

# Welcome to the Magellan Provider IBHS Workgroup

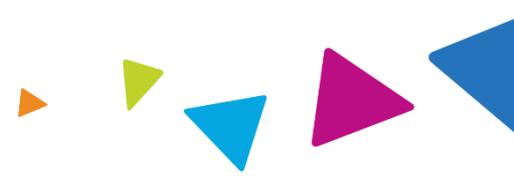
OCTOBER 5, 2023

**Magellan**  
HEALTHCARE®



# Welcome and Opening Remarks

# Agenda



- Updates from OMHSAS
- OMHSAS Quarterly Report
- Network Updates
- Magellan Authorizations
- IBHS Staffing
- Upcoming Forums, Technical Assistance, and Resources
- Questions



# Updates from OMHSAS

# Suicide Prevention Guide for PA



## Suicide Prevention Guide



You Can Be A Light  
September 2023

<https://janamariefoundation.org/wp-content/uploads/2023/08/2023-PA-Suicide-Prevention-Guide.pdf>

# DOS Telehealth FAQ



Good resource and information on telehealth.

<https://www.dos.pa.gov/ProfessionalLicensing/Pages/Telemedicine-FAQs.aspx>



# SAVE THE DATE!



## *Building Youth Wellness & Resilience*

**Hosted By: PA Dept. of Human Services, Office of Mental Health and Substance Abuse Services, Bureau of Children's Behavioral Health Services; PA Care Partnership**

Mark your calendars for the next Children's Interagency Conference! The conference provides an excellent opportunity for providers, county administrators, youth, family members, practitioners, and educators to learn about changing trends, promising and best practices, resources and various system of care activities across Pennsylvania. The conference will also add a national perspective on a variety of issues including government, family peer, early childhood, youth leadership, and school-based mental health.

**More information on the agenda, CEUs, registration, exhibiting and sponsorship information will be available soon.**

[www.childrensinteragencyconference.org](http://www.childrensinteragencyconference.org)

## Children's Interagency Conference

April 22-25, 2024

### Conference Website

- [Home \(childrensinteragencyconference.org\)](http://childrensinteragencyconference.org)
- [Can book hotel rooms now](#)

# PA Dept of Education Policy Change



- As of September 5, 2023, students entitled to a Free and Appropriate Public Education (FAPE) who receive special education services under IDEA may remain in public school **until their 22nd birthday**. This applies to those who turned 21 and exited school during the 2022-2023 school year, and those who turned 21 this summer.
- OMHSAS has been receiving questions about BH services for members. There is no change under federal authority so children's services like IBHS cannot go past a member's 21<sup>st</sup> birthday.

[https://www.education.pa.gov/Documents/K-12/Special%20Education/IDEIA-IDEA/Special%20Education%20Change%20of%20Age%20of%20Eligibility%20Penn%20Link\\_August\\_30\\_2023.pdf](https://www.education.pa.gov/Documents/K-12/Special%20Education/IDEIA-IDEA/Special%20Education%20Change%20of%20Age%20of%20Eligibility%20Penn%20Link_August_30_2023.pdf)

# Written Order – Face to Face



- A Written Order letter or equivalent report must be written within 1 year/365 days of the face-to-face evaluation with the prescriber and recommendations for IBHS made within 12 months prior to the initiation or continued IBHS. All Written Orders/Evaluation Reports recommending IBHS are valid for 12 months from the date that the recommendation was made. A member and/or parent/guardian may request services any time during this 12-month timeframe. If the Written Order used to initiate or continue IBHS services expires during the member's authorization period, this will not impact or interrupt service delivery.



