



**BHA/MA/Beacon Health Options, Inc.
Provider Quality Committee Meeting Minutes**

**Beacon Health Options
1099 Winterson Road, Suite 200
Linthicum, MD 21090
Friday, September 14, 2018
10:00 am to 11:30 am**

In attendance: Elaine Hall, Karl Steinkraus, Stephanie Clark, Steve Reeder, Spencer Gear, Marian Bland, Jenny Howes, Stacey Diehl, Jessica Allen, Dr. Drew Pate, Sharon Jones, Donna Shipp, Dominick Lesperance, Jeffrey Lee, Verdell Stater-Heath, Vernessa Scurry, Kathy Judd, Barbara Trovinger, Oleg Tarkovsky, Craig Lippens, Shannon Hall, Cynthia Roberson, Jody Grodnitzky, Barry Waters, Tyrone Fleming, Chandra McNeil-Johnson, Kristen Rose, Frank Dyson, Jarrell Pipkin

Telephonically: Geoffrey Ott, Deana Cook, Anne Schooley, Marilyn Price, Alishia Brown, Jonathan Lacewell, Tracie Flint, Kathy Kisela, Sueqethea Jones, Jessie Costley, Mary Chvostal, Kathy Mincin, Linda McIntyre, Kristine Garlitz, Mariel Connell, Allison Brady, Nicholas Shearin, Robyn Bright, Shereen Cabrera Bentley, Steven Sahn, Barrington Page, Kristen Carrasco, Mary Chvostal, Beth Waddell, Diana Long, Linda Kuiper, Darleen Grupp, Rebecca Maloney, Lauren Dixon, Amy Park, Lorraine McDaniels, Dan Reck, Kwante Carter, Shu Zhu, Davy Truong, Michelle Rivera, Katie Tyminski, Joan Sperlein, Chris Yelen, Jessica Chausky, Jennifer Beard, Sheryl Neverson, Lisa Pearson, Tiffany Giles, Petrandia Simmons, James Jones, Samantha Schroeder, Rasheda McGuire, Maritrese Nash, Najla Wortham, Anna McGee, Mary Viggiani, Tammi Houston, Mary Brassard, Joana Joasil, Dan Nieberding, Andre Pelegri, Eulanda Shaw, Angela Taylor, Derek Owens, Vicki Nicotra, Christine Branch, Abby Appelbaum, Connie Dausch, Keisha Green, Oluwarotimi Ikusika, Jennifer Watson, Sandy Au Yeung, Regina Plater, Danica Thornton, Ahmein Watson, DeAnna Thornburg, Sharon Jones, Jennifer Cooper, Monica Kirkpatrick, Kisha Baker, Kristen Galante, Becki Clark, Akiba Freeman, Daneya Borradaile, Kathy Judd, Sheba Jeyachandran, Sheryl Stephens-Trask, Sherry Brehm, Paris Crosby, Mary Beth DeMartino, Agnes Parks, Chandra McNeil-Johnson, Kathleen Orner, Tiffany Rich, Robert Galaher, Lisa Pollard, David Hunter, Cynthia Hurd, Verdell Staten-Heath, Sara Haina, Emily Suminski, Nicol Lyon, Charles Jay, Tamala Regan, Rhonda Moreland, Letitia Brown, Maritrese Nash, Donna McTaggart, Leona Bloomfield, Mindy Fleetwood, Carol Blazer, Paula Nash, Gayle Parker, Devid Salles, Mariah Moore, Alisha Womack, Mary Blackwell, Regina Miente, Mariana Izraelson, Jean Shank, Rupal Vyas, Sonja Moore, Kristi Plummer,



Nicole Williamson, Reginald Scott, John Friedel, Maria Oliver, Alicia Dalton, Oluwafunto Ojuri, Carrie Medlin, Russell Berger, Dr. Frank Chika, Sylvia DeLong, Dominique Loving, Kathryn Dilley, Cathy Baker, Evelyn Maye, Mercy Johnson, Jerica Washington, Michael Oliver, Hilary Indyke, Roger Riley, Karen Wivell, Mickelly Rodrigues, Nicole Williamson, Jonquil Ishway, Cynthia Roberson, Lavina Thompson Bowling

