



Today we are Carelon Behavioral Health. We are working on updating all documents, but some historic references to Beacon may remain.

Our name may be new, but our commitment to you remains the same.



## Behavioral Health Policy and Procedure Manual for Providers / Central California Alliance for Health



This document contains chapters 1-8 of Beacon's Behavioral Health Policy and Procedure Manual for providers serving Central California Alliance for Health Insurance members. Note that links within the manual have been activated in this revised version. Additionally, all referenced materials are available on this website. Chapters that contain all level-of-care service descriptions and criteria will be posted on eServices; to obtain a copy, please email [provider.inquiry@beaconhealthoptions.com](mailto:provider.inquiry@beaconhealthoptions.com).

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## Chapter 1 Introduction

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- 1.2. Overview of the Beacon/CHIPA/Central California Alliance for Health Partnership
- 1.3. Introduction to Central California Alliance for Health (the Alliance)
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- 1.5. Introduction to College Health IPA
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### 1.1. About this Provider Manual

This Mental Health Provider Policy and Procedure Manual (hereinafter, the “Manual”) is a legal document incorporated by reference as part of each provider’s provider services agreement with College Health IPA and/or Beacon Health Strategies (Beacon), a Beacon Health Options company.

The Manual serves as an administrative guide outlining the CHIPA and Beacon policies and procedures governing network participation, service provision, claims submission, quality management and improvement requirements, in Chapters 1-4.

- Chapter 1: Introduction
- Chapter 2: Provider Participation in the CHIPA/Beacon Mental Health Services Network
- Chapter 3: Members, Benefits and Member-Related Policies
- Chapter 4: Quality Management and Improvement Program
- Chapter 5: Utilization Management
- Chapter 6: Clinical Reconsideration and Appeals
- Chapter 7: Billing Transactions
- Chapter 8: Telehealth Services
- Appendix A: Links to Clinical and Quality Forms
- Appendix B: Level of Care Criteria (available on eServices or by calling CHIPA)

The Manual is posted on Beacon's website at [www.beaconhealthoptions.com](http://www.beaconhealthoptions.com). It is also on Beacon's eServices portal. Providers may request a printed copy of the Manual by calling Beacon at 855.765.9700.

Updates to the Manual as permitted by the provider services agreement (PSA) are posted on the CHIPA and Beacon websites, and notification may also be sent by postal mail and/or electronic mail. Beacon and CHIPA provide notification to network providers at least 30 days prior to the effective date of any policy or procedural change that impacts providers, such as modification in payment or covered services, unless the change is mandated sooner by state or federal requirements.

## 1.2. Overview of the Beacon/CHIPA/Central California Alliance for Health Partnership

The Alliance has contracted with Beacon and CHIPA to administer the delivery of outpatient mental health services for the treatment of mild or moderate mental health conditions for Alliance members. While Beacon is the contracted administrative service provider with the Alliance, CHIPA will render all utilization management determinations.

CHIPA's responsibilities include:

1. Utilization Management: 24 x 7 utilization review and management for all outpatient mental health services, for all enrolled members, for all covered mental health services, based on clinical protocols developed and approved by the Alliance.
2. Contracting of the professional network for outpatient care and inpatient psychiatric consultation on patients admitted for medical reasons.

Beacon's responsibilities include:

1. Network data maintenance
2. Provider relations

3. Provider credentialing and recredentialing
4. Claims processing and claims payment (Beacon will pay claims on behalf of CHIPA)
5. Quality management, improvement, and reporting, including HEDIS®

### **1.3. Introduction to Central California Alliance for Health (the Alliance)**

The Alliance is an award-winning regional non-profit health plan, established in 1996, with more than 17 years of successful operation. Using the State's County Organized Health System (COHS) model, the Alliance currently serves more than 210,000 members in Santa Cruz, Monterey, and Mercer counties. The Alliance works in partnership with contracted providers to promote prevention, early detection, and effective treatment, and improve access to quality health care. This partnership results in the delivery of innovative community-based health care services, better medical outcomes, and cost savings. The Alliance is governed with local representation from each county on their Board of Commissioners.

#### **WHAT THE ALLIANCE DOES**

The Alliance is a health plan that was developed to improve access to health care for lower income residents who often lacked a primary care "medical home" and so relied on emergency rooms for basic services. The Alliance has pursued this mission by linking members to primary care physicians and clinics that deliver timely services and preventive care, and arrange referrals to specialty care. Effective January 1, 2014, the Alliance covers outpatient mental health services for the treatment of mild to moderate mental health conditions.

### **1.4. Introduction to Beacon**

Beacon Health Strategies LLC (Beacon), a Beacon Health Options company, is a limited liability, managed behavioral health company. Beacon's mission is to partner with our health plan customers and contracted providers to improve the delivery of behavioral healthcare for the members we serve.

Presently, the Beacon Health Options family of companies serves more than 48 million individuals on behalf of more than 350 client organizations across the country and in the UK. Most often co-located at the physical location of our plan partners, Beacon's "in-sourced" approach deploys utilization managers, case managers and provider network professionals into each local market where Beacon conducts business. Working closely with our plan partner, this approach facilitates better coordination of care for members with physical, behavioral and social conditions and is designed to support a "medical home" model. Quantifiable results prove that this approach improves the lives of individuals and their families and helps plans to better integrate behavioral health with medical health.

