

Welcome to the Magellan Provider IBHS Workgroup

NOVEMBER 18, 2020

Magellan
HEALTHCARE®



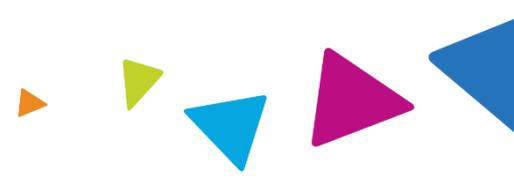
Welcome and Opening Remarks



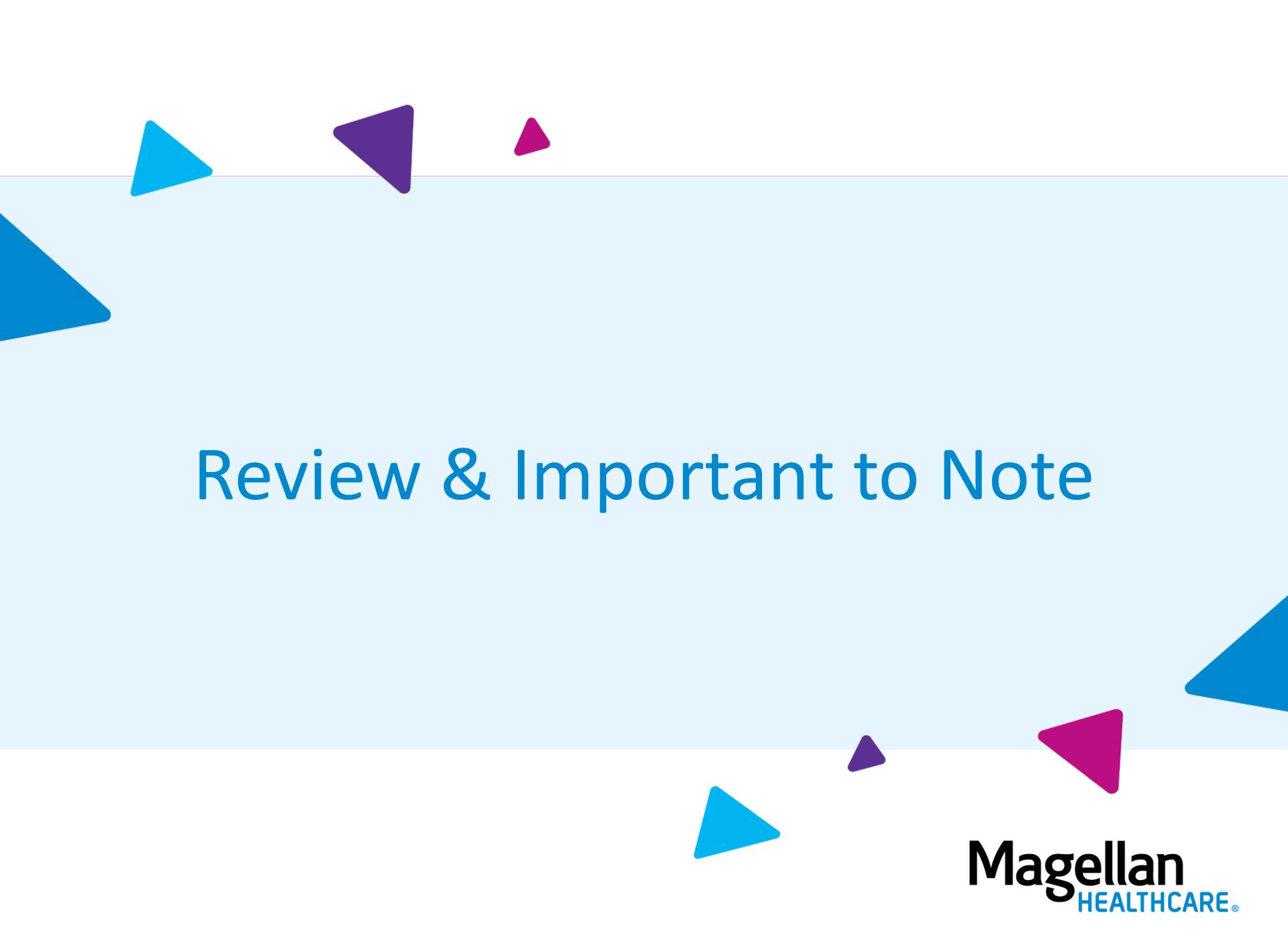
Please hold your questions until the end of the PowerPoint. We hope this will assist in participants being able to more actively listen to the content.

