

IN THIS BULLETIN:

Enrollment Information

REMINDER - Suffix Completion for ALL Enrollments

Rate Updates

Physician Assistant Rates

Partners Outpatient Rate Increases

Utilization Management Updates

B3 Supported Employment

Updated Benefit Grids

Claims Updates

Third Party Liability/Medicare Bypass Codes

Medicaid Top 5 Claim Denials for October 2014

Provider Reminders

Contracted Provider's Certificate of Insurance

Global QIC Meeting

December Provider Forum

Provider Alerts

State News

Medicaid Special Bulletin

NCTracks News

Provider Training Courses Available in December

Enrollment Information

REMINDER - Suffix Completion for ALL Enrollments: Please remember to ask new consumers if they have a suffix included with their legal name (i.e. Sr., Jr., II, III, etc.) and enter it into AlphaMCS or provide the information to Partners BHM Customer Services for all enrollments. It is very important that this information be completed to insure that the correct person is being identified for telephone calls or mailings which will alleviate potential HIPAA violations.

For Medicaid consumers – the name **MUST** be entered exactly as it appears on their Medicaid card. If the consumer has a suffix but it does not appear on their Medicaid card, please include this information in the “comments” section under the Patient Maintenance tile, demographics tab in Alpha. Advise the consumer that they need to contact their local Department of Social Services (DSS) Medicaid office to have this and any other incorrect information updated.

**Partners Behavioral Health Management
Provider Communication Bulletin #38
November 26, 2014**

Rate Updates

Physician Assistant Rates have been updated in AlphaMCS with an effective date of 11/1/2014. The current Fee Schedule (dated 10/7/2014) can be located at <http://www.ncdhhs.gov/dma/fee/index.htm>.

Partners Outpatient Rate Increases: As Partners BHM continues to assess rates for services and follow through with this commitment of reinvesting dollars into services for the consumers you serve, we are pleased to announce the following rate increases for prescribers effective December 1, 2014.

Services and Rate Increases Outpatient Codes	New Rate Effective Date	New Rate
90791 - Psychiatric Diagnostic Evaluation (No Medical Services)		
101 MD Specialty	12/1/2014	\$131.32
111 Certified Nurse Specialist	12/1/2014	\$111.62
112 Certified Nurse Practitioner (MA)	12/1/2014	\$111.62
210 Physician Assistant	12/1/2014	\$111.62
90792 - Psychiatric Diagnostic Evaluation With Medical Services		
101 MD Specialty	12/1/2014	\$141.61
111 Certified Nurse Specialist	12/1/2014	\$120.37
112 Certified Nurse Practitioner	12/1/2014	\$120.37
210 Physician Assistant	12/1/2014	\$120.37
90832 - Psychotherapy - 30 Minutes		
101 MD Specialty	12/1/2014	\$63.63
111 Certified Nurse Specialist	12/1/2014	\$54.09
112 Certified Nurse Practitioner	12/1/2014	\$54.09
210 Physician Assistant	12/1/2014	\$54.09
90834 - Psychotherapy - 45 Minutes		
101 MD Specialty	12/1/2014	\$84.39
111 Certified Nurse Specialist	12/1/2014	\$71.73
112 Certified Nurse Practitioner	12/1/2014	\$71.73
210 Physician Assistant	12/1/2014	\$71.73
90837 - Psychotherapy - 60 Minutes		
101 MD Specialty	12/1/2014	\$126.33
111 Certified Nurse Specialist	12/1/2014	\$107.38
112 Certified Nurse Practitioner	12/1/2014	\$107.38
210 Physician Assistant	12/1/2014	\$107.38