### **1.5. Introduction to College Health IPA**

Since 1991, College Health IPA (CHIPA) has provided utilization management, for behavioral health services. Today, CHIPA currently serves more than 2.2 million members in California through its contracted network of more than 3,000 professional providers.

CHIPA is committed to providing behavioral health services with cultural sensitivity and superior customer service while maintaining our vision to improve the overall behavioral healthcare experience.

## 1.6. Beacon/Central California Alliance for Health Mental Health Program

The Alliance/Beacon mental health program provides members with outpatient mental health benefits through the CHIPA/Beacon network of contracted providers. The primary goal of the program is to provide medically necessary care in the most clinically appropriate and cost-effective therapeutic settings. By ensuring that all plan members receive timely access to clinically appropriate mental health care services, the plan and Beacon believe that quality clinical services can achieve improved outcomes for our members.

## 1.7. Additional Information

Use any of the following means to obtain additional information from Beacon:

1. Go to the Provider Tools page of the CHIPA or Beacon website for detailed information about working with Beacon, frequently asked questions, clinical articles and practice guidelines, and links to additional resources.
2. Call interactive voice recognition (IVR), 888.210.2018, to check member eligibility, number of visits available and applicable co-payments, confirm authorizations, or get claims status.
3. Log on to eServices to check member eligibility and number of visits available, submit claims and authorization requests, view claims and authorization status, view/print claim reports, update practice information, and use other electronic tools for communication and transactions with Beacon.
4. E-mail [provider.inquiry@beaconhealthoptions.com](mailto:provider.inquiry@beaconhealthoptions.com).

### Chapter 2

# Provider Participation in CHIPA/Beacon Mental Health Services Network



- 2.1. Network Operations
- 2.2. Contracting and Maintaining Network Participation
- 2.3. Electronic Transactions and Communication with Beacon
- 2.4. Appointment Access Standards
- 2.5. Beacon's Provider Database
- 2.6. Required Notification of Practice Changes & Limitations in Appointment Access
- 2.7. Adding Sites, Services, and Programs
- 2.8. Provider Credentialing and Recredentialing

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## 2.1. Network Operations

Beacon's Network Operations Department, with Provider Relations, is responsible for management of the CHIPA/Beacon mental health provider network for the Alliance contract. This role includes contracting, credentialing, and provider relations functions. Representatives are easily reached by emailing [provider.inquiry@beaconhealthoptions.com](mailto:provider.inquiry@beaconhealthoptions.com).

## 2.2. Contracting and Maintaining Network Participation

A "participating provider" is an individual practitioner, private group practice, licensed outpatient agency, or facility that has been credentialed by Beacon and has signed a provider's service agreement (PSA) with CHIPA. Participating providers agree to provide mental health services to members; to accept reimbursement directly from Beacon according to the rates set forth in the fee schedule attached to each provider's PSA; and to adhere to all other terms in the PSA, including this provider manual.

Participating providers who maintain approved credentialing status remain active network participants unless the PSA is terminated, voluntarily or involuntarily, in accordance with the terms and conditions set forth therein. Beacon always will notify members when their provider has been terminated.

## 2.3. Electronic Transactions and Communications with Beacon

Beacon's website, [www.beaconhealthoptions.com](http://www.beaconhealthoptions.com), contains answers to frequently asked questions, clinical practice guidelines, clinical articles, links to numerous clinical resources, and important news for providers. As described below, eServices and EDI are also accessed through the website.

### ELECTRONIC MEDIA

To streamline providers' business interactions with Beacon, we offer three provider tools:

#### 1. eServices

eServices, Beacon's secure Web portal, supports all provider transactions, while saving providers time, postage expense, billing fees, and reducing paper waste. These services include eligibility verification, claims submissions and status, Explanation of Benefits (EOB), and provider information. eServices is completely free to contracted providers and is accessible 24 hours a day 7 days a week through [www.beaconhealthoptions.com](http://www.beaconhealthoptions.com).

Many fields are automatically populated to minimize errors and improve claim approval rates on first submission. Claim status can be available within two hours of electronic submission. All transactions generate printable confirmation, and transaction history is stored for future reference.

Because eServices is a secure site containing member identifying information, users must register to open an account. There is no limit to the number of users. Each provider practice will designate an account administrator. The designated account administrator controls which users can access each eServices features.

Go to our website to register for an eServices account. Have your practice/organization's NPI and tax identification number available. The first user from a provider organization or practice will be asked to sign and fax the eServices terms of use, and will be designated as the account administrator unless/until another designee is identified by the provider organization. Beacon activates the account administrator's account as soon it receives the approved terms of use.

Subsequent users are activated by the account administrator upon registration. To fully protect member confidentiality and privacy, providers must notify Beacon of a change in account administrator, and when any users leave the practice.

