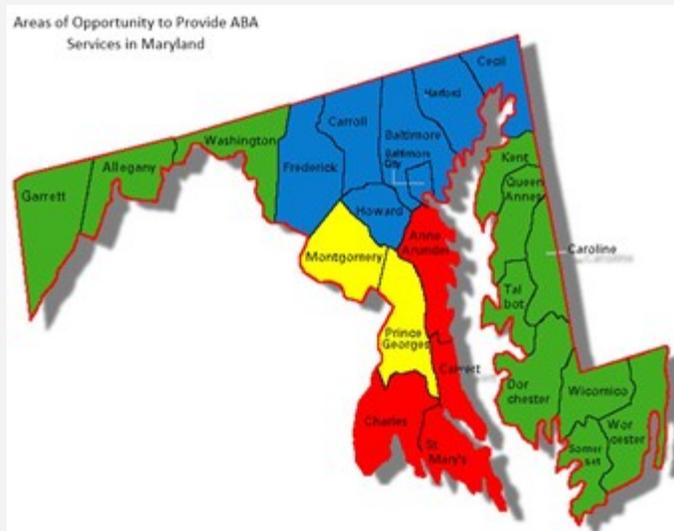
“It seems that for success in science or art a dash of autism is essential.”

Hans Asperger

## Applied Behavior Analysis

### ABA Services

Applied Behavior Analysis (ABA) therapy is proven to be the most effective treatment for individuals diagnosed with Autism Spectrum Disorder. ABA therapy includes behavioral techniques to increase pro-social behaviors such as communication, play, and age-appropriate skills. As a result, behaviors that are harmful to self or others are reduced. Beacon is interested in working with providers across the state who are willing and able to provide home and community based ABA services.



While the network is growing, the map shows areas for opportunity to provide quality services to families in need. In reference to current ABA provider representation across the state, the map depicts the following: **red** represents counties that are severely under served, **yellow** represents counties that are highly under served, **blue** represents counties that are moderately under served and **green** represents counties that are mildly under served.

### Joining the ABA Provider Network:

For information on how to become an ABA provider please, visit the Maryland Department of Health ABA Website at:

<https://mmcp.health.maryland.gov/epsdt/ABA/Pages/Home.aspx>

You may also visit the Beacon Health Options Autism Services website at:

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

### Interested in Being a Provider?

Please contact Josh Carlson, Manager of Provider Partnerships for ABA Services, by emailing: [mdh.aba@maryland.gov](mailto:mdh.aba@maryland.gov)



## Upcoming Webinars & Contact Information

### ProviderConnect®

These webinars are designed to review the system and support the E-Commerce Initiative for network providers. To see a complete list of webinar training dates, please visit the following website [http://maryland.beaconhealthoptions.com/provider/prv\\_trn.html](http://maryland.beaconhealthoptions.com/provider/prv_trn.html).

<b>Fall 2017 Webinars</b>
Applied Behavioral Analysis Training
Provider Connect for Mental Health Providers
Provider Connect for Substance Use Disorder Providers
Supported Employment and the Core Service Agency
Supported Employment for the DORS Counselor
Provider Connect for PRP Providers
The Beacon System: Reporting for any Behavioral Health Provider
The Beacon System: Claims Processing for any Behavioral Health Provider
An Introduction to Intelligence Connect ( <i>a tool for providers to generate reports</i> )

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