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Services and Rate Increases Outpatient Codes	New Rate Effective Date	New Rate
90837SC - Psychotherapy - 60 Minutes		
101 MD Specialty	12/1/2014	\$126.33
111 Certified Nurse Specialist	12/1/2014	\$107.38
112 Certified Nurse Practitioner	12/1/2014	\$107.38
210 Physician Assistant	12/1/2014	\$107.38
99201 - E+M PROBLEM FOCUSED NEW PATIENT		
101 MD Specialty	12/1/2014	\$41.21
112 Certified Nurse Practitioner	12/1/2014	\$35.03
210 Physician Assistant	12/1/2014	\$35.03
111 Certified Nurse Specialist	12/1/2014	\$35.03
99202 - E+M EXPANDED - NEW PATIENT		
101 MD Specialty	12/1/2014	\$71.09
112 Certified Nurse Practitioner	12/1/2014	\$60.43
210 Physician Assistant	12/1/2014	\$60.43
111 Certified Nurse Specialist	12/1/2014	\$60.43
99203 - E+M DETAILED - NEW PATIENT		
101 MD Specialty	12/1/2014	\$103.20
112 Certified Nurse Practitioner	12/1/2014	\$87.72
210 Physician Assistant	12/1/2014	\$87.72
111 Certified Nurse Specialist	12/1/2014	\$87.72
99205 - E+M HIGH - NEW PATIENT		
101 MD Specialty	12/1/2014	\$198.58
112 Certified Nurse Practitioner	12/1/2014	\$168.79
210 Physician Assistant	12/1/2014	\$168.79
111 Certified Nurse Specialist	12/1/2014	\$168.79
99213 - E+M DETAILED - ESTABLISHED PATIENT		
101 MD Specialty	12/1/2014	\$69.86
112 Certified Nurse Practitioner	12/1/2014	\$59.38
210 Physician Assistant	12/1/2014	\$59.38
111 Certified Nurse Specialist	12/1/2014	\$59.38

Utilization Management Updates

B3 Supported Employment: Partners has been reviewing the B3 Service Definition for Supported Employment and its potential impact for our consumers and providers. The decrease in maximum units allowed when moving from the intermediate stage to the Long Term Maintenance phase is significant.

Partners is committed to working toward a long term plan for B3 Supported Employment that will allow consumers to receive adequate and medically necessary services. The planning will include input from providers. To allow time for the long-term plan to be completed Partners is offering a short-term option related to authorizations.

For consumers that recently entered or will be entering the Long Term Maintenance Phase and had authorized hours reduced or are expected to be reduced to 10 hours per month, the provider can submit a new service authorization request (SAR) for additional hours. These requests can be for the hours that were approved during the intermediate phase but no more than 10 hours a week for 90 days. The start date for these requests can be retroactive to November 17, 2014. Providers are encouraged to submit those new SARs as soon as possible.

Before the end of that 90-day authorization, Partners BHM will have a transition plan available for providers to use for their consumers receiving B3 Supported Employment.

Please contact the Utilization Department with any questions.

Updated Benefit Grids: Partners' Benefit Grids have been updated and are posted on our website at the links below:

- [IPRS Benefit Plan](#) (Effective Nov. 1, 2014)
- [Medicaid Benefit Plan](#) with B3 Services (Effective Nov. 1, 2014)

Claims Updates

Third Party Liability/Medicare Bypass Codes: Partners has identified that there are certain situations where a consumer has third party private insurance, Medicare, or Medicaid, and a number of codes will no longer bypass. It is the provider's responsibility to bill third party insurance prior to billing for Medicaid and receive a denial prior to billing for Medicaid reimbursement. [Codes that will not bypass](#) are available on the Partners BHM website (For Providers ->Information and Documents -> Finance and Claims).

Medicaid Top 5 Claim Denials For October 2014:

MEDICAID TOP 5 CLAIM DENIALS OCTOBER 2014	PROVIDER RECOMMENDED ACTION STEPS
Patient not enrolled on date of service	Verify that all patient information is correct on claim. If no errors exist, contact Partners.
Max Basic Units Exhausted	A SAR will need to be entered for the service you are trying to get approved.
Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
Claim received after billing period	Write off charges as non-billable. Do not rebill.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.

Provider Reminders

Contracted Provider’s Certificate of Insurance: **Effective immediately,** Renewed Insurance Certificates should be sent to Renee Jenkins at rjenkins@partnersbhm.org or fax to 336-527-3265. To ensure that the certificates are received by the Contract Department, DO NOT send to previous contacts you may have had at Partners BHM.

Contractually, all providers are required to submit certificates to the LME/MCO as they are renewed. Please ensure Partners BHM is in receipt of General, Professional, and Automobile Liability as well as Worker’s Compensation renewals as they occur to remain in compliance. Do NOT send declaration pages. Certificates of Insurance must reflect effective dates, policy number(s), and limits according to contract requirements.