*The account administrator should be an individual in a management role, with appropriate authority to manage other users in the practice or organization. The provider may reassign the account administrator at any time by emailing [provider.inquiry@beaconhealthoptions.com](mailto:provider.inquiry@beaconhealthoptions.com).*

## 2. Interactive Voice Response

Interactive Voice Recognition (IVR) is available to providers as an alternative to eServices. It provides accurate, up-to-date information by telephone, and is available for selected transactions at 888.210.2018.

In order to maintain compliance with HIPAA and all other federal and state confidentiality/privacy requirements, providers must have their practice or organizational Tax Identification Number (TIN), National Provider Identifier (NPI), as well as member's full name, plan ID and date of birth, when verifying eligibility through eServices and through Beacon's IVR.

## 3. Electronic Data Interchange

Electronic data interchange (EDI) is available for claim submission and eligibility verification directly by the provider to Beacon or via an intermediary. For information about testing and setup for EDI, please go to [www.beaconhealthoptions.com](http://www.beaconhealthoptions.com).

Beacon accepts standard HIPAA 837 professional and institutional health care claim transactions and provides 835 remittance advice response transactions. Beacon also offers member eligibility verification through the 270 and 271 transactions.

For technical and business related questions, email [edi.operations@beaconhealthoptions.com](mailto:edi.operations@beaconhealthoptions.com). To submit EDI claims through an intermediary, contact the intermediary for assistance. If using Office Ally, use Beacon's Office Ally Payer ID 43324: CCAH Plan ID 108.

**TABLE 2-1: ELECTRONIC TRANSACTIONS AVAILABILITY**

TRANSACTION/ CAPABILITY	AVAILABLE 24/7 ON		
	eSERVICES ON BEACON'S WEBSITE	IVR 888.210.2018	EDI ON BEACON'S WEBSITE
Verify member eligibility, benefits, and co-payments	Yes	Yes	Yes (HIPAA 270/271)
Update practice information	Yes	N/A	N/A
Submit claims	Yes	N/A	Yes (HIPAA 837)

TRANSACTION/ CAPABILITY	AVAILABLE 24/7 ON		
	eSERVICES ON BEACON'S WEBSITE	IVR 888.210.2018	EDI ON BEACON'S WEBSITE
Upload EDI claims to Beacon and view EDI upload history	Yes	N/A	Yes (HIPAA 837)
View claim status and print EOBS	Yes	Yes	Yes (HIPAA 835)
Print claims reports and graphs	Yes	N/A	N/A
Download electronic remittance advice	Yes	N/A	Yes (HIPAA 835)
EDI acknowledgement and submission reports	Yes	N/A	Yes (HIPAA 835)
Pend authorization requests for internal approval	Yes	N/A	N/A
Access CHIPA's level of care criteria and provider manual	Yes	N/A	N/A

## EMAIL

Beacon encourages providers to communicate with Beacon by email (non-PHI content only) addressed to [provider.inquiry@beaconhealthoptions.com](mailto:provider.inquiry@beaconhealthoptions.com), using your personal or business email program or internet mail application.

Throughout the year, Beacon sends providers alerts related to regulatory requirements, protocol changes, helpful reminders regarding claim submission, etc. In order to receive these notices in the most efficient manner, we strongly encourage you to enter and update email addresses and other key contact information for your practice, through eServices.

## COMMUNICATION OF MEMBER INFORMATION

In keeping with HIPAA requirements, providers are reminded that personal health information (PHI) should not be communicated via email, other than through Beacon's eServices. PHI may be communicated by telephone or secure fax.

**It is a HIPAA violation to include any patient identifying information or PHI in non-secure email through the internet.**

## 2.4. Appointment Access Standards

### SERVICE AVAILABILITY AND HOURS OF OPERATION

**TABLE 2-2: APPOINTMENT STANDARDS AND AFTER HOURS ACCESSIBILITY**

TYPE OF APPOINTMENT/SERVICE	APPOINTMENT MUST BE OFFERED:
<b>General Appointment Standards</b>	
Routine-Non Urgent Services	Within 10 business days
Urgent Care	Within 48 hours
Emergency Services	Immediately, 24 hours per day, seven days per week directed to 911 or County services
Non-Urgent Follow-up Services	Within 10 business days
Aftercare Appointment Standards	Inpatient service must schedule an aftercare follow-up prior to a member's discharge for patients determined to have mild or moderate mental health needs and dependent on non-urgent or urgent needs under general appointment standards.
<b>General Appointment Standards</b>	
SERVICE AVAILABILITY	HOURS OF OPERATION
On-Call	<ul style="list-style-type: none"> <li>▪ 24-hour on-call services for all members in treatment</li> <li>▪ Ensure that all members in treatment are aware of how to contact the treating or covering provider after hours and during provider vacations</li> </ul>

