



Provider Communication Bulletin #11 March 1, 2013

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Value Options Authorizations: Partners BHM has completed the upload of authorizations from Value Options. If a provider does not see an authorization in the Alpha MCS system, the provider should submit a Service Authorization Request and attach the Value Options letter. Partners BHM will enter the Value Options authorizations as indicated on the letter. The provider will need to submit a SAR with supporting documentation for review **before** the end date of the Value Options authorization.

Attention Outpatient Providers Requesting Basic Benefit Services: Please note that outpatient requests will only be authorized for 90 days at a time. Providers are submitting requests for all basic benefit coders, and these requests must be more individualized. Partners BHM will only authorize up to 26 total visits every 90 days. If you are seeking approval for multiple codes you must divide the 26 total visits among those codes. Any that exceed this limit will be returned as “unable to process.” As always, EPSDT applies for children. Cases where more than the limit is requested under EPSDT will be reviewed by a doctor.

Clarification on Unmanaged Visits and Psychological Testing: Psychological testing is counted as part of the unmanaged 8 child/16 adult visits. There is a cap of five hours per day for all codes except 96118. 96118 will have an eight hour total limit before authorization is required. Additional testing beyond these limits will require prior authorization.

Important Information About 837 Files: Currently, Partners partially accepts files that contain claims with errors through the 837 electronic billing process. It has become clear that doing so can be confusing to providers and may make the process more complicated by requiring providers to read and understand the rejection reports and to correct erroneous files.

Effective Friday, March 1, 2013, Partners BHM, along with the other MCOs using AlphaMCS, *will begin rejecting the entire billing file if there are issues with individual claims in the 837 file.* This process is the same as what providers were accustomed to with Medicaid (HP). Providers will be responsible for correcting or eliminating the problem claim lines before resubmitting their 837 claim files for processing. Files submitted on March 1 and forward will either be **accepted or rejected in their entirety.** Partially accepted files will no longer be accepted. Again, our intent is to make the process more user friendly for providers and allow corrections to occur more quickly thereby speeding the payment to our

providers. If you have questions regarding this process, contact the Partners Help Desk at 704-864-6431 (option 1) or helpdesk@partnersbhm.org.

Use of Local Modifiers for Authorizations: Providers seeking authorizations for the services noted below need to enter both the service code plus the modifier that reflects what is requested. Currently, some providers are not using the modifier. Partners BHM Provider Network staff have added the specific service codes with modifiers to the contracts for providers offering the services affected. **Providers who do not have the modifiers in the authorization will have their request returned as “unable to process” and will need to resubmit the SAR with the correct modifier. In addition, providers will need to replace all claims submitted WITHOUT modifiers with a new claim with the correct code/modifier combination.**

MCO	Code	Mod1	Mod2	Description
PBHM	611	CC		611 CC Activity Admit Complete
PBHM	611			MRI Brain
PBHM	H2016			H2016 Residential Supports Level I
PBHM	H2016	U2		H2016 AFL Residential Supports Level –AFL
PBHM	H2016	HI		H2016HI Residential Supports Level IV
PBHM	H2016	HI	U2	H2016 HI AFL Residential Supports Level IV AFL
PBHM	T2014			T2014 Residential Supports Level II
PBHM	T2014	U2		T2014-AFL Residential Supports Level II
PBHM	T2020			T2020 Residential Supports Level III
PBHM	T2020	U2		T2020-AFL Residential Supports Level III – AFL
PBHM	H0019	UQ		H0019 – HRI L3, <=4 beds, BH LT Res
PBHM	H0019	US		H0019 – HRI L3, 5+ beds, BH LT Res
PBHM	H0019	U4		H0019 – HRI L4, BH LT Res

- Residential level II Program types and Therapeutic Foster Care need to be sure to request an authorization with the correct codes:
 - Level II Program Type is authorized and paid under the code H2020
 - Therapeutic Foster Care Level II is authorized and paid under the code is S5145
- Residential Level III and IV providers must add the modifiers to codes when requesting authorizations and bill in the same manner.

Partners BHM Wants You to Know...

Partners-Sponsored LOCUS/CALOCUS Training: Partners BHM will host two training sessions for providers to learn how to implement the LOCUS/CALOCUS tool. Trainings will be held on March 6 at Partners BHM Corporate Office Auditorium, 901 S. New Hope Rd., Gastonia NC, and on March 7 via videoconference at the Gastonia Office Board Room, Partners BHM—Hickory, Multipurpose Room, 1985 Tate Blvd. SE, Hickory NC; and Partners BHM-Elkin, 200 Elkin Business Park Dr., Elkin, NC. **We have plenty of availability for the training on March 7, but we have to have your registration for you to be able to attend.** If we do not get more registrations by 5 PM, Monday, March 4, we may need to reschedule the March 7th training. To register, [click here](#) for the registration form and follow instructions for submission. If you have questions, please contact Stephanie Longworth at slongworth@partnersbhm.org or Brenda Mash at bmash@partnersbhm.org. Provider agencies are limited to two staff in attendance. Trainers will cover LOCUS for three hours and CALOCUS for three hours. Cost is \$40 per participant. Manuals and materials will be provided.