Global QIC Meeting: The Global Quality Improvement Committee meeting will be held December 5, 2014 at 9 a.m. at Partners’ Hickory Office (1985 Tate Blvd. SE, Hickory). The meeting will be in the basement level Multipurpose Room. If you have questions or want to learn more about the meeting, contact Jackie Copeland at jcopeland@partnersbhm.org or call 336-527-8015.

December Provider Forum: Partners will host the December Provider Forum on December 9, 2014 beginning at 1 p.m. Providers are asked to register for the site where you will attend:

- [Partners BHM - Elkin](#), 200 Elkin Business Park Dr., Elkin, NC
- [Partners BHM-Gastonia](#), 901 S. New Hope Rd., Gastonia, NC
- [Partners BHM-Hickory](#), 1985 Tate Blvd. SE (First Plaza), Hickory, NC

Handouts from all Provider Forums are available on the Partners website (For Providers > Information & Documents > Provider Forum Information).

Provider Alerts are emailed to all providers subscribed through Constant Contact for “Information for Providers” and “All Partners BHM Communications”, and are posted at the bottom of the “For Providers” page at www.partnersbhm.org.

Provider Alerts issued in November are:

[Provider Alert-AlphaMCS Release Postponed \(11/13/2014\)](#)

State News

[Medicaid Special Bulletin—Communication Effectively with Deaf, Hard of Hearing and Deaf-Blind Patients and Their Family Members in Healthcare Settings](#) was posted this month. All providers are encouraged to read this information and comply. Medicaid Special Bulletins are posted by the Division of Medical Assistance and can be located at <http://www.ncdhhs.gov/dma/bulletin/>.

NCTracks News

Registration Open for Provider Training Courses in December: Registration is now open for several instructor-led training courses for providers that will be held in December. All of the courses are being offered in-person at the CSC facility in Raleigh. They include hands-on training and will be limited to 45 participants in each course. The duration varies depending on the course. Following are details on the courses, the dates and times they are being offered, and instructions for how to enroll:

*Wednesday, December 3 - 9:30 a.m. to 12:00 p.m. - Prior Approval - Medical (Professional)--*This course will cover submitting Prior Approval (PA) Requests to help ensure compliance with Medicaid clinical coverage policy and medical necessity. It will also cover Prior Approval inquiry to check on the status of the PA Request.

*Wednesday, December 3 - 1:00-4:00 p.m. - Submitting a Professional Claim--*This course will focus on how to submit a Professional Claim (1500) via the NCTracks Provider Portal. At the end of training, providers will be able to enter a Professional claim, save a Draft claim, use the Claims Draft Search tool, submit a claim, and view the results of a claim submission.

*Monday, December 8 - 9:30 a.m. to 12:00 p.m. - Prior Approval – Institutional--*This course will cover submitting Prior Approval (PA) Requests to help ensure compliance with Medicaid clinical coverage policy and medical necessity. It will also cover Prior Approval inquiry to check on the status of the PA Request.

*Monday, December 8 - 1:00-4:00 p.m. - Submitting an Institutional Claim--*This course will focus on how to submit an Institutional Claim (UB04) via the NCTracks Provider Portal. At the end of training, providers will be able to enter an Institutional claim, save a Draft claim, use the Claims Draft Search tool, submit a claim, and view the results of a claim submission.

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Provider Communication Bulletin #38
November 26, 2014**

Thursday, December 18 - 9:00 a.m. -11:00 a.m. - Recipient Eligibility Inquiry--This course shows authorized users how to use the Eligibility Verification System (EVS), which provides information regarding a recipient's eligibility for services in real time. At the end of the training, the user will be able to submit an Individual Recipient Eligibility Inquiry, submit a Batch Eligibility Inquiry, and view an Eligibility Response on the provider portal.

Providers can register for these courses in SkillPort, the NCTracks Learning Management System. Logon to the secure NCTracks Provider Portal and click Provider Training to access SkillPort. Open the folder labeled Provider Computer-Based Training (CBT) and Instructor Led Training (ILT). The courses can be found in the sub-folder labeled ILTs: On-site, based on the topic of the course. Refer to the Provider Training page of the public Provider Portal for specific instructions on how to use SkillPort. The Provider Training page also includes a quick reference regarding Java, which is required for the use of SkillPort.