Crisis Intervention	<ul style="list-style-type: none"> <li>▪ Services must be available 24 hours per day, seven days per week</li> <li>▪ Outpatient facilities, physicians, and practitioners are expected to provide these services during operating hours</li> <li>▪ After hours, providers should have a live telephone answering service or an answering machine that specifically directs a member in crisis to a covering physician, agency-affiliated staff, crisis team, or hospital emergency room.</li> </ul>
Outpatient Services	<ul style="list-style-type: none"> <li>▪ Beacon is required to make outpatient services available Monday through Friday from 9 a.m. to 5 p.m., as well as evening and/or weekend hours. In order to meet this</li> </ul>
<b>SERVICE AVAILABILITY</b>	<b>HOURS OF OPERATION</b>
	requirement, Beacon expects contracted provider to have office hours a minimum of 20 hours per week.
Interpreter Services	<ul style="list-style-type: none"> <li>▪ Under state and federal law, providers are required to arrange for interpreter services to communicate with individuals with limited English proficiency or those who are deaf or hard-of-hearing at no cost to the member. To arrange for an interpreter, providers should contact Beacon member services at 855.765.9700 at least three business days in advance of the appointment.</li> </ul>
Cultural Competency	<ul style="list-style-type: none"> <li>▪ Providers must ensure that members have access to qualified medical interpreters, signers and TTY services to facilitate communication when necessary, and ensure that clinicians and agencies are sensitive to the diverse needs of all plan members. Contracted providers are expected to provide services in a culturally competent manner at all times and to contact Beacon immediately if they are referred a member who presents with cultural and/or linguistic needs they may not be qualified to address.</li> </ul>

**Providers are required to meet these standards, and to notify Beacon if they are temporarily or permanently unable to meet the standards.**

## 2.5. Beacon's Provider Database

Beacon maintains a database of provider information as reported to us by providers. The accuracy of this database is critical to Beacon and the plan's operations, for such essential functions as:

- Reporting to the plan for mandatory reporting requirements;
- Periodic reporting to the Alliance for updating printed provider directories
- Identifying and referring members to providers that are appropriate and available services to meet their individual needs and preferences
- Network monitoring to ensure member access to a full continuum of services across the entire geographic service area
- Network monitoring to ensure compliance with quality and performance standards including appointment access standards

Provider-reported hours of operation and availability to accept new members are included in Beacon's provider database, along with specialties, licensure, language capabilities, addresses and contact information. This information is visible to members on our website and is the primary information source for Beacon staff when assisting members with referrals. In addition to contractual and regulatory requirements pertaining to appointment access, up-to-date practice information is equally critical to ensuring appropriate referrals to available appointments. You can locate a provider here <http://beaconhealthoptions.com/people-families.html>.

Participating provider information is used in credentialing and recredentialing activities as well as in provider directories and listings made available to clients and members. To be compliant with CMS, state and federal laws and regulations, payor requirements, and the terms of your provider agreement, participating providers must notify Beacon or its designee in advance of any changes or updates to the following information:

- Name
- Service physical addresses and locations
- Email address
- Phone number
- Hours of operation
- Discipline
- NPI
- Board certification(s)
- Accreditation
- License
- Clinical specialties
- Services actually provided
- Whether accepting new patients
- Hospital and Medical Group affiliations
- Language(s) spoken
- Population served
- Ethnicity
- Gender
- Handicapped access
- Public transportation
- Whether offers outpatient appointments or only through hospital/inpatient facility

Each element of information must be customized and accurate as to the *individual* practitioner; it should not be based on the profile of the group practice or facility. Changes and updates to participating practitioner information should be submitted to Beacon only via CAQH (unless expressly requested otherwise by Beacon). Participating practitioners are contacted by CAQH at least quarterly to notify them

to update or verify their directory information and then attest to the accuracy of that information. Failure to attest to the accuracy of the information for a period of 12 months within CAQH will result in removal from the directory and termination from the network. *Note:* the obligation to respond to CAQH is in addition to, and not in lieu of, the obligation to provide notice of changes in information in advance of the change occurring. Participating facility or provider groups are to submit changes and updates by contacting Beacon directly. Participating facilities are to provide the following additional information:

- Facility Name
- Type
- Location(s) – physical addresses of primary and affiliated locations
- Accreditation Status
- Telephone contact information

If availability changes, all participating providers are required to notify Beacon and update CAQH within five business days of the date they are no longer accepting new patients as well as when availability has resumed. If a participating provider is unable to accept new referrals for more than six months, the network participation of the provider may be reevaluated.

## 2.6. Required Notification of Practice Changes and Limitations in Appointment Access

Notice to Beacon is required for any material changes in practice, any access limitations, and any temporary or permanent inability to meet the appointment access standards above. All notifications of practice changes and access limitations should be submitted 90 days before their planned effective date or as soon as the provider becomes aware of an unplanned change or limitation.

Providers are encouraged to check the database regularly, to ensure that the information about their practice is up-to-date. For the following practice changes and access limitations, the provider’s obligation to notify Beacon is fulfilled by updating information using the methods indicated below:

**TABLE 2-3: REQUIRED NOTIFICATION**

TYPE OF INFORMATION	METHOD OF NOTIFICATION	
	ESERVICES	EMAIL
<b>General Practice Information</b>		
Change in address or telephone number of any services	Yes	Yes
Addition or departure of any professional staff	Yes	Yes
Change in linguistic capability, specialty, or program	Yes	Yes
Discontinuation of any covered service listed in Exhibit A of the provider’s PSA	Yes	Yes
Change in licensure or accreditation of provider or any of its professional staff	Yes	Yes