Meeting for Providers interested in providing Community Guide Services: Partners BHM is pleased to announce our initial meeting with Community Guide Providers. During this meeting the group will discuss the Community Guide needs survey, entrance criteria, training and other related items. As you know this service is new to most all of us—let's take an opportunity to work together to build a great service!

If you are interested in providing Community Guide Services in the Partners catchment area, please attend the first meeting on March 7, 2013 from 10 AM.-12 PM in Meeting Room A at the Iredell County Library (add address). Please respond to Christy Dowell at cdowell@partnersbhm.org if you plan to attend. Thanks in advance!

NC DHHS DOJ ACT Implementation—Introduction to the Tool for Measurement of ACT (TMACT): DHHS is hosting a one-day training that will provide an overview of ACT implementation within the USDOJ settlement agreement, information on ACT fidelity screening plans, technical assistance, and an in-depth review of the Tool for Measurement of ACT (TMACT) Fidelity Scale. DMA and DMHDDSAS staff will discuss the plans for ACT in NC and the developers of the TMACT fidelity scale will be present to walk us through the tool and answer questions related to fidelity screening.

ACT Providers, primarily, Team Leaders from each ACT team and one-two management staff per agency (e.g., QM staff, Medical Director, Clinical Director, or CEO) are encouraged to attend one of the training sessions.

Training opportunities will be held two separate days from 9 AM-5 PM on Thursday, March 7, 2013 **or** Friday, March 8, 2013 at the Radisson Hotel Research Triangle Park, 150 Park Drive, Research Triangle Park, Durham, NC. Space is limited. To register for either session, [click here](#) or call Phillip Stonecipher, Best Practices Administrative Assistant at 919-715-2774.

March Provider Forums will be held on March 12 and 14, 2013. RSVPs are not required but do assist staff in preparation for the event.

- **Gastonia:** March 12, 2013; 1-4 PM; Partners BHM Auditorium, 901 S. New Hope Rd., Gastonia NC 28054. [To RSVP, click here.](#)
- **Morganton:** March 14, 2013, 8:30-11:30 AM; Foothills Higher Education Center, Room #HEC163, 2128 South Sterling Street, Morganton, NC. [To RSVP, click here.](#)

- **Statesville:** March 14, 2013, 1-4 PM; Iredell County Public Library—Rooms A & B, 201 N. Tradd St., Statesville, NC 28677. [To RSVP, click here.](#)

March Enrollee Education Sessions: Partners BHM’s Consumer Relations/Enrollee Education will host “Enrollee Q &A Drop-Ins” for individuals and families engaged in the Partners BHM care system to have an informal opportunity to ask questions and learn more about Partners and the Medicaid Waiver.

Providers are encouraged to remind their enrollees/consumers about these meetings if the individual has a question about changes, want to learn more about rights or advance directives. “Drop-Ins” will be held:

- Thursday, March 14 from 6 PM-8 PM; Partners BHM-Gastonia Auditorium, 901 S. New Hope Rd.
- Tuesday, March 19, 2013 from 6 PM-8 PM; Partners BHM—Hickory Office Multipurpose Room, 1985 Tate Blvd. SE, Basement level, Hickory NC 28602.
- Thursday, March 21, 2013 from 6 PM-8 PM, Partners BHM-Elkin Office, 200 Elkin Business Park Dr., Elkin NC 28621

To learn more, please contact Tom Gray at 704-884-2519 or email tgray@partnersbhm.org.

Website Updates:

- **ICF-IID Authorization and UM Guidelines:** This document details the requirements for authorization of ICF-IID services and is located on the Partners BHM website in the For Providers/Information & Documents section under Utilization Management. Providers should also reference the UB04 Instructional Guide (located at For Providers/Alpha MCS Info) for claims details.
- The **Partners Vendor Electronic Funds Transfer Form** has been revised and is on the For Provider/Information & Documents page in the Provider Information category.
- The Feb. 25 issue of Monday Coffee Break was revised on Tuesday, Feb. 26 to include two training opportunities. Issues are located in the About Us section of the website, under “More Information.”

Partners Behavioral Health Management communicates Provider Information through Provider Communication Bulletins, its website, www.PartnersBHM.org, and the “Monday Coffee Break” newsletter. If you have any questions regarding this Bulletin, please reference the subject contact, contact your provider specialist, or email questions@partnersbhm.org. All Provider Bulletins and training event information are posted at www.PartnersBHM.org.