



July 2018

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Welcome to Beacon Health Options Provider Newsletter

Beacon Clinical Topic

Adverse Childhood Experiences and their Outcomes

According to self-reported data from the Adverse Childhood Experiences (ACE) Study, at least one in four kids in the U.S. has experienced some type of neglect or abuse during their childhood, with one in seven having experienced abuse or neglect in the last year.

When we fail to address these issues, we put children further at risk for chronic health conditions and mental illness. [Beacon's October Clinical Topic](#) includes information on the connection between childhood trauma and adulthood well-being and focuses on three areas to address adverse childhood experiences:

- ◆ Proactive identification
- ◆ Provider collaboration
- ◆ Evidence-based treatment such as trauma-focused Cognitive Behavior Therapy, trauma-informed care, Dialectical Behavior Therapy and Multisystemic Therapy.



“What we achieve
inwardly will
change outer
reality.”
Plutarch

Quality Management

Billing for Suicide Risk Assessment

The Quality Department is involved with several initiatives related to suicide prevention. These initiatives are: to create a zero suicide implementation team, and follow-up after hospitalization with phone calls, because studies show suicide risk after discharge from psychiatric inpatient care is high. According to the Suicide Prevention and Early Intervention Network, 64% of individuals that attempted suicide had visited their doctor during the month before their attempt (Maryland SPIN, 2018). Primary care providers and behavioral health providers can take a proactive approach by helping to identify individuals who have suicidal ideation (Maryland SPIN, 2018).

Program Integrity

Office of Inspector General (OIG)

Providers who participate in Maryland’s Public Behavioral Health System (PBHS) and receive Medicaid reimbursement, have a responsibility to ensure staff working in programs, either through direct service or administrative support, are eligible to participate in programs receiving federal reimbursement. All providers are responsible for checking the Department of Health and Human Services’ Office of Inspector General’s website to [search the exclusion database](#). Checking the database ensures the provider that they are not wrongfully contracting with or employing an excluded individual. Failure to screen employees and contractors, can result in the State recouping monies wrongfully paid and disciplinary actions. Further information can be found in the Provider Alerts [Providers Responsibility to Screen for Excluded Individuals](#) and [OIG Exclusion List](#).

Provider Relations

Enroll with Payspan to Improve Cash Flow

Working with paper checks places a large administrative burden on your practice. You must wait for the check to arrive, then find time to take it to the bank for deposit. That’s why we want you to know about our partner, Payspan®. We are launching a campaign to register all network providers with Payspan.

Payspan, a multi-payer adjudicated claims settlement service, delivers electronic payments and electronic remittance advice, based on your preferences. With Payspan, you stay in control of your bank accounts, file formats, and accounting processes. There are many benefits to using Payspan:

- ◆ Use Payspan’s self-service, high-security website for free
- ◆ Access your remittance data 24 hours a day
- ◆ Have payments deposited automatically in the bank account of your choice
- ◆ Receive email notifications immediately upon payment
- ◆ Download an 835 file to use for auto-posting purposes

Choose the registration method that works best for you and call Payspan at 877-331-7154 or visit [Payspan](#) website.



*“May your choices
reflect your hopes,
not your fears.”
Nelson Mandela*

Provider Alerts

[Substance Use Disorder Discharge Service Code](#) - June 1, 2018

Provider Training Information

- ◆ [Technical Help Guide to Assist Residential Providers with Streamlining the Submission and Review of Clinical Authorization Requests](#)
- ◆ [Assessment and Management of Major Depression](#)

Please visit our [website](#) for video tutorials on:

- ◆ Understanding the Tenets of SMART Drug Testing (Laboratory)
- ◆ The Uninsured Workflow and the Exception Process
- ◆ Submitting a Claim through Direct Claim Submission in ProviderConnect
- ◆ Submitting a Batch Claim File in ProviderConnect
- ◆ How to Search a Claim in ProviderConnect
- ◆ View Provider Summary Vouchers in ProviderConect

Applied Behavior Analysis

ABA Services

A lot has changed for Maryland Medicaid ABA providers since our last newsletter! Maryland Medicaid has raised the reimbursement rate for RBTs and BTs, added remote supervision, and allowed providers to request up to 4 hours per month for ABA treatment planning. We are all excited by the early feedback from providers. There has been a steady flow of new providers joining the network since the release of these changes.

We have seen an increase in accepted referrals over the past few months, but there are still plenty of families in need of ABA services across the state. We currently still have the highest percentage of members waiting for services in Southern Maryland, especially Prince George's and Montgomery Counties. We want to thank you for completing the Referral Availability Surveys that have been released monthly. This has helped keep our records up to date and we hope that you find it a useful tool, as well.