We will answer new questions but may defer other answers to specific resources in order to encourage providers to use the resources available and be efficient with everyone's time.

Agenda



- Review/Important Notes
- Network Audit tool
- Draft Reporting Information
- Access Survey
- Reminders
- IBHS Provider Status
- Network Audit information
- Upcoming Forums and Technical Assistance
- Magellan Workgroups and Technical Assistance Calls
- OMHSAS Updates
- Questions
- Next Steps



Review & Important to Note

New and Important to Note



- BH-MCOs presented a draft proposal of reporting requirements. BH-MCOs are planning another meeting to refine and present back to OMHSAS for our December meeting. Magellan will share information as it becomes available.
- Magellan inquired about an update on IBHS Attestation deadline extension. OMHSAS is looking into this and will let us know as soon as possible.
- OMHSAS/BH-MCO ABA subcommittee discussed differences between TPL and MA billing. Additional discussions are still needed.
- OMHSAS is close to sharing a bulletin about CRR Host Homes. They have planned a stakeholder meeting for 12/8/20. OMHSAS is requesting an updated Service Description for CRR Host Home be submitted to their field office by 1/17/2021. Bulletin contains specifics on what to include in the Service Description.
- Covid-19 related: New OMHSAS memo released October 22, 2020 talks about signatures needed on IBHS/BHRS documentation. “Signature requirements, including signatures for service plans and written consent, have been suspended. Verbal consent must be documented in the medical record at the time of service and providers are strongly encouraged to obtain signatures electronically when possible.”