# OMHSAS Quarterly Report

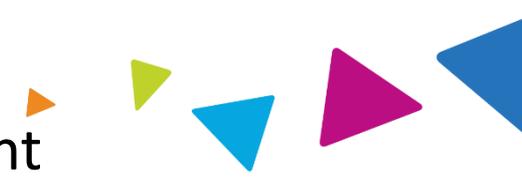
# OMHSAS IBHS Reporting Changes



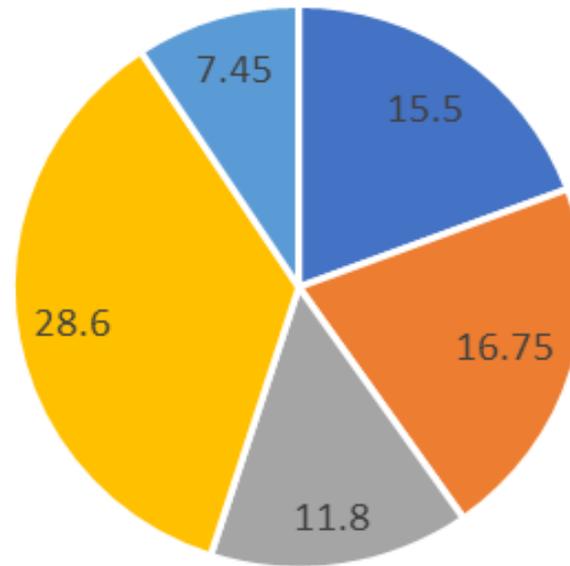
- New report due in December 2023 will ask BH-MCOs to report any Written Orders or Assessments done outside of Magellan’s billable codes. Ex. A WO completed by a Developmental Pediatrician.
- Please e-mail [ibhs@magellanhealth.com](mailto:ibhs@magellanhealth.com) the following information when you encounter a member with an external Written Order and/or when you have a member with an external WO/assessment (outside billable codes) and are awaiting treatment.

Member Name	Member ID	EXTERNAL SOURCE WO	NAME OF EXTERNAL SOURCE WO WRITER/ ORGANIZATION	COMPLETED WO/ASSESSMENT (EXTERNAL SOURCE) PENDING TREATMENT (YES/NO)	AGENCY NAME	AGENCY MIS
Maeve Whaland	MNT12345678	YES	CHOP	Yes	NeurAbilities	601453949

# Mean days for Individual Services from last day of assessment to first day of treatment



Non-ABA days from ax to tx

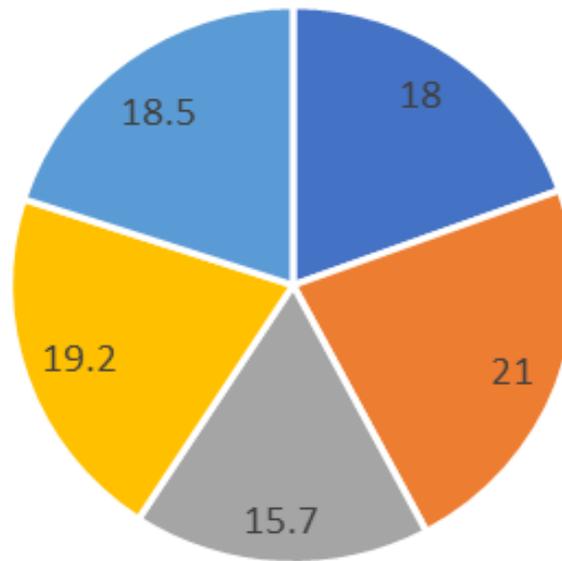


■ Bucks ■ Cambria ■ Lehigh ■ MNT ■ Northampton

# Mean days for ABA Services from last day of assessment to first day of treatment



ABA days from ax to tx



■ Bucks ■ Cambria ■ Lehigh ■ MNT ■ Northampton

# Individual Treatment Started During Q1 2023



**Total # of Members who started Individual IBHS treatment  
during Quarter 1 2023**

**189**

Bucks 61

Cambria 13

Lehigh 47

Montgomery 46

Northampton 22

# Shout Out – Individual Services



From Q4 2022 to Q1 2023, there was a 34% increase in members newly starting with Individual IBHS.

BIG shout out to Lehigh County which had a 55% increase during Q1 from Q4 new admissions.



# ABA Treatment Started During Q1 2023



## Total # of Members who started ABA IBHS treatment during Quarter 1 2023

68

Bucks 10

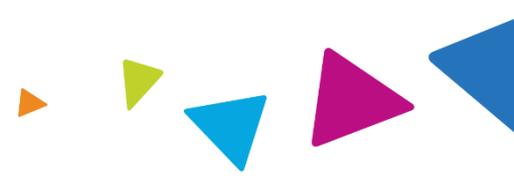
Cambria 5

Lehigh 23

Montgomery 14

Northampton 16

# Shout Out – ABA Services



From Q4 2022 to Q1 2023, there was a 28% increase in members newly starting with ABA IBHS.

BIG shout out to Cambria County which had an 80% increase during Q1 from Q4 new admissions.