### Appointment Access

Change in licensure or accreditation of provider or any of its professional staff	Yes (license)	Yes
Change in hours of operation	Yes	Yes
Is no longer accepting new patients	Yes	Yes
Is available during limited hours or only in certain settings	Yes	Yes
Has any other restrictions on treating members	Yes	Yes
<b>TYPE OF INFORMATION</b>	<b>METHOD OF NOTIFICATION</b>	
	<b>ESERVICES</b>	<b>EMAIL</b>
Is temporarily or permanently unable to meet Beacon standards for appointment access	Yes	Yes
<b>Other</b>		
Change in designated account administrator for the provider's eServices accounts	No*	Yes
Merger, change in ownership, or change of tax identification number (As specified in the PSA, Beacon is not required to accept assignment of the PSA to another entity.)	No*	Yes
Adding a site, service, or program not previously included in the PSA; remember to specify:  a. Location  b. Capabilities of the new site, service, or program See additional information below.	No*	Yes

\* Note that eServices capabilities are expected to expand over time so that these and other changes may become available for updating in eServices.

## 2.7. Adding Sites, Services, and Programs

The PSA is specific to the sites and services for which the provider originally contracted with CHIPA/Beacon.

To add a site, service or program not previously included in the PSA, the provider should notify Beacon in writing of the location and capabilities of the new site, service or program. Providers may also send an email to [provider.inquiry@beaconhealthoptions.com](mailto:provider.inquiry@beaconhealthoptions.com). Beacon will determine whether the site, service or program meets an identified geographic, cultural/linguistic and/or specialty need in our network and will notify the provider of its determination.

If Beacon agrees to add the new site, service or program to its network, we will advise the provider of applicable credentialing requirements. In some cases, a site visit by Beacon will be required before approval, in accordance with Beacon’s credentialing policies and procedures. When the credentialing process is complete, the site, service or program will be added to Beacon’s database under the existing provider identification number and an updated fee schedule will be mailed to the provider.

## 2.8. Provider Credentialing and Recredentialing

Beacon conducts a rigorous credentialing process for network providers based on Centers for Medicare & Medicaid Services (CMS) and National Committee for Quality Assurance (NCQA) guidelines. All providers must be approved for credentialing by Beacon in order to participate in Beacon’s mental health services network, and must comply with recredentialing standards by submitting requested information within the specified time frame. Private solo and group practice clinicians are individually credentialed, while facilities are credentialed as organizations; the processes for both are described below.

Beacon actively assesses its effectiveness in addressing the needs of any minority, elderly or disabled individuals in need of services, including the capacity to communicate with members/enrollees in languages other than English. In addition, to meet the needs of other identified special populations in its service areas and any linguistic and cultural needs of the populations served, Beacon actively recruits bilingual and/or bicultural practitioners in those geographic areas where such services are indicated, including practitioners who serve deaf or hearing-impaired members.

To request credentialing information and application(s), please email [provider.inquiry@beaconhealthoptions.com](mailto:provider.inquiry@beaconhealthoptions.com).

**TABLE 2-4: CREDENTIALING PROCESSES**

INDIVIDUAL PRACTITIONER CREDENTIALING	ORGANIZATIONAL CREDENTIALING
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<p>Beacon individually credentials and recredentials the following categories of clinicians in private solo or group practice settings:</p> <ul style="list-style-type: none"> <li>▪ Psychiatrist</li> <li>▪ Physician certified in addiction medicine</li> <li>▪ Psychologist</li> <li>▪ Licensed clinical social workers</li> <li>▪ Master's-level clinical nurse specialists/psychiatric nurses</li> <li>▪ Licensed mental health counselors</li> <li>▪ Licensed marriage and family therapists</li> <li>▪ Other mental healthcare specialists who are master's level or above and who are licensed, certified, or registered by the state in which they practice</li> </ul>	<p>Beacon credentials and recredentials facilities and licensed outpatient agencies as organizations. Facilities that must be credentialed by Beacon as organizations include:</p> <ul style="list-style-type: none"> <li>▪ Licensed outpatient clinics and agencies, including hospital-based clinics and Federally Qualified Healthcare Centers</li> </ul>
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### Individual Practitioner Credentialing

To be credentialed by Beacon, practitioners must be licensed and/or certified in accordance with state licensure requirements, and the license must be in force and in good standing at the time of credentialing or recredentialing. Practitioners must submit a complete practitioner credentialing application with all required attachments. All submitted information is primary-source verified by Beacon; providers are notified of any discrepancies found and any criteria not met, and have the opportunity to submit additional, clarifying information. Discrepancies and/or unmet criteria may disqualify the practitioner for network participation.

Once the practitioner has been contracted and approved for credentialing with Beacon as a solo provider or verified as a staff member of a contracted practice, Beacon will notify the practitioner or the practice's credentialing contact of the date on which he or she may begin to serve Alliance members.

### Organizational Credentialing

In order to be credentialed, organizations must be licensed or certified by the state in which they operate, and the license must be in force and in good standing at the time of credentialing or recredentialing. If the organization reports accreditation by The Joint Commission (JCAHO), Council on Accreditation of Services for Family and Children (COA), or Council on Accreditation of Rehabilitation Facilities (CARF), such accreditation must be in force and in good standing at the time of credentialing or recredentialing of the organization. If the organization is not accredited by one of these accreditation organizations, Beacon conducts a site visit prior to rendering a credentialing decision.