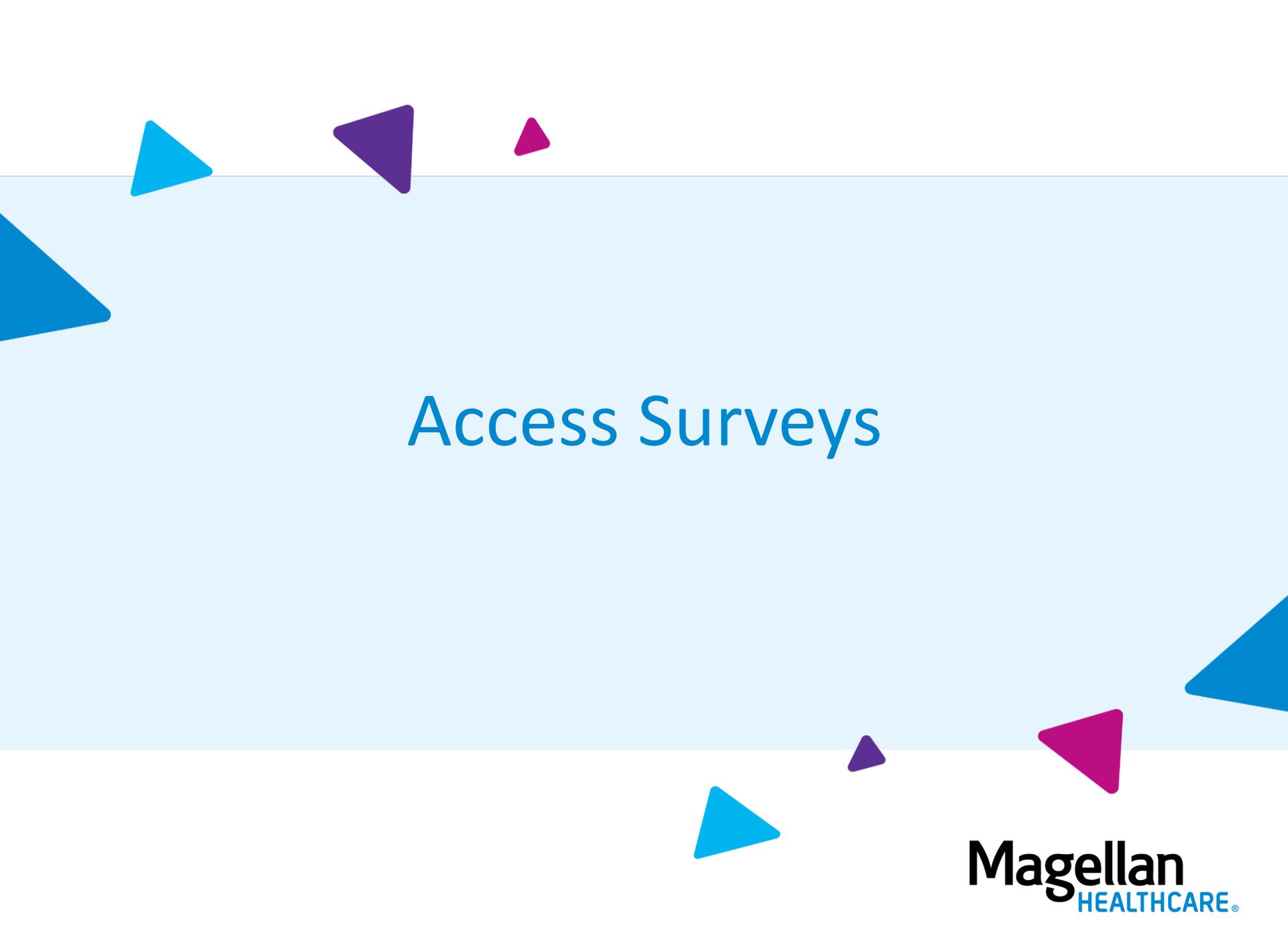


Draft Reporting Requirements

Possible Reporting Information

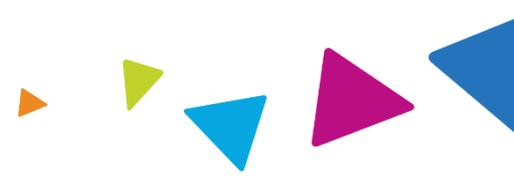


- Date of written order
 - Date written order received
 - Date assessment began
 - Date assessment complete
 - Date ITP completed
 - Date services began - If the client has been involved in BHRS services with your agency, please continue to write the first date they started BHRS services. For new members, this will be the first date of the services recommended in the written order and assessment. We will need to report all levels of service.
 - Plan to add to the online authorization system for providers to data enter.
- *OMHSAS has verbally confirmed that the above data points will be tracked. They are continuing to work on capacity reporting requirements.



Access Surveys

New Access Survey



THANK YOU FOR YOUR PATIENCE.

We have been made aware of some providers who did not receive the 10/15 survey.

The Nov 1st survey results were sent out on 11/9/20.

We have heard of success stories of members getting connected with a provider based on these surveys. We are hopeful that all the initial set up kinks will be resolved shortly and that this will be an effective tool to increase member's access to services.

Please outreach Liz Saeger with any issues receiving the survey or the results.

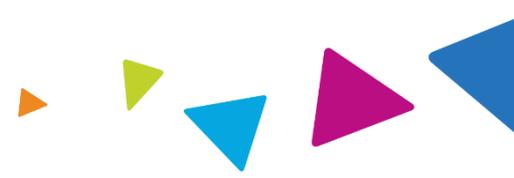


Quick tip: If your agency only provides ABA and not Individual (or vice versa), please click “None” for county choice on the service section your agency does not provide.



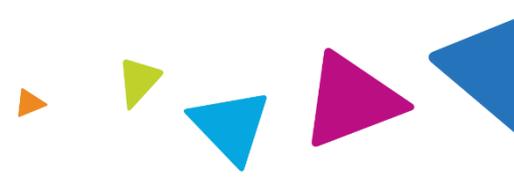
Reminders

Concurrent – Which comes first?



For the continued stay process, the Re-assessment can be completed by the clinician prior to the Written Order.

Re-Assessments



- Do not require a new authorization.
- Re-assessment should occur as part of an existing authorization and means to evaluate the effectiveness of treatment.
- If BC/BC-ABA units are exhausted, then the provider can request additional units.

MST/FFT Correction



MST/FFT providers will not use any of the Assessment codes. They are still required to meet the regulation requirements related to Assessment. However, MST/FFT providers will bill their one code for all billable activities including their assessments.

Best Practices for Discharge



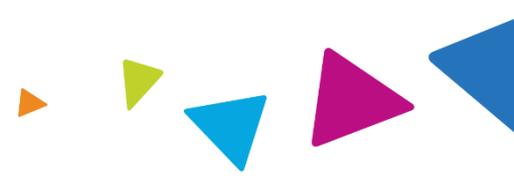
The Best Practices for Discharge from IBHS/BHRS, which was presented in a previous webinar, is available on our IBHS webpage.