# Network Updates

# Network Team



**Mitch Fash** – Sr. Network Manager – [MFash@magellanhealth.com](mailto:MFash@magellanhealth.com)

**Jess Pearce** – Sr. Network Management Specialist – Cambria County- [jpearce@magellanhealth.com](mailto:jpearce@magellanhealth.com)

**Michael Ditty** – Network Management Specialist – Lehigh/Northampton Counties - [msditty@magellanhealth.com](mailto:msditty@magellanhealth.com)

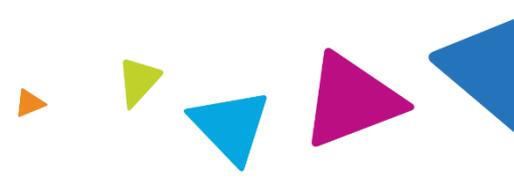
**Crystal Devine** – Network Management Specialist – Montgomery County - [cedevine@magellanhealth.com](mailto:cedevine@magellanhealth.com)

**Jessica Torano** – Network Management Specialist – Bucks County - [toranoj@magellanhealth.com](mailto:toranoj@magellanhealth.com)

**Jeff Stumm** – Network Management Specialist – Contracts/Credentialing - [jrstumm@magellanhealth.com](mailto:jrstumm@magellanhealth.com)

**Alyssa Gorzelsky** – Claims Resolution Specialist – [amgorzelsky@magellanhealth.com](mailto:amgorzelsky@magellanhealth.com)

# Billing Usual & Customary



When submitting claims please use your usual and customary charges vs contracted amount.

Why is this important?

When Magellan provides a rate increase, sometimes the rate increase will be effective prior to the rates being loaded into the system. If a provider bills above their contracted amount (U&C), Magellan will be able to adjust the claims without the provider needing to resubmit their claims again. If the claim billed is under the new amount Magellan will not be able to adjust to the new amount contracted.

# Satellite Sites & Licensing



- IBHS licenses are issued regionally. There are 4 regional field offices: Western Field Office, Northeast Field Office, Southeast Field Office, and Central Field Office. A provider is only required to get multiple licenses if it provides services in multiple regions.
- If a provider has multiple locations in one region, they do not need each site licensed, unless the site provides on-site services. However, your service description must include all locations under the regional license.
- A provider is required to submit 1 service description for each IBHS license.
- If a provider's service changes, an updated service description must be submitted to the licensing field office for approval. If a provider's address changes, a provider must notify OMHSAS's licensing field office and, if the provider is enrolled in MA, it must also notify MA enrollment.
- **\*Not all locations in the region require MA enrollment unless providing on-site services.\***

# New IBHS Group Process - Changes

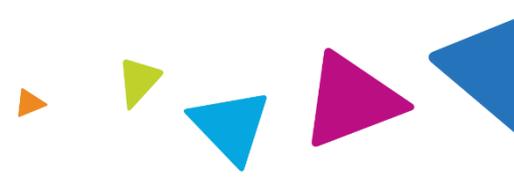


- If your agency is interested in expanding the IBHS Services currently being provided under your Magellan contract to include Groups & ABA Groups, please email [MBHInterestedProviderApplication@magellanhealth.com](mailto:MBHInterestedProviderApplication@magellanhealth.com).
- Please identify your agency and note whether your agency is seeking to add:
  - ✓ IBHS Group
  - ✓ IBHS ABA Group
  - ✓ Both

Network will respond by sending a link via DocuSign to be completed. This application will request submission of some documents for Magellan's review. Magellan will be asking your agency to submit a Group/ABA Group Service Description containing at minimum the following information: Address where group will occur, target population (including primary & MA secondary participants), clinical model of program, # of groups, size of each group, frequency of each group, length and frequency of sessions, open/closed enrollment, staff level of who will deliver the group service, family involvement in group service.

Once all the paperwork is received and reviewed, Magellan's clinical department will outreach to schedule a time to meet with your agency to verbally review and ask any outstanding questions. After, there is an internal, cross-department review process which will conclude with Magellan's decision and contracts as applicable.

# Provider Expansion or Provider Changes



For Magellan, is your agency....?

- Moving locations
- Adding a new location
- Want to begin delivering 1:1 site-based services
- Want to begin delivering ABA Services or Individual Services

Please outreach Magellan's Network department identifying your expansion request or change to [MBHInterestedProviderApplication@magellanhealth.com](mailto:MBHInterestedProviderApplication@magellanhealth.com).

\*Magellan should be notified prior to any changes as this can impact reimbursement.