The credentialed organization is responsible for credentialing and overseeing its clinical staff as Beacon does not individually credential organization-based staff. Licensed master's-level mental health counselors are approved to function in all contracted hospital-based, agency/clinic-based and other facility services sites.

Mental health program eligibility criteria include the following:

- A master's degree or above in a mental health field (including, but not restricted to, counseling, family therapy, psychology, etc.) from an accredited college or university
- An employee or contractor within a hospital or mental health clinic licensed in California that meets all applicable federal, state and local laws and regulations
- Supervision in the provision of services by a licensed clinical social worker, a licensed marriage and family therapist, a licensed psychologist, a licensed master's-level clinical nurse specialist, or licensed psychiatrist meeting the contractor's credentialing requirements
- Coverage by the hospital or mental health/substance use agency's professional liability coverage at a minimum of \$1,000,000/\$3,000,000
- Absence of Medicare/Medicaid sanctions

Once the organization has been approved for credentialing by Beacon and contracted with CHIPA to serve Alliance members, all licensed or certified mental health professionals listed may treat members in the organization setting.

## **RECREREDENTIALING**

All practitioners and organizational providers are reviewed for credentialing within 36 months of their last credentialing approval date. They must continue to meet Beacon's established credentialing criteria and quality-of-care standards for continued participation in Beacon's mental health provider network. Failure to comply with recredentialing requirements, including timelines, may result in removal from the network.

### **Chapter 3**

# **Members, Benefits, and Member-Related Policies**

- 3.1. Mental Health Benefits
- 3.2. Member Rights and Responsibilities

- 3.3. Non-Discrimination Policy and Regulations
- 3.4. Confidentiality of Member Information
- 3.5. Central California Alliance for Health Member Identification Cards

## 3.1. Mental Health Benefits

The Alliance offers outpatient mental health services to members with mild to moderate impairments enrolled in Medi-Cal.

Under the plan, the following services are covered, provided that services are medically necessary, delivered by contracted network providers, and that the authorization procedures in Chapter 5 are followed:

### CPT CODES AND DESCRIPTIONS

CPT CODE	DESCRIPTION
90791	Diagnostic evaluation with no medical
90792	Diagnostic evaluation with medical
99205	New patient, evaluation and management (60 min.)
99212	Medication management – 10 min

99213	Medication management – 15 min
99214	Medication management – 25 min
99215	Medication management – 45 min
90832	Psychotherapy 30 (16-37) min
90834	Psychotherapy 45 (38-52) min
90837	Psychotherapy 60 (53+) min
90853	Group therapy
96101	Psychological testing
96111	Developmental testing, extended
96116	Neurobehavioral status exam
96118	Neuropsychological testing (per hour face-to-face)

## OUTPATIENT BENEFITS

### Access

Outpatient mental health treatment is an essential component of a comprehensive health care delivery system. Plan members may access the covered outpatient mental health services by calling Beacon and registering for services. Prior to registration, Beacon will screen members for appropriate referral.

Members may also access outpatient care by referral from their primary care practitioner (PCP); however, a PCP referral is not required for mental health services.

### Initial Encounters

Members are allowed access to initial therapy sessions without prior authorization. The member/provider needs to contact Beacon in order to complete screening to register for services. These sessions must be provided by contracted in-network providers and are subject to meeting medical necessity criteria. There are no benefit limitations, but members will receive an initial six-month registration after undergoing a screening by a Beacon clinician. Beacon will use claims-based algorithms to monitor utilization. A clinical review will also be completed every six months to ensure that members are receiving services at the correct level of care.

Via eServices, providers can look up the eligibility, services authorized and number of sessions that have been billed to Beacon. To ensure coverage, the new provider is encouraged to verify eligibility before beginning treatment.

## Central California Alliance for Health Mental Health Benefits

- Beneficiaries should undergo screening with Beacon clinician prior to receiving outpatient services.
- It is the provider's responsibility to ensure the member is eligible at the time of service.
- Some specialty outpatient services, such as psychological testing, require prior authorization; see Chapter 5 for authorization procedures.
- Substance use disorder treatment is not provided through the Beacon benefit. Beneficiaries in need of substance use disorder treatment will be given referrals for services.
- Benefits do not include payment for healthcare services that are not medically necessary.
- Neither the plan nor Beacon is responsible for the costs of investigational drugs or devices or the costs of non-healthcare services, such as the costs of managing research or the costs of collecting data that is useful for the research project but not necessary for the member's care.

## 3.2. Member Rights and Responsibilities

### MEMBER RIGHTS

The plan and Beacon are firmly committed to ensuring that members are active and informed participants in the planning and treatment phases of their mental health services. We believe that members become empowered through ongoing collaboration with their health care providers, and that collaboration among providers is also crucial to achieving positive healthcare outcomes.