Topics & Discussion

Minutes

BHA Update

- The Department is on track with transitioning ASAM 3.1 from grant funded to fee for service similar to the other levels of adult SUD residential services. Beacon Health Options will be providing outreach to the providers who currently have contracts with LAA's or LBHA's with 3.1 services. The local behavioral health authorities will also provide outreach to those providers who are currently not under contract for 3.1 services but may be serving individuals with private insurance. There will be a number of opportunities for stakeholders to participate in discussions regarding this transition and BHA will be inviting interested providers to attend these opportunities. BHA is developing a small work group with providers to discuss the guidelines for the administrative days to address any unique needs specific for this level of care. Webinars will be scheduled for October 2018. BHA will hold a provider training at Spring Grove on October 30, 2018 from 1:00 PM to 2:30 PM and clinical trainings will be conducted in November 2018. 3.1 programs should mark their calendars now for December 7, 2018 for a prelaunch meeting from 9:00 AM to 10:30 AM at BHA.
- BHA received the Clinical High Risk for Psychosis grant which will provide \$400,000.00 annually for 4 years. This grant is designed to improve the lives of adolescents between 12-24 years of age who are at high risk for mental illness for psychosis including schizophrenia. Community outreach, specialized training and telehealth for more of the rural areas will be part of the initiatives within this grant. The targeted jurisdictions are central Maryland region which includes Anne Arundel County, Baltimore County, Carrol County, Harford County, Howard County, Montgomery County, Prince George's County and Baltimore City. Natalie Solomon from BHA's Child and Adolescent division will be the point of contact for any questions or concerns.
- The Hurricane reminds us all that providers need to make sure continuity plans are in place and the emergency plans have been communicated to individuals in your care. Emergency needs should always be communicated to your LAA's, LBHA's and CSA's. BHA has authorized 3 days of take home methadone for all OTP's due to the impending Hurricane and this information has been sent to the pharmacies. There was a memo sent out to the OTPs with directions on what to



do in the event that people who live outside of the State of Maryland and have been displaced by the storm show up for treatment at your facility.

- Providers will need to notify Frank Dyson at BHA if an individual shows up at your facility requesting treatment so that BHA can make sure the individuals are able to receive the care they require and help providers through the process.
- Beacon is available 24/7 for any calls or authorizations that are needed, this includes if the Maryland Engagement Center is to be closed due to weather or other disasters.
- Providers can enter authorizations through the ProviderConnect portal or telephonically. If you lose power or your phone lines go down, you will need verification indicating when your system was off line in order to work with Beacon to get authorizations entered in to the system that happened during that time frame.
- Two State shelters were set up on September 13, 2018. The Office of preparedness and response is looking for mental health volunteers to assist in two shelters that have been set up, one is on the Eastern Shore and the other is in Southern Maryland.
- BHA reminds providers that you must apply for a new license at least 60 days before your current license expires. If you are required to complete accreditation it will need to be obtained before the licensure can be renewed. Providers who are closing sites or opening sites must obtain accreditation at each location. If you have questions regarding accreditation, you may contact BHA.Regulations@maryland.gov .

Medicaid Update

- Medicaid has engaged Myers and Stauffer accounting firm to perform the cost based analysis for behavioral health providers as required by last year's legislative session. The first round of cost reports will be sent to OMHCs in early October 2018. Selected Providers will receive a request for cost reports. If you receive a letter from the accounting firm it is imperative that you share the letter with your CFO or financial department and respond in a timely manner.
- A Provider Alert went out on September 13, 2018 stating that phase 2.2 of ePrep is beginning for the following programs: 1915(i) Intensive Behavioral Health Services for Children, Youth, and Families, Facilities (PT 89) Opioid Treatment Facilities (PT 32) Community Based Partial Hospitalization Programs (PT MH) Mental Health Case Management Providers (PT CM) Mobile Treatment Programs (PT MT) Outpatient Mental Health Clinics (PT MC) Psychiatric Rehab Services Facilities (PT PR) Substance Use Disorder Programs (PT 50) and Supported Employment (PT SE) will be going through ePrep to register with Medicaid. This provider alert can be found at <http://maryland.beaconhealthoptions.com/provider/alerts/2018/ePrep-Training-9-14-18.pdf>.