# Availity Contact Information



- Availity provider support is available via Availity Client Services (ACS):
- E-ticketing – Available 24/7 on <https://www.availity.com>.
- Chat – Available throughout the day via Community Support on <https://www.availity.com>.
- Phone –1.800.AVAILITY (282.4548) Monday-Friday 8a.m. - 8p.m.ET

# Network Reminders

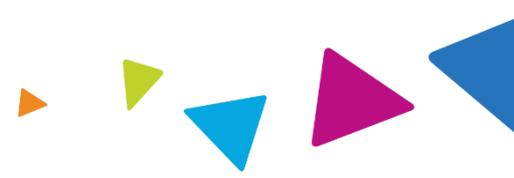


- Magellan Credentialing is updated every 3 years. Providers will be directly notified from Magellan with a recredentialing application 6 months prior to the recredentialing date.
    - Please make sure your contact information is updated via the Magellan Provider website to ensure the applications are sent to the correct person.
  - Promise Medicaid Enrollment is due for revalidation every 5 years. This revalidation date is found directly on the Promise website.
    - Providers are encouraged to review this date and are responsible to revalidate as needed.
    - This is for all enrolled locations and for all provider type/specialty types
      - Example – individual 11/590, group 11/591, and ABA 11/592 are all individual provider type/specialty types.
- \*Without active enrollment providers will be potentially affected with being reimbursed.



# Magellan Authorizations

# Online Auth Changes



*Attention Pennsylvania HealthChoices IBHS and FBS providers: Previous system limitations allowing for only up to **'999' unit auth** requests via the online authorization system, has been resolved. The online authorization systems upgrade now allows for full submission of applicable units. Providers can now submit unit durations within usual medical necessity protocols subject to review and approval by Magellan care management team.*

*In addition, the online authorization system now allows for providers to submit for **start dates which are within 2 business days** of the online submission request. Our process has always been to allow for 2 business days but our new online authorization system had been only allowing for 48 hours. This has been rectified to be consistent with our usual process.*



# Quick Reminder #1



The **Provider ID** and **Magellan MIS** Number are the same. An MIS Number is the Provider ID that Magellan has assigned to you. This number allows us to process your claim efficiently and ensure the claim is paid to the appropriate provider rendering location and at the appropriate rates. You can find your MIS number on your contract.

# Quick Reminder #2



When choosing your Provider ID/Servicing agency in the online auth system, the **"Type"** should be **ORGANIZATION**.



**Provider Search Result(s)** Go to Provider Search

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H  
Location Name:

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Provider ID	Tax ID	NPI
82		
<b>Type</b> Organization	<b>Servicing address</b>	

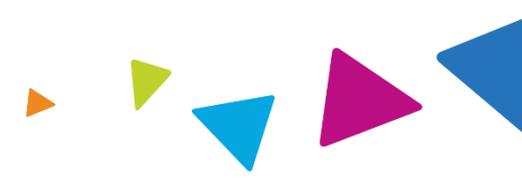
## Quick Reminder #3



To **check an authorization** status from the main screen, go into **Request Member Care** to find the authorizations submitted through Availity.

A Provider can find authorizations by looking up the individual member or by searching the Provider ID# for all authorizations.

# Quick Reminder #4



Providers should be submitting the **authorization CPT/modifier combination like on the TAR.**

Even though the system shows you the modifiers you bill with, there is no change to the Magellan process that authorizations have their own unique CPT/modifier combination as it is currently on the TAR.



**Magellan Behavioral Health of Pennsylvania, Inc.  
HealthChoices Treatment Authorization Cover Sheet for  
Intensive Behavioral Health Services (IBHS)**

Treatment Authorization Request     
  Change in IBHS Prescription

Bucks County   
  Cambria County   
  Delaware County   
  Lehigh County   
  Montgomery County   
  Northampton County

Date of Birth: (MM/DD/YYYY)      
 Provider Name:   
 Member Name:      
 Magellan Provider MIS #:   
 MA ID #:      
 Provider Phone #:      
 Ext:

