

NBH News

Northeast Behavioral Health

Mission:

To provide a comprehensive array of superior behavioral health services that support safe, successful, and self-sufficient lives throughout our twelve counties.



Wayne's Word

Legislative Issues

The State budget for FY 05-06 actually includes a small increase in mental health Medicaid rates. In consideration of the rate decrease three years ago and no increase thereafter, this is great news. On the federal level, the picture is different. The budget President Bush sent to Congress included a significant reduction in Medicaid funding. The House of Representatives and the Senate have both (thus far) opposed reducing Medicaid in the amount requested by the President; however, both legislative bodies are discussing cuts. We'll keep watching these issues and do what we can to influence the decision makers.

One common frustration for providers of mental health services for Medicaid beneficiaries is that consumers often present with a co-occurring addictive disorder, yet the treatment of addictions is not a benefit of Medicaid in Colorado. A glimmer of hope to rectify this situation partially has appeared. HB 1015, adds outpatient substance abuse treatment as a new Medicaid benefit was passed by the legislature and signed by the Governor last week. The rules and regulations to implement the expanded benefit have yet to be written. It is expected that the range of providers who would be eligible to provide treatment for addictive disorders will be severely limited, and the definition of "medical necessity" could be quite

narrow. Nevertheless, the fact that making substance abuse treatment a benefit of Medicaid is receiving support in the legislator is a step in the right direction. The new benefit is expected to be implemented on July 1, 2006.

Rate Increase

Rates are increasing! Rates are increasing, effective July 1st. NBH appreciates all the hard work our provider network is doing and your willingness, to continue to work with us when the rates decreased. We will be sending an addendum to your contract in June with the new rates. If you have authorizations that span into July, the new rates are reflected on your authorization. You may have noticed that the authorizations stop at June 30 and pick up July 1 for this reason.

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Third Party Insurance (TPL)

Please be aware that per your contract you are to inform NBH when you have a client with third party insurance. In turn, we are also to inform you if we find out one of your clients has TPL. Medicaid is the payor of last resort. If you have a client with TPL, you must bill the primary insurance first and Medicaid second with a copy of the EOB from the primary insurance company.



Laura Martinez, L.P.C., N.C.C.

Laura Martinez has joined NBH as our Outpatient Services Coordinator. She will also be working with Dr. Neil Benson in Planning and Evaluation.

Laura is currently a doctoral student at UNC in Counselor Education and Supervision. She is an experienced professional with over 15 years experience in counseling, supervision, administration and program development.

Laura is excited about the potential of her position with NBH and is looking forward to working with each of you in our Provider Network.

Medicaid Eligibility Issues

Many of our providers and consumers have experienced frustration due to consumer eligibility for Medicaid benefits being terminated unexpectedly. The problem seems to be related to the new Colorado Benefits Management System (CBMS) software system the State began using last Fall. In January, about 10% of consumers being seen by providers on our panel were suddenly without Medicaid benefits.

As of this date, benefits have been reinstated retroactively for approximately half of those individuals, NBH has done what it can to be fair to both consumers and providers by agreeing to pay for services provided during the time the consumer was without benefits. We are pleased that providers continued to see their consumers while taking a chance they might be providing pro bono services. Hopefully this problem will be cleared up as the bugs in the CBMS system are worked out over the next few months.

Practice Guidelines Training Survey

Neil Benson Ph.D., Director of Quality Improvement

In the fall of 2004, NBH adopted eleven proactive guidelines to be used in providing services to Medicaid consumers. The guidelines can be found in your Provider Manual. For those of you who were a part of our network prior to last December the guidelines were included in the Provider Manual update mailing sent in December.

As part of its Quality Improvement Program, NBH will be offering training on the guidelines. We are conducting a survey of all NBH providers to determine the need for training in each of these areas. Your completion of the survey will help us develop a training plan that meets the needs of the providers.

Please complete the survey as soon as possible and return it in the enclosed postage paid envelope.



Provider Relations

◆ Licensure

All counseling licenses will expire June 30, 2005. Please send a copy to NBH when it is available. Reminder letters will go out at the end of July.

◆ Fax Cover Sheets

Please use a fax cover sheet and indicate the number of pages you are sending. We have had a problem with faxes that do not have cover sheets because we often do not know who the fax is directed to or how many pages to expect.

