

**November/December 2018**

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**ANNOUNCEMENT: NEW PROGRAM TO HELP NEW YORKERS ACCESS INSURANCE COVERAGE FOR SUBSTANCE ABUSE AND MENTAL HEALTH DISORDERS**

The Office of Mental Health (OMH), Office of Alcohol and Substance Abuse Services (OASAS), and the Department of Financial Services (DFS) have [announced a new program](#) to help ensure all New Yorkers are able to access their insurance coverage for substance use disorders and mental health services.

The new Ombudsman Program, called **Community Health Access to Addiction and Mental Healthcare Project (CHAMP)** will educate individuals, families, and health care providers on their legal rights to coverage, help them to access treatment and services and will investigate and resolve complaints regarding denial of health insurance coverage.

Stephanie Campbell, former Executive Director of Friends of Recovery – New York, a statewide network for people in recovery, will serve as NYS Ombudsman Project Director and oversee implementation of the program for OASAS and OMH.

A general mailbox (**[Ombuds@oasas.ny.gov](mailto:Ombuds@oasas.ny.gov)**) and a hotline number (**888-614-5400**) have been established for questions about the program.

For more information, please visit the [OMH Website](#).

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## Children's System Transformation Updates

**IMPORTANT: PROVIDER CLAIMS TESTING FOR CHILDREN'S SYSTEM TRANSFORMATION**

The NYS Children's Medicaid System Transformation will begin its implementation on January 1, 2019 with the implementation of three Children and Family Treatment and Support Services: Other Licensed Practitioner (OLP), Community Psychiatric Supports and Treatment (CPST) and Psychosocial Rehabilitation (PSR).

Beginning *no later than December 1, 2018*, it is *\*critical\** that Children's providers designated for the CFTSS listed above who are contracting with Medicaid Managed Care Organizations (MMCOs)

prepare to test claims submissions with the MMCOs for ALL service types transitioning into Managed Care on January 1, 2019 (OLP, CPST, PSR) for which they will be providing.

Based on lessons learned during the Adult Behavioral Health Medicaid Managed Care implementation, testing claims and remittance systems prior to the transition of new specialty services into Medicaid Managed Care will allow MMCOs and Providers to prevent potential claiming and payment issues in advance. This is particularly true for any behavioral health specialty services.

During the adult implementation, a number of behavioral health providers did not test their systems and ran into significant challenges submitting claims to MMCOs. While some providers may already be submitting claims to MMCOs, this does not mean claims for specialty health/behavioral health services will pass through properly.

Providers are responsible to claims test with EACH potential contracted MMCO for EACH new Children's service type offered to ensure claiming systems are ready to bill multiple MMCOs. Providers should contact relevant MMCOs for instructions on how to claims test. **While it is crucial to claims test for all services, providers should prioritize claims testing for OLP, CPST, and PSR going live on January 1.**

Providers can find billing contact information for all MMCOs using the [MCTAC Plan Matrix](#). Providers must proactively reach out to their contracted MMCOs to begin conversations around steps for testing. If for any reason, you are unable to reach a MMCO for technical assistance with your claims submission process, please contact [OMH-Managed-Care@omh.ny.gov](mailto:OMH-Managed-Care@omh.ny.gov).

*For agencies who use a clearing house, claims testing should include testing claims through your contracted clearing house. Providers are responsible for ensuring that their contracted clearing houses are aware of all new benefit coding requirements.*

## Children's Provider Training Updates

Find up-to-date training, guidance, and resources on MCTAC's comprehensive Children's System Transformation [Technical Assistance page](#).

- 10/25/18: [Refresher on Children and Family Treatment and Support Services](#): Other Licensed Practitioner (OLP), Community Psychiatric Supports and Treatment (CPST), and Psychosocial Rehabilitation (PSR)
- 11/6/18: [Billing Update Webinar for CFTSS](#)
- 11/15/18: [Office Hours on Billing and Utilization Management](#) for CFTSS



## Consumer Outreach: Children and Family Treatment and Support Services Brochure Released

NYS has released the first in a series of outreach materials on the new **Children and Family Treatment and Support Services (CFTSS)**. This brochure is [available online](#) and can be downloaded, printed, and shared by all stakeholders for use in their outreach to children, youth, and families who may need these services.

Please be on the lookout for additional outreach materials on the new Children and Family Treatment and Support Services and the Children’s Medicaid System Transformation as NYS continues to release them.

You can also follow @NYSOMH on [Twitter](#) and [Facebook](#) for more announcements as we grow closer to 2019!

### NYS Behavioral Health Medicaid Managed Care Contact Information

Office of Mental Health  
Office of Alcohol and Substance Abuse Services  
Department of Health

[OMH-Managed-Care@omh.ny.gov](mailto:OMH-Managed-Care@omh.ny.gov)  
[PICM@oasas.ny.gov](mailto:PICM@oasas.ny.gov)  
[managedcarecomplaints@health.ny.gov](mailto:managedcarecomplaints@health.ny.gov)

**Other Contact Information:**

*Questions regarding HARP eligibility and enrollment:*

New York Medicaid Choice **1-855-789-4277**  
[New York State of Health](#) **1-855-355-5777**

*Adult BH HCBS Designation questions or to update status:*

[Adult-BH-HCBS@omh.ny.gov](mailto:Adult-BH-HCBS@omh.ny.gov)

*Children’s System Transition Questions*

[BH.Transition@health.ny.gov](mailto:BH.Transition@health.ny.gov)

*Children’s HBCS/SPA Designation questions:*

[OMH-Childrens-Designation@omh.ny.gov](mailto:OMH-Childrens-Designation@omh.ny.gov)