Members must be fully informed of their rights to access treatment and to participate in all aspects of treatment planning. All plan members have the following rights:

#### Right to Receive Information

Members have the right to receive information about Beacon's services, benefits, practitioners, their own rights and responsibilities, as well as the clinical guidelines. Members have a right to receive this information in a manner and format that is understandable and culturally and linguistically appropriate to the member's needs.

#### Right to Respect and Privacy

Members have the right to respectful treatment as individuals regardless of race, gender, gender identity, veteran status, religion, marital status, national origin, physical disabilities, mental disabilities, age, sexual orientation, or ancestry.

#### Right to Confidentiality

Members have the right to have all communication regarding their health information kept confidential by Beacon staff and all contracted providers, to the extent required by law.

### **Right to Participate in the Treatment Process**

Members and their legal guardian have the right to actively participate in treatment planning and decision making. The mental health provider will provide the member, or legal guardian, with complete current information concerning a diagnosis, treatment and prognosis in terms the member, or legal guardian, can be expected to understand. All members have the right to review and give informed consent for treatment, termination, and aftercare plans. Treatment planning discussions may include all appropriate and medically necessary treatment options, regardless of benefit design and/or cost implications.

### **Right to Treatment and Informed Consent**

Members have the right to give or refuse consent for treatment and for communication to PCPs and other mental health providers.

### **Right to Clinical/Treatment Information**

Members and their legal guardian have the right to, upon submission of a written request, review the member's medical records. Members and their legal guardian may discuss the information with the designated responsible party at the provider site.

### **Right to Appeal Decisions Made by CHIPA**

Members and their legal guardian have the right to appeal CHIPA's decision not to authorize care at the requested level of care, or CHIPA's denial of continued stay at a particular level of care according to the clinical appeals procedures described in Chapter 6. Members and their legal guardians may also request the mental health care provider to appeal on their behalf according to the same procedures.

### **Right to Submit a Complaint or Concern to Beacon/CHIPA**

Members and their legal guardians have the right to file a complaint or grievance with Beacon/CHIPA regarding any of the following:

- The quality of care delivered to the member by a Beacon/CHIPA contracted provider
- The CHIPA utilization review process
- The quality of service delivered by any Beacon staff member or CHIPA/Beacon contracted provider
- If the member feels that his or her privacy was breached, members and their legal guardians may call Beacon at 855.765.9700 to file a complaint.
- Providers are required to have a grievance form available for members and assist members with contacting Beacon/CHIPA to file a complaint, where necessary.

*Please note: A member must exhaust the Plan grievance system before filing a State Fair Hearing. A State Fair Hearing must be requested within 120 days of a Plan's determination. (DHCS Mega-Rule: Requirement 27).*



### Right to Contact Beacon Ombudsperson

Members have the right to contact Beacon's Office of Ombudsperson to obtain a copy of Beacon's Member Rights and Responsibilities statement. The Beacon Ombudsperson may be contacted at 855.765.9700 or by TTY at 800.735.2929.

### Right to Make Recommendations about Member Rights and Responsibilities

Members have the right to make recommendations directly to Beacon regarding Beacon's Member Rights and Responsibilities statement. Members should direct all recommendations and comments to Beacon's Ombudsperson. All recommendations will be presented to the appropriate Beacon review committee. The committee will recommend changes to the policies as needed and as appropriate.

### Prohibition on Billing Members for Covered Services

Alliance members may not be billed for any covered service or any balance after reimbursement by Beacon except for any applicable co-payment or member share-of-cost.

Further, providers may not charge the plan members for any services that are not deemed medically necessary upon clinical review or which are administratively denied. It is the provider's responsibility to check benefits prior to beginning treatment of this membership and to follow the procedures set forth in this manual.

### **Billing Members for Covered Services is Prohibited.**

DHCS prohibits providers from charging members for Medi-Cal covered services, or having any recourse against the member or DHCS for Medi-Cal covered services rendered to the member.

The prohibition on billing of the member includes, but is not limited to, the following:

- Covered services
- Covered services provided during a period of retroactive eligibility
- Covered services once the member meets his or her share-of-cost requirement
- Co-payments, coinsurance, deductible or other cost-sharing required under a member's other health coverage
- Pending, contested or disputed claims
- Fees for missed, broken, cancelled or same day appointments
- Fees for completing paperwork related to the delivery of care (e.g., immunization cards, WIC forms, disability forms, PM160 forms, forms related to Medi-Cal eligibility, PM160 well-child visit forms.)

## **MEMBER RESPONSIBILITIES**

Members of the Alliance agree to do the following:

- Choose a PCP and site for the coordination of all medical care. Members may change PCPs at any time by contacting the Alliance at 831.430.5505.
- Carry the Alliance identification card and show the card whenever treatment is sought

- In an emergency, seek care at the nearest medical facility and call their PCP within 48 hours. The back of the plan identification card highlights the emergency procedures.
- Provide clinical information needed for treatment to their mental health care provider.
- To the extent possible, understand their mental health problems and participate in the process of developing mutually agreed-upon treatment goals.
- Follow the treatment plans and instructions for care as mutually developed and agreed-upon with their practitioners.

