



**PARTNERS**  
Behavioral Health Management

## Site or No Site?

Natalie McBride

March 5, 2018

### Why are we talking about sites?

- ▶ Authorization
- ▶ Billing
- ▶ NCTracks Enrollment
- ▶ Monitoring
- ▶ Program Integrity Reviews
- ▶ Licensure Requirements
- ▶ Credentialing
- ▶ Provider Search Tool



## Authorization, Billing and NCTracks

Authorization and billing for services must be tied to the SAME site in order for payment to be approved.

NCTracks must MATCH the sites loaded in Alpha including the NPI number(s) and taxonomy number(s) in order for payment to be approved.



3/7/2018 3

## Monitoring/Program Integrity

For each site where services are being authorized and billed Partners expects:

- Medical Records for those services to be available for review at that site.
- Personnel Records for those services to be available for review at that site.
- Team composition (when applicable) and work schedules to be available for review at that site.



3/7/2018 4

## Licensed Services Require Licensed Sites

All services that require a license **MUST** be authorized and billed to the licensed site with the following exceptions:

- AFL Homes should **NOT** be included as sites.
- TFC Homes should **NOT** be included as sites.
- Independent placement services should **NOT** be included as sites.

**These sites are private consumer homes and should NOT show up in our system as service locations.**

**These services and ALL periodic services provided at ANY licensed location should be associated with a provider site where the authorization, billing and medical record is generated and stored.**



3/7/2018

5

## How Do We Collect Site Information?

**Partners collects your site information through the credentialing process...**

- Sites should be included on the application for credentialing and recredentialing when one or more service(s) is being authorized and billed to that site.
- Sites where no services are authorized and billed should not be included on the credentialing/recredentialing applications.
- Sites where no services are authorized and billed will be removed from your Alpha profile as applications are received.



3/7/2018

6

## How Do We Use Site Information?

### Provider Search Tool and Needs Assessment

The provider search tool on Partners' website uses the sites loaded in Alpha to help consumers and referral sources find the services they need.

- ▶ If the site information is wrong then the search tool and our needs assessment information is inaccurate and not helpful to your agency or to the consumers in need of services.
- ▶ If your sites are set up based on corporate billing locations and not based on the actual location where services originate from then the search tool and the needs assessment is inaccurate and not beneficial.



3/7/2018 7

## How to Make a Change?

### Provider Change Form

- To add a site or change the site address in your provider profile in Alpha
- To remove a site completely or to remove a service associated with a particular site in your provider profile in Alpha



3/7/2018 8

## So, in summary....

A site is the location where:

- The authorization is attached
- The claim is attached
- The medical record is available
- The personnel record/schedule is available
- The NCTracks site information matches exactly
- The search tool picks up services at this location



3/7/2018 9

## Contact Information

**Change Request Forms:**

[credentialingteam@partnersbhm.org](mailto:credentialingteam@partnersbhm.org)

**Find your Account Specialist:**

[Provider Directory with assigned specialist](#)



3/7/2018 10