



## Provider Bulletin #4

July 26, 2012

### IN THIS ISSUE:

A Word from Rhett Melton, Partners CEO  
Partners Check Write Schedule  
Partners Trading Partner Agreement  
Partners 837 Companion Document  
Alpha MCS Provider Files  
SARS and the Benefit Plan  
Alpha MCS Scheduler Enhancements  
Claims Processing  
Additional Alpha MCS Provider Trainings Available  
Provider Credentialing and Enrollment  
Authorization for Use, Disclosure, and Exchange of Protected Health Information

**To:** Partners Behavioral Health Management Provider Network  
**From:** Rhett Melton, Chief Executive Officer  
**RE:** Updates on Alpha MCS System

I would like to thank all of our provider network partners for your patience and cooperation over the last three weeks as we have worked to transition to the new Alpha MCS software as part of the merger. Obviously, a change of this magnitude combined with the short timeframes we were given can, and has, created challenges. Again, thank you for helping to work through those issues.

We continue to work with Alpha to refine the system and are working jointly with them to modify related business processes. This bulletin includes information on such updates and changes. Partners BHM's IT staff are in continuous with the software vendor and we have found them to be responsive to our needs and to adapt fixes to the challenges. We believe that as everyone becomes more accustomed to the new system and as Alpha MCS is further refined, that the system will successfully meet all the needs of Partners BHM, our providers and ultimately the consumers we are all here to serve.

There have been questions raised about the ramifications of the system challenges on cash flow for providers and on timely payment of clean claims. Please know that we are aware of the prompt pay regulations set forth by the State and will ensure that all such requirements and expected pay provisions are complied with completely.

Again, the rest of this bulletin contains important updates for you as providers as we continue to implement the new system. We appreciate in advance your attention to these details. As always, we welcome your continued feedback on challenges you experience with the new system and on specific instances where the system does not function correctly. By working in partnership with you, our provider network, we will ensure the system meets the needs for the current operations and for the future functions of the 1915 b/c Medicaid waiver.

**Partners Check-write Schedule:** The check write schedule for FY 2012 -2013 is now posted on the Partners Website in the Provider section under “Alpha MCS”. The first check write date is July 27, 2012. Remember that if you have not signed your EFT (Electronic Funds Transfer) agreement, any payment will be held until it is received. [Click here](#) for the vendor electronic funds transfer form.

**Partners Trading Partner Agreement:** The new Trading Partners Agreement is now posted on the Partners Website in the Providers- Alpha MCS section. Please download this document when ready to process 837 Electronic files. This file must be received prior to Partners processing your electronic claims submission.

**Partners 837 Companion Document:** The new HIPAA 837 Companion Document is now available on the Partners website in the Providers section under “Alpha MCS.” Please use this documentation when testing and processing your 837 files.

**Alpha MCS Provider Files:** Alpha CM has written three different files for providers. They are:

- Client File – Contains patients that have been related to the provider by claims, SARs, authorizations, referrals, enrollments, client updates or clinical home assignments
- Claims File – Contains claims that have been processed in Alpha MCS over the past 1 year from the creation date of the file. Claims processed prior to using Alpha MCS will not be included in the file.
- Authorization File – Contains current authorizations that are currently active, will be active in the future and those ending in the past 90 days.

These files will be generated either nightly or weekly depending on the report and placed in the provider’s folder. Providers will not receive empty files so if you have no claims in Alpha, you should not expect to see a claims file as an example. The exact file layout, frequency of creation and name of the file has been posted to the Partners website in the Providers-Alpha MCS section.

**SARS and the Benefit Plan:** Please take time to review the State-Funded Services (IPRS) benefit plan that is posted on our website and read page 9. Note that some basic benefit services do not require authorization until after the eighth session for adults and sixteenth session for children. Other basic services do not require authorization until you have used all the sessions allowed in the benefit plan. If you submit an authorization for a service that does not require authorization based on the benefit plan, the UM Department will still process the authorization request. However, becoming familiar with the IPRS Benefit Plan that is posted on the Partners website will ultimately save both of us time and effort. If you have any questions, you can contact our UM Department.

**Alpha MCS Scheduler Enhancements:** Alpha CM has worked jointly with the Alpha MCS Users Group to compile a list of enhancements to be made to the Scheduler module. These changes are slated to be rolled out hopefully by the end of this month.

**Claims Processing:** Partners BHM has been accepting manually entered claims in Alpha and are now processing 837s through the system. As of today, Partners BHM have multiple 837s to process this week and payment will be remitted in accordance with the Check Write Schedule and Prompt Pay Guidelines.

Please note that although training is not required prior to submitting claims into the Partners Alpha MCS system, there are multiple ways to get information and training on claims entry. There are instructions for the CMS 1500 form as well as video training on the Partners BHM website to help educate and inform. Claims staff are available Monday through Friday from 8 AM—5PM for technical assistance. You can call 1-877-864-1454 and

select option 4, option 3, for any questions regarding claims entry. In addition, please see webinar training times listed below available for Claims entry.

**Additional Alpha MCS Provider Trainings:** Below are the dates and times for the Alpha MCS Provider Trainings. These trainings will also be distributed through Constant Contact. You may sign up for electronic communications from Partners BHM by visiting [www.partnersbhm.org](http://www.partnersbhm.org) and select "Register" from the top menu.

If you have previously registered for training and do not receive a confirmation within 24 hours, please contact [communications@partnersbhm.org](mailto:communications@partnersbhm.org) as soon as possible. In addition, please check with your IT staff to make sure that the agency's email system is not blocking the confirmation email as "spam."

#### **Claims Entry**

Tuesday, July 31, 9am – 10 AM

Thursday, August 2, 1pm – 2 PM

Tuesday, August 7, 9am – 10 AM

Thursday, August 9, 1pm – 2 PM

#### **SAR Training and Client Look-up**

Tuesday, Aug. 7 - 2 PM -3 PM

Thursday, Aug. 9 - 2 PM -3PM

Tuesday, Aug. 14 - 9 AM – 10 AM

#### **Enrollment and Client Search**

Tuesday, Aug. 7 - 3 PM – 4 PM

Thursday, Aug. 9 - 3PM -4PM

Tuesday, Aug. 14 - 10 AM – 11AM

**Provider Credentialing and Enrollment:** The Credentialing and Enrollment applications for Agency, Licensed Independent Practitioners and Hospital Providers will be posted on the Partners BHM web site on Friday, July 27. Completed applications will be submitted electronically to our Credentialing Verification Organization, Medversant, through an upload tool that will be operational in early August.

**Authorization for Use, Disclosure, and Exchange of Protected Health Information:** In Provider Communication #2, information was provided about the Authorization for Use, Disclosure and Exchange of Protected Health Information form. This form may be used request copies of a consumer's medical record, but is not required. However, some providers prefer to use it since they know that it meets all of the release form requirements. You do NOT have to complete this form or any other release form to be able to access a consumer electronically in the Alpha MCS system.

*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 reference the subject contact or 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).*