CANS Reminders



- CANS Assessment summary is required to be submitted with each authorization packet for any member 3 years or older.
- CANS must be completed by a certified clinician.
- The CANS requires a minimum of a bachelors as the certification test is a real test
- The certified clinician completes the CANS in collaboration with the family, highlight the strengths and areas of need, as well as explore ways to incorporate these strengths/needs into the individualized treatment plan.

Billing Reminders

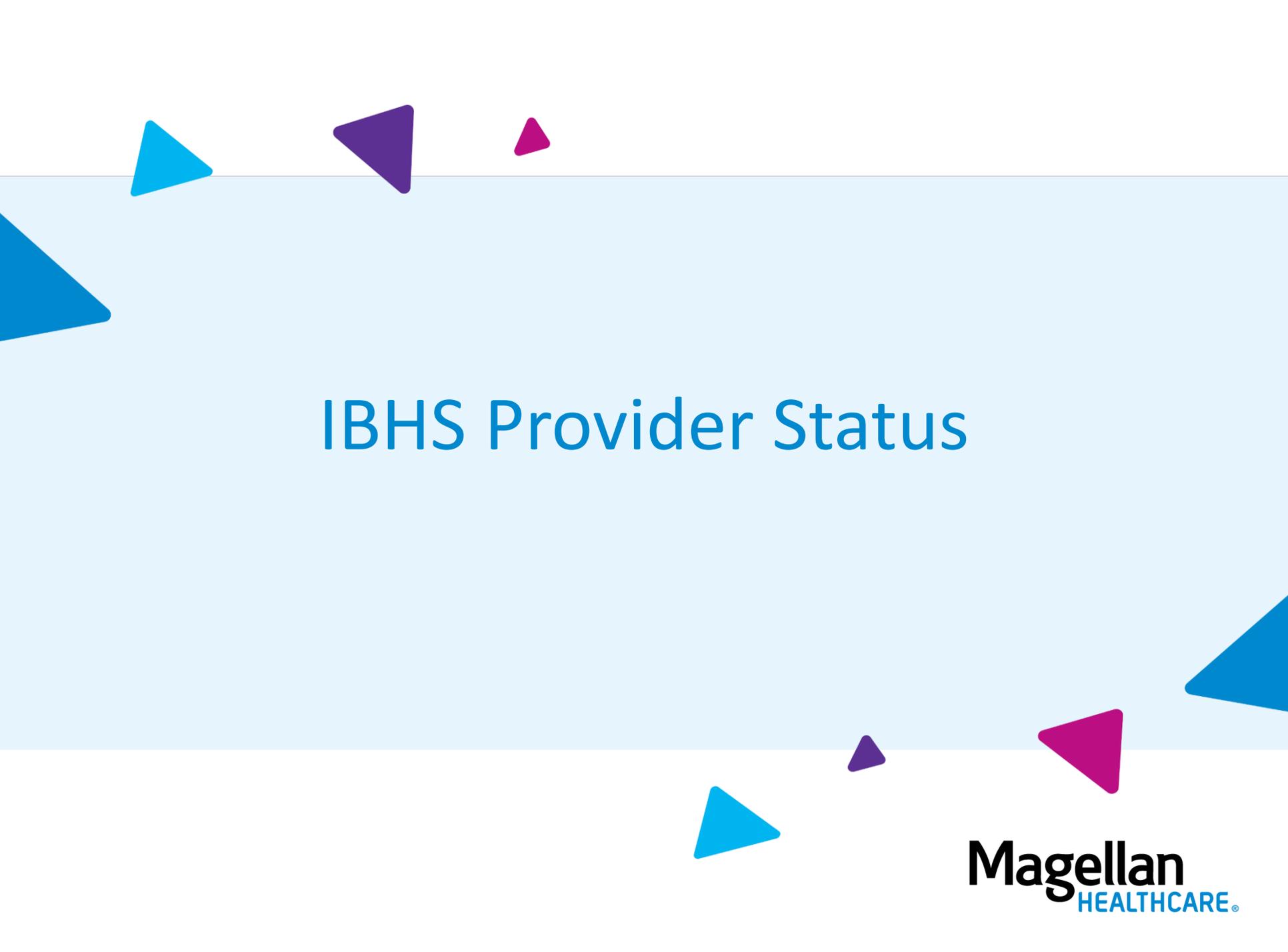


Helpful Tips:

- ❖ Review what the current authorization is for Member (BHRS Vs IBHS).
- ❖ Be sure to review dates of new IBHS authorization prior to submitting claim.
- ❖ Look to ensure the new code and modifier combos are being used correctly.
- ❖ Use the correct Place of Service identified on contract for each code billed.