We have been pleased to see the steady increase in claims submission by ABA providers over the past few months. We want to ensure that providers develop a consistent pattern with this process and will gladly assist in any way possible to streamline your billing practices. Feel free to contact Josh Carlson at abamarylandproviderrelations@beaconhealthoptions.com to discuss specific questions related to the benefit.

Helpful Resource

The Maryland Department of Health's website has a great set of resources for providers using the new provider enrollment portal, [ePREP](#). We encourage you to access these tools as a reference for any questions that you may have within [ePREP](#).



“People understand their capacity for change. There is never a right time to do a difficult thing.” John Porter

You can access several checklists to share with staff that you are onboarding to ensure you have the required information, as well as job aides outlining common tasks that providers may need to complete.

Interested in Being a Provider?

To learn more about becoming an ABA provider, please visit our website at: <http://maryland.beaconhealthoptions.com/autism/autism-info.html>.

Beacon Lens

[Who cares for the caregiver?](#)

#caregiverhealth, #employeeassistantprograms, #wellbeing

[Mental Illness and Violence Challenges and Solutions](#)

#healthcaredelivery, #mentalillnessandviolence, #stigma

[Honoring Mental Health Awareness Month: What Does the Future Look Like?](#)

#clinicaexcellence, #healthcaredelivery, #mentalhealth

[Telehealth for autism treatment: Improved efficacy, health and cost](#)

#childandadolescenthealth, #healthcaredelivery, #technology

Maryland Highlights

Video: How data from a crisis text line is saving lives

Speaker Nancy Lublin discusses a cry for help by a young woman texting DoSomething.org. Lublin opens up a nationwide discussion on the power of texting to help individuals with suicidal thoughts, individuals handling addiction, eating disorders, sexual abuse and more (Lublin, 2015). To view the video go to web link https://www.ted.com/talks/nancy_lublin_the_heartbreaking_text_that_inspired_a_crisis_help_line.

NAMI WALK

On June 2, 2018, Beacon Health Options staff raised money and participated in the National Alliance on Mental Illness (NAMI) walk. [NAMIWalk](#) is one of the largest and most successful mental health awareness and fundraising events in the country. Beacon staff raised \$338 with a penny wars competition and the total raised was \$638. To get involved with [NAMIWalk](#) you can email info@namimd.org or call (410) 884-8691.

The American Foundation for Suicide Prevention (AFSP)

On September 22, 2018, Beacon staff will also raise money and participate in [The American Foundation for Suicide Prevention](#)'s “Out of the Darkness Community Walks”. To get involved and find a walk in your area, email walks@afsp.org.

Upcoming Webinars & Contacts

ProviderConnect®

These webinars are designed to review the system and support the E-Commerce Initiative for network providers. To see a complete list of webinar training dates, please visit the following website http://maryland.beaconhealthoptions.com/provider_prv_trn.html.

Spring 2018 Webinars
Applied Behavioral Analysis Training
Provider Connect for Mental Health Providers
Provider Connect for Substance Use Disorder Providers
Supported Employment and the Core Service Agency
Supported Employment for the DORS Counselor
Provider Connect for PRP Providers
The Beacon System: Reporting for any Behavioral Health Provider
The Beacon System: Claims Processing for any Behavioral Health Provider
An Introduction to Intelligence Connect (<i>a tool for providers to generate reports</i>)

Contacts	Phone #
Customer Service (24-hour line) <i>claims, eligibility & authorization inquiries</i>	(800) 888-1965
EDI Support <i>Username & passwords, direct claim submission inquiries, Reports & ProviderConnect® tech support</i>	(888) 247-9311
Applied Behavior Analysis (ABA) Josh Carlson, Provider Partnership Manager abamarylandproviderrelations@beaconhealthoptions.com	(410) 691-4067
Provider Relations Department marylandproviderrelations@beaconhealthoptions.com	(410) 691-1711
Maryland Reconsideration & Grievance grievances@beaconhealthoptions.com	(410) 691-4049
Maryland Department of Health (MDH) Provider Enrollment mdh.bhenrollment@maryland.gov Behavioral Health policy inquiries mdh.mabehavioralhealth@maryland.gov Telehealth inquiries mdh.telemedicineinfo@maryland.gov	(410) 767-5340
Payspan info@payspan.com providersupport@payspanhealth.com https://payspan.com/about/	General: (887) 331-7154 Provider Support: (877) 331-7154 x 1