## **POSTING MEMBER RIGHTS AND RESPONSIBILITIES**

All contracted providers must display in a highly visible and prominent place, a statement of members' rights and responsibilities. This statement must be posted and made available in languages consistent with the demographics of the population(s) served. This statement can either be Beacon's statement or a comparable statement consistent with the provider's state licensure requirements.

## **INFORMING MEMBERS OF THEIR RIGHTS AND RESPONSIBILITIES**

Providers are responsible for informing members of their rights and respecting these rights. In addition to a posted statement of member rights, providers are also required to:

- Distribute and review a written copy of Member Rights and Responsibilities at the initiation of every new treatment episode and include in the member's medical record signed documentation of this review.
- Inform members that Beacon does not restrict the ability of contracted providers to communicate openly with plan members regarding all treatment options available to them, including medication treatment, regardless of benefit coverage limitations.
- Inform members that Beacon does not offer any financial incentives to its contracted provider community for limiting, denying, or not delivering medically necessary treatment to plan members.
- Inform members that clinicians working at Beacon do not receive any financial incentives to limit or deny any medically necessary care.

## **3.3. Non-Discrimination Policy and Regulations**

In signing the PSA, providers agree to treat plan members without discrimination. Providers may not refuse to accept and treat an Alliance member on the basis of his/her income, physical or mental condition, age, gender, sexual orientation, religion, creed, color, physical or mental disability, national origin, English proficiency, ancestry, marital status, veteran's status, occupation, claims experience, duration of coverage, race/ethnicity, pre-existing conditions, health status or ultimate payer for services.

In the event that the provider does not have the capability or capacity to provide appropriate services to a member, the provider should direct the member to call Beacon for assistance in locating needed services.

Providers may not close their practice to plan members unless it is closed to all patients. The exception to this rule is that a provider may decline to treat a member for whom it does not have the capability or

capacity to provide appropriate services. In that case, the provider should either contact Beacon or have the member call Beacon for assistance in locating appropriate services.

State and federal laws prohibit discrimination against any individual who is a member of federal, state, or local public assistance, including medical assistance or unemployment compensation, solely because the individual is such a member.

It is our joint goal to ensure that all members receive mental health care that is accessible, respectful, and maintains the dignity of the member.

### **3.4. Confidentiality of Member Information**

All providers are expected to comply with federal, state, and local laws regarding access to member information. With the enactment of the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), members give consent for the release of information regarding treatment, payment and healthcare operations at the sign-up for health insurance. Treatment, payment and healthcare operations involve a number of different activities, including but not limited to:

- Submission and payment of claims
- Seeking authorization for extended treatment
- Quality improvement initiatives, including information regarding the diagnosis, treatment and condition of members in order to ensure compliance with contractual obligations
- Member information reviews in the context of management audits, financial audits or program evaluations
- Treatment record reviews to monitor the provision of clinical services and ensure that authorization criteria are applied appropriately

#### **MEMBER CONSENT**

At every intake and admission to treatment, the provider should explain the purpose and benefits of communication to the member's PCP and other relevant providers. The mental health clinician should then ask the member to sign a statement authorizing the clinician to share clinical status information with the PCP and for the PCP to respond with additional member status information to the extent permitted by law. A sample form is available on our website, or providers may use their own form; the form must allow the member to limit the scope of information communicated.

Members can elect to authorize or refuse to authorize release of any information, except as specified in the previous section, for treatment, payment and operations. Whether consenting or declining, the member's signature is required and should be included in the medical record. If a member refuses to release information, the provider should clearly document the member's reason for refusal in the narrative section on the form.

#### **CONFIDENTIALITY OF MEMBERS' HIV-RELATED INFORMATION**

Beacon and CHIPA work in collaboration with the plan to provide comprehensive health services to members with health conditions that are serious, complex, and involve both medical and mental health

factors. Beacon coordinates care with the Alliance medical and disease management programs and accepts referrals for mental health care management from the Alliance.

Information regarding HIV infection, treatment protocols and standards, qualifications of HIV/AIDS treatment specialists, and HIV/AIDS services and resources, medications, counseling and testing is available directly from the Alliance. Beacon will assist mental health providers or members interested in obtaining any of this information by referring them to the plan's care management department. Beacon limits access to all health-related information, including HIV--related information and medical records, to staff trained in confidentiality and the proper management of patient information. Beacon's care management protocols require Beacon to provide any plan member with assessment and referral to an appropriate treatment source. It is Beacon's policy to follow federal and state laws and guidelines concerning the confidentiality of HIV-related information.

### 3.5. Central California Alliance for Health Member Identification Cards

Plan members are issued one card, the plan membership card. The card is not returned when a member becomes ineligible. Therefore, the presence of a card does not ensure that a person is currently enrolled or eligible with the plan.

An Alliance member card contains the following information:

- Member name
- ID number
- DOB
- Effective date
- PCP name, address, and phone number
- Plan phone number
- Member Services phone number

*Possession of an Alliance member identification card does not guarantee that the member is eligible for benefits. Providers are must check member eligibility frequently.*

**Please note:** Starting in February 2014, new members, those who call to request a new ID card and those who call to change their PCP will get an Alliance ID card with the Beacon phone number. A mass mailing of new ID