- If you have a new application or new location, you will need to register through ePrep. Trainings on how to use ePrep can be found in this Provider Alert. Beacon's provider registration system updates weekly so in general, when changes are entered into ePrep for a provider's enrollment information, the update will be active in Beacon's system within a week. Additionally, if there are any complaints/ concerns about ePrep that providers are not able to resolve through the Call Center at 1-844-4MD-PROV (1-844-463-7768), you should contact Medicaid's Behavioral Health Unit directly at mdh.bhenrollment@maryland.gov.

Beacon Health Options Update

- Beacon will be sending out a provider survey within the next few months to solicit feedback on topics and agenda items that providers would like to discuss during Provider Council. Please take the time to complete this survey and share your thoughts on how to reenergize and possibly change the format of this meeting to better assist Providers.
- Beacon would like for providers to encourage consumers to complete the consumer satisfaction outreach survey. The survey is voluntary and can be completed via telephone, mail or online.

Provider Questions

1. Often times we have clients referred to crisis beds as an alternative to inpatient psychiatric hospitalization, but who necessitate the same level of care and support following the crisis bed stay. Unfortunately we have had to turn away these clients from PRP services, as the services are not currently able to be funded via UNIS. Is it possible to consider adding a crisis bed stay to the list?

BHA will take this into consideration and have further discussions on this matter.

2. Can you describe what workflows are in place at Beacon to ensure rate updates are programed correctly and what, if any, corrective actions are being taken to improve the accuracy of the rate update process?

This past year unfortunately had a few gaps related to posting the correct rate updates. New services, codes, and changes to codes occurred frequently in the past year and as a result of additional analysis at Medicaid required repeated updates. Medicaid is working on the internal processes to review rates and to reduce errors.



3. In recent weeks, the NPIs on providers' summary vouchers have all reflected solely the NPI on the first claim listed in the voucher. We want to make you aware of this change. It may be the result of ePrep rolling the voucher under one vendor ID.

This has been ongoing. The Provider Summary Vouchers have always had one of the providers NPI numbers on the voucher and have not necessarily had the correct NPI number.

Additional Provider Questions

1. Will there be instructions on how to update/add OMS information into ePrep?

ePrep will be conducting webinars that explain this information and the provider alert sent out on September 13, 2018 also included the help line for any questions so providers can call the helpline for assistance.

2. Is the expectation for therapists in OMHC's to register in ePrep?

Not at this time, but Medicaid plans to roll out requiring the rendering provider in OMHCs the 1st quarter of 2019. .

3. QMB and SLMB addressed in August- we were always instructed that these do not need an uninsured span. When did this process change?

Interestingly, the opposite of the question is what has always been in place- QMB and SLMB are Medicare beneficiaries who have their co-pay paid under Medicaid. They are not dually eligible Medicaid/Medicare recipients. As such they have always followed the uninsured workflow. Please see the following provider alert: <http://maryland.beaconhealthoptions.com/provider/alerts/2015/SUD-Benefits-08-21-15.pdf>

4. Who at provider locations needs to interact with ePrep?

The individuals interacting with ePrep should be the Administrative person who is tracking the information for Medicaid enrollment at your location.



5. Has there been any discussions in separating Suboxone from the units authorized for OTP services?

The J-Codes should not subtract from the number of units provided. Please send some examples to marylandproviderrelations@beaconhealthoptions.com and Beacon will review them.