◆ Malpractice Declaration

Thank you to everyone who has mailed or faxed a current malpractice declaration page or certificate of insurance. Letters went out on February 23 and the response has been much faster than expected.

A suggestion: When you pay your malpractice premium you can add Northeast

Behavioral Health to your list of agencies and most malpractice carriers will send your updated declaration page or certificate of insurance to NBH for you each year.

◆ E-mail addresses

NBH would like to have your email address for sending updates.

◆ Electronic Forms

We have the Clinical forms in Section 9 of your Provider Manual available on Microsoft Word format. We have a few computer savvy providers taking advantage of being able to fill the forms out on their computers and faxing them to our Outpatient Coordinator. Please email Libby at libby.goode@northrange.org if you would like to have electronic forms.

◆ Credentialing

All NBH credentialing is now

being completed in-house. We are confident this will shorten the amount of time it takes for credentialing and re-credentialing. Re-credentialing is required every three (3) years. Though you may have an authorization, we cannot pay claims if you are not currently credentialed. Libby Goode-Grasmick is the Provider Coordinator. She will contact you when it is time to re-credential and answer any questions you may have. Her direct phone number is 970-347-2360 or you may email questions to libby.goode@northrange.org.

◆ Clinical Expertise and Specialties:

NBH has new credentialing software. Therefore, we would like to update your specialties, modalities, and focus. Please fill out the check box form and return with your Practice Guidelines Training Survey in the enclosed postage paid envelope.

Psychiatric Services at NBH Centers for EDN Consumers

We strive to encourage coordination of care between the external providers and psychiatric service providers. Section 3-3 of your Provider Manual explains your role in coordinating psychiatric services for your clients. It is important that you communicate with the psychiatrist or nurse practitioner and that they in turn communicate with you.

Your provider manual states the clinical information (basic demographic information, intake summary, current treatment plan listing medication services, current CCAR, HIPAA compliant release of information allowing communication between the external provider and the Center and NBH and any

available recent progress notes) must be sent to the Center, by the external provider before the next medication appointment will be scheduled.

It is the responsibility of the external provider to obtain the release of information from the client and to initiate and coordinate medication services.

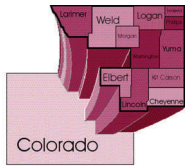
The external provider must agree to be available by phone during the time of the scheduled medication appointment.

If external providers are not able to meet these conditions, their Medicaid consumers will be encouraged to see their PCP for

medication services, or consumers living independently within the NBH service area wishing to see Center medical staff will be asked to transfer psychotherapeutic services to a Center clinician.

If a medication appointment has been scheduled and/or you do not know your client is being seen at a Center for psychiatric services, the Center psychiatric services staff will contact you to establish communication. The staff will be responsible for obtaining a release of information and faxing the psychiatrist or nurse practitioners note to you after the appointment. They may also ask for your notes if they have a signed release for the information.





Northeast Behavioral Health

1306 11th Avenue
Greeley, CO 80631



Your Invited to 27-10 Training

June 15, 2005

9:00 am to 11:00 am

**Larimer Center for Mental Health
Large Conference Room
525 West Oak Street -
Fort Collins**

June 15, 2005

1:30pm to 3:30 pm

**Events Center at Island Grove Park
501 North 15th Avenue
Greeley**

We want to pay you!

You have worked hard. Your clients are making good progress. You deserve to be paid — without a lot of hassle. However, Federal and State Medicaid regulations requirement have to be met before NBH can issue payment.

To prevent claim problems follow these simple steps:

- ◆ Get an authorization before services are provided.
- ◆ Send all required forms (Intake Summary, Service Plan,

CCAR, and Release of Information) in a timely matter which are complete and signed.

- ◆ Claims must be for the same CPT code as authorized.
- ◆ Dates of service must fall within the dates authorized.
- ◆ Send your claims directly to:
NBH Claims
InNet, Inc
6801 S Yosemite Street, Suite 101
Centennial, CO 80112

Important Contact Information:

Utilization

Karen Thompson
970-347-2372

Consumer Affairs

Carol Staples
970-347-2367

Outpatient Authorizations:

Laura Martinez
970-347-2375

Inpatient/Intensive Services:

Anne Mitchell
970-347-2282

Provider Relations:

Libby Goode-Grasmick
970-347-2360

Claims Information:

Sylvia Job
970-347-2379

OR Toll-free 888-296-5827