Services Being Requested	# of Units Requested	Start Date (MM/DD/YYYY)	End Date (MM/DD/YYYY)	MAGELLAN USE ONLY						
				Outcome Code	CPT	Prob Type	Mod1	Mod2	Mod3	Approved?
<b>Individual IBHS</b>										
<input type="checkbox"/> BC				536	H0032	001	UB			
<input type="checkbox"/> MT				536	H2019	001	UB			
<input type="checkbox"/> BHT				536	H2021	001	AH			
<input type="checkbox"/> Brief Tx-BC				536	H0032	001	U1			
<input type="checkbox"/> Brief Tx-MT				536	H2019	001	U1			
<input type="checkbox"/> IFC-MT				536	H2019	001	U2			
<input type="checkbox"/> IFC-BHT				536	H2021	001	U2			
<b>Group IBHS</b>										
<input type="checkbox"/> Group				536	H2021	001	U6			
<b>ABA Group IBHS</b>										
<input type="checkbox"/> ABA Group-Grad. Level Professional				536	97158	001	HO			



KEEP  
CALM  
AND

DOUBLE CHECK  
YOUR WORK



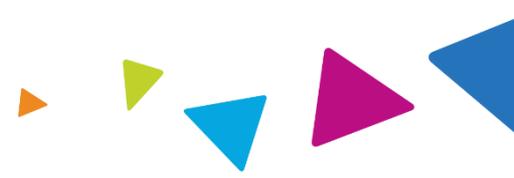
# Online Auth System or Fax?



Online Auth Request	Fax
Initial Assessment request	Extension requests
Initial Service request	Change of Prescription requests
Concurrent Service request	Stop/Start Auth requests
	Transfer requests
	Initial packets which your agency is not planning to staff (unassigned authorization)
	Error corrections

Magellan **CANNOT** accept any packet documents or requests which contain PHI **via email**.

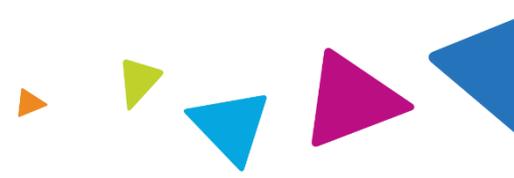
# Initial Assessment Registration



Packet submission for IBHS should submit the following documents through the online provider portal:

1. Registration Treatment Authorization Request (TAR) Form
  - Initial Individual Assessment – 60 units for 30 calendar days, H0032 HA
  - Initial ABA Assessment auth- 96 units for 45 calendar days, 97151 HA
2. Written Order – Magellan template available (optional)
  - Must recommend the completion of an Initial Assessment

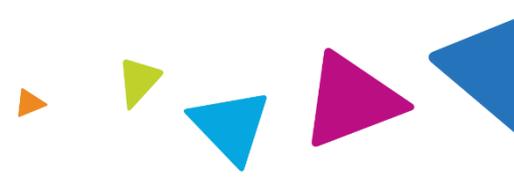
Please remember to have staff, member, and guardian signatures on your paperwork prior to submission.





# IBHS Staffing

# Access Surveys



Thank you for your continued participation in completing the Access Survey.

- Turn off spam blockers which may be preventing you from receiving the emails.
- Please designate 1 person in charge of completing this twice a month. The data gets tracked and trended and is reported to our county partners.

We recognize this is a valuable tool and continue to work to find efficiencies in the process to gather timely staffing abilities.



# Access Survey - Accuracy



- Access Survey assists Magellan to be able to know about access issues, wait lists, and the flow of new referrals and discharges within our system.
- Why is this important? Outside of COVID, the state and counties are trying to understand if the new IBHS regulations have made an impact on access issues, etc. It allows Magellan to know where the issues are in order to try to assist the members/system.
- Will the providers receive negative consequences for their honest reporting?  
**NO.** Accurate information is vital for assistance, collaboration, and problem solving.
- Who in your agency completes these access surveys? Are they the ones with the necessary information to complete this survey? If not, please let Liz know of any changes in contacts for your agency at any time.

[PAHCIBHSupport@magellanhealth.com](mailto:PAHCIBHSupport@magellanhealth.com)

# What do you do with your wait list?



- Talking with the family? – Chief theme for complaints related to staffing issues were about lack of consistent communication/updates to the families.
- Coordination – What is offered?
- Other resources: Hi Fi, Respite, TIP, Psych Rehab, BCM, Peer Support, outpatient.

