



## Provider Bulletin #2

June 25, 2012

**REVISED June 27, 2012**

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### Partners BHM Contact Information

How to Reach Partners Behavioral Health Management:

- *Access to Care Line: 1-888-235-HOPE (4673)*  
The Access toll-free lines used by Mental Health Partners and Pathways will still connect you to Access to Care at this time, but will be phased out over the next year.
- *Toll-Free Administrative Phone: 1-877-864-1454*  
This number, along with the former agency main phone numbers, will be answered by an automated attendant effective July 2, 2012. You will still be able to contact individual staff through direct phone line.
- *Concern and Complaint Phone: 1-877-864-1454*
- All toll free phone numbers and fax numbers used by the Crossroads and Pathways CAP-MR/DD Utilization Review units will remain the same.
  - Crossroads CAP-MR/DD Utilization Review  
Phone: 1-866-375-9213  
Fax: 336-527-8027
  - Pathways CAP-MR/DD Utilization Review  
Phone: 1-855-PATH CAP (728-4227)  
Fax: 1-855-PATH FAX (728-4329)
- Agency fax numbers will remain the same. If you are trying to send a fax to a Partners BHM employee, it is recommended that you contact the employee to identify the best fax number to use.
- *Website is [www.PartnersBHM.org](http://www.PartnersBHM.org).*
- *Email addresses with the former agency will still work for a period of time. Email addresses for employees in the new agency will be: first initial, last name@partnersbhm.org. (Example: John Doe would be [jdoe@partnersbhm.org](mailto:jdoe@partnersbhm.org))*

### Alpha MCS Information and Training

Alpha MCS Hotline Info - Partners BHM established an "Alpha MCS" hotline and email address for any problems that may occur with Alpha MCS. The phone lines are 704-842-6416 and 704-842-6431, or you may pose your question via email at [helpdesk@partnersbhm.org](mailto:helpdesk@partnersbhm.org). Should you encounter an issue, please call one of the numbers OR send an email. We will respond to each and every question as soon as possible. In addition, a list of answers to questions posed at the Alpha MCS trainings is on the website. To view the questions, [click here](#).

Online Training Available "How to Complete a Service Authorization Request in Alpha MCS" will walk users through searching for a client and entering a SAR in Alpha MCS. This includes uploading documentation, requesting one or multiple services on a single SAR and the required fields.

Online Trainings will be held:

<u>Thursday, June 28,</u> <ul style="list-style-type: none"><li>• 9 AM – 10 AM <a href="#">Click here to register</a></li><li>• 2 PM – 3 PM <a href="#">Click here to register</a></li></ul>	<u>Friday, June 29</u> <ul style="list-style-type: none"><li>• 9 AM – 10 AM <a href="#">Click here to register</a></li><li>• 2PM – 3 PM <a href="#">Click here to register</a></li></ul>
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Maximum number of participants is 20. Registration is required via Constant Contact. Registrants will receive a link to join the Go-To-Meeting and a telephone number provided to call in and listen to the presentation. If you have any questions, please contact the Help Desk at 704-842-6416 or 704-842-6431, or by email, [helpdesk@partnersbhm.org](mailto:helpdesk@partnersbhm.org).

**Authorization for Use, Disclosure, and Exchange of Protected Health Information**

Effective July 1, 2012, any release of information forms completed and signed must indicate Partners Behavioral Health Management or Partners BHM as the entity allowed to release the information. Any releases signed from July 1, 2012 and forward that indicate Pathways, Mental Health Partners or Crossroads Behavioral Healthcare will be returned to the requestor as invalid. The new form is available at <http://www.partnersbhm.org/providers/provider-forms.aspx>.

For consumers previously served through Crossroads, mail release forms to:

Attn: Health Information Management  
200 Elkin Business Park Drive  
Elkin, NC 28621

For consumers previously served through Mental Health Partners, mail release forms to :

Attn: Health Information Management  
1985 Tate Blvd SE, Suite 529  
Hickory, NC 28602

For consumers previously served through Pathways, mail release forms to:

Attn: Health Information Management  
901 S. New Hope Rd  
Gastonia, NC 28054

**Medicaid Pass-Through Billing (REVISED June 27, 2012)**

All Value Options authorizations that cross service dates from June 30, 2012 to July 1, 2012 authorized to Crossroads, Mental Health Partners or Pathways will automatically be updated by Value Options to Partners BHM.. **Providers will not have to contact Value Options to initiate transfers.** Any new authorizations requested as of July 1, 2012 or after that are for pass through billing must be authorized to Partners BHM. *The new ID is 3404945* and can be found in the “Partners Medicaid Pass Through Instructional Manual” at <http://www.partnersbhm.org/providers/provider-forms.aspx>.

**REMINDER--Electronic Funds Transfer Participation**

At this time, many of the providers that have conducted business with Crossroads, Mental Health Partners, or Pathways have submitted forms needed to participate in Electronic Funds Transfer. Vendors and providers received an ACH Authorization Agreement form in the mail the week of May 21, 2012.

If you plan to conduct business with Partners BHM after July 1, 2012 and *have not returned your form yet*, please complete the attached form and email it to Sandy Davis at [sdavis@partnersbhm.org](mailto:sdavis@partnersbhm.org), as soon as possible, in

order for Partners BHM to process any EFTs effective July 1, 2012. If you have any questions, contact Sandy Davis at [sdavis@partnersbhm.org](mailto:sdavis@partnersbhm.org) or 704-842-6304; or Debbie Hatley, [dhatley@partnersbhm.org](mailto:dhatley@partnersbhm.org) or 704-842-6331.

**Partners Behavioral Health Management** will communicate Provider Information through its website, [www.PartnersBHM.org](http://www.PartnersBHM.org), through Provider Bulletins, and through Monday Coffee Break. If you have any questions regarding this Bulletin, please email [questions@partnersbhm.org](mailto:questions@partnersbhm.org). All Provider Bulletins and training event information will be posted at [www.PartnersBHM.org](http://www.PartnersBHM.org).