Some billing issues we have assisted with:

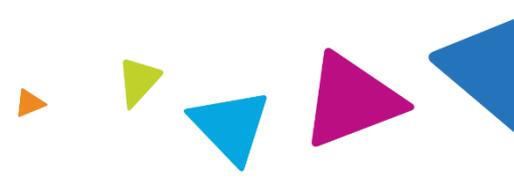
- IBHS codes being billed when it should have been BHRS
- BHRS codes billed when IBHS was authorized
- Location of service not matching contract
- Units were used up from authorization approval
- Timely filing of claims



IBHS Provider Status

What happens after my agency is IBHS licensed and enrolled?

- ✓ If you are an existing group provider and receive your license **you would need to email Magellan through the IBHS mailbox to start the credentialing process.**
- ✓ If you are an organization and received your license, enrollment and are credentialed you should email Magellan with that information. Magellan is also monitoring the PROMISE site for completed enrollments.
- ✓ Please inform Magellan if location on approved Program Description/License is new as this will need to be credentialed.
- ✓ Magellan has begun sending out contracts (If you are a new provider) or an amendment to add IBHS to your existing contracts.
- ✓ Your agency will be contacted by Magellan's clinical team to start planning for authorization process.



Magellan has received 68 state approved Service Descriptions for
IBHS.

Waiting on 7 more...

Please send to IBHS@magellanhealth.com:

- ✓ Approved IBHS Service Descriptions
- ✓ Copy of the state approval letter
- ✓ Licensure

IBHS Contracted & Licensed Providers



Magellan has 10 **contracted** IBHS providers (17 locations) within all 6 counties.

Magellan has 12 providers in **Credentialing** process

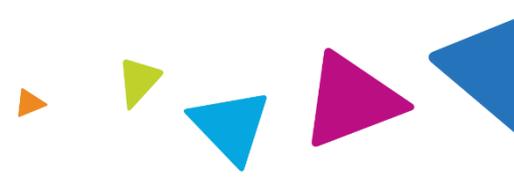
Magellan has 48 IBHS **licensed** providers within all 6 counties.

60 days until January 17, 2021.



Network Audit

Network Audit Tools - IBHS



- Magellan's Network audit tools for IBHS were created to follow the State regulations around IBHS and must meet the standards set forth for IBHS Individual, IBHS Group and IBHS ABA for the following areas:
- **Staffing Qualifications** – Education, Experience and Training
- **Training** – Initial New Staff Training, Ongoing Training including Training Plans and Tracking
- **Supervision** – Required supervision is completed and documented
- **Clearances** – Necessary clearances and background checks are completed and maintained in the HR File
- **Active Medicaid Enrollment and Licensure** – for the specific LOC
- **Updated Organizational Chart**

Network Audit Tools – Magellan Expectations



- Magellan will request and review the following information to be included in the overall scoring of the audit tool
- **Program Description** – Sent to the Audit team prior to the audit
- **Complaint and Grievance Policy** – Must include resources for HealthChoices members to Contact Magellan and County Offices
- **Staff Roster** – Sent to the Audit team prior to the audit
- **Evidence of Annual Performance Evaluations** - for **All Staff**
- **Job descriptions** – For all staff signed and in the HR Record
- **Confidentiality Statement** – Signed and kept in the HR Record
- **Policy and Procedure on Critical Incident /Safety monitoring and management**



Upcoming Forums & Technical Assistance

Technical Assistance Calls



- Magellan will continue to offer ½ hour IBHS technical assistance calls to any provider interested.
- We would like any provider needing to transition members as well as agencies proposing to provide group services for the first time to sign up.
- Please use the sign-up genius link to sign up and we will email you the zoom connection. <https://www.signupgenius.com/go/9040C44ADA72DA5FD0-ibhs>