## Best Practice Guidelines for Fulfilling IBHS

Prescriptions: <https://www.magellanofpa.com/media/6158/best-practice-guidelines-for-fulfilling-ibhs-prescriptions-nov-20-final.pdf>

# Magellan's IBHS Staffing Assistance Process



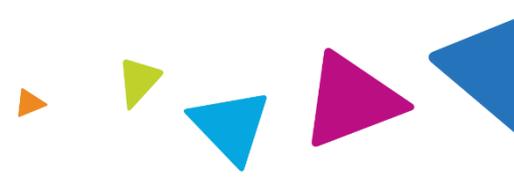
## Step 1, Phone Consultation:

- Complete & submit 1 page *IBHS Staffing Phone Consultation Request* form via fax – This will assist Magellan Care Worker (Liz) in using the phone consultation time most efficiently. She will review the member's needs, staffing attempts, and make suggestions for provider agencies from there.
- After the phone consultation, Care Worker will send a summary of this discussion via email to the provider.
- Form link: <https://www.magellanofpa.com/media/6190/ibhs-staffing-phone-consultation-form-final-12042020.pdf>

## Step 2, Magellan Staffing Assistance Requested (if needed):

- If staffing assistance is still needed after phone consult, please reply to Care Worker's email requesting additional assistance.
- Please get AUDs into Magellan so we can maximize the assistance we can provide. However, Care Worker will begin outreaches immediately providing non-HIPAA information.
- Care Worker and referring provider will agree on next steps to secure staffing and who is responsible for each task. The referring provider will be responsible for sending the authorization packet over to a potential new provider once one is identified.

# Magellan's IBHS Staffing Assistance Process



## ***Within All 5 Magellan Counties -***

- Magellan will accept and identify staffing for all new IBHS Written Order recommendations from Acute Inpatient Mental Health Hospital (AIPs) and Acute Partial Hospitalization Programs (APHP).
- Your agency can outreach to Magellan (Liz) for assistance staffing members with complex needs as well as members with prolonged access issues.

# How to pick up a case currently unassigned

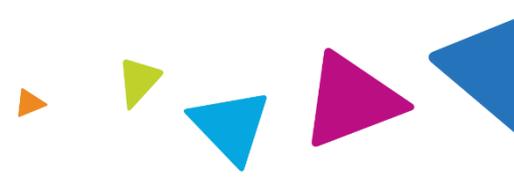


1. A provider completes an initial assessment and submits the initial IBHS packet request to Magellan for MNC review via fax. They are unable to staff the case and have shared that openly with the family. On the TAR, in the provider section, please write “Unassigned”.
2. Magellan does the MNC review and enters an authorization for an unassigned provider.
3. Once a provider has been identified to deliver the approved services, that provider should submit to Magellan a TAR in order to have the authorized given to the provider.



# Upcoming Forums, Technical Assistance & Resources

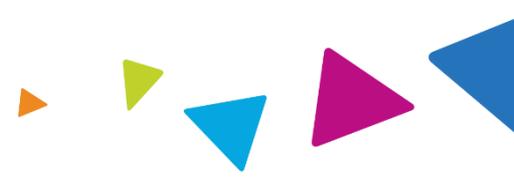
# Helpful Resources for Online Authorizations...



**Self-Service Provider Training Materials are available at [www.MagellanProvider.com/authsystem](http://www.MagellanProvider.com/authsystem):** You will find written training materials and instructional videos. Recommend checking out the following step-by-step instructions and other helpful tools:

- Create an Intensive Behavioral Health Services (IBHS) Authorization
- IBHS Tips, Tricks and Troubleshooting
- View Authorization Status
- Understanding the Provider Filter
- Authorization system FAQs
- Live video demonstration from 3/22/23
- And many more resources....

# Do you have a new IBHS staff at your agency who needs to understand Magellan processes?



Here are some helpful resources:

- Online Authorization System [www.MagellanProvider.com/authsystem](http://www.MagellanProvider.com/authsystem)
- Availity <https://www.availity.com>
- Magellan IBHS forms, previous Provider Workgroups, Best Practice Trainings <https://www.magellanofpa.com/for-providers/services-programs/intensive-behavioral-health-services-ibhs/>
- Ask your Care Manager for a copy of the **New Provider training** which is given to new providers as they come in network.



**Thursday, January 11, 2024, 9:00 to 11:00 A.M. Via Zoom**

**Register in advance for this meeting:**

<https://magellanhealth.zoom.us/meeting/register/tJUodeygrTgjGNS2QSKmme8Svi4I5XccQnn>

After registering, you will receive a confirmation email containing information about joining the meeting.

**No invites are sent. This info can always be found at the bottom of our**

**IBHS provider webpage:**

<https://www.magellanofpa.com/for-providers/services-programs/intensive-behavioral-health-services-ibhs/>



**Questions?**



**Thank you!**

# Confidentiality statement



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