Additional IBHS Provider Forums



Tuesday December 15, 2020 10:00-11:30 A.M. Via Zoom

<https://magellanhealth.zoom.us/j/93419160080?pwd=MWpOYnZWbm9USy9iSnczR05PWSt2UT09&from=msft>

Password: Hj.4z*

Wednesday January 20, 2021 1:00-2:30 P.M. Via Zoom:

<https://magellanhealth.zoom.us/j/95626431083?pwd=bVpCWFhObklZZFZ4NEpUeHJmMkhEdz09&from=msft>

Password: 4386M^

Wednesday February 17, 2021 1:00-2:30 P.M. Via Zoom:

<https://magellanhealth.zoom.us/j/92391248876?pwd=Mm5ob05ZaHRuRTBmMkxKUURNNE5ydz09&from=msft>

Password: 30Y\$#b

Registration is required for all future forums so we can maximize Zoom capabilities. Please register in advance.

Q&A Call for only IBHS contracted agencies



- December 16, 2020 1:00 PM-2:00 PM
- Invitations will be sent to those agencies contracted by that date.
- Magellan will continue to host these monthly through the winter or until no longer needed.

Magellan Behavioral Health of Pennsylvania (Magellan), on behalf of Bucks, Cambria, Delaware, Lehigh, Montgomery, and Northampton Counties, invites you to the following Child and Adolescent Referral Source forum for Intensive Behavioral Health Services (IBHS) implementation:

Wednesday, December 2nd, 2020

1:00 PM – 2:00 PM

Via zoom:

<https://magellanhealth.zoom.us/j/92232102219?pwd=YXFrU0lyK25DaWRiSmpqU2poSXd5UT09&from=addon>

Password: U2AWqD

Or Telephone:

Dial:

+1 301 715 8592 (US Toll)

+1 312 626 6799 (US Toll)

Meeting ID: 922 3210 2219

Meeting objectives include:

- Review of Individual, Group, and ABA services through IBHS
- Review entry process for services including Written Orders and Assessments
- Review of Magellan authorization process
- Review process for recommending and securing IBHS from a higher level of care
- Questions and answers

Contact Tara Karbner at IBHS@magellanhealth.com for more information.

OMHSAS Updates



OMHSAS website link:

<http://www.healthchoices.pa.gov/providers/about/behavioral/inbehavioralhs/index.htm>

Submit questions to RA-PWIBHS@pa.gov

Medical Necessity Guidelines have been released.

The Medical Necessity Guideline Bulletin can be found here: [Bulletin OMHSAS-20-05](#).

- [IBHS Individual Services](#)
- [ABA Services](#)
- [Group Services](#)

OMHSAS recently published their updated FAQ on their IBHS webpage. The link is now located on the righthand side of the webpage.



ABA Resources:

- <https://casproviders.org/april-3-2020-casps-telehealth-task-force-presents-the-new-practice-parameters-for-telehealth-implementation-of-applied-behavior-analysis-continuity-of-care-during-the-cov/>
- [https://cdn.ymaws.com/www.apbahome.net/resource/collection/1FDDDBDD2-5CAF-4B2A-AB3F-DAE5E72111BF/APBA Guidelines - Practicing During COVID-19 Pandemic_040920.pdf](https://cdn.ymaws.com/www.apbahome.net/resource/collection/1FDDDBDD2-5CAF-4B2A-AB3F-DAE5E72111BF/APBA_Guidelines_-_Practicing_During_COVID-19_Pandemic_040920.pdf)

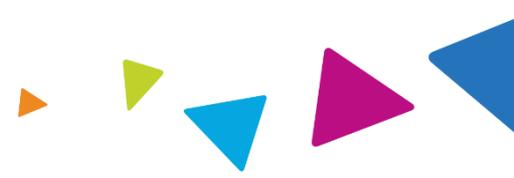
Additional ABA Billing Guidance Resources:

- <https://abacodes.org/frequently-asked-questions/>
- [https://www.abainternational.org/ABAIUploads/Practice/FINAL_CPT Supplemental Guidance_1_9_19.pdf](https://www.abainternational.org/ABAIUploads/Practice/FINAL_CPT_Supplemental_Guidance_1_9_19.pdf)



Questions? Suggestions?

Magellan Contact



Please send all questions to IBHS@MagellanHealth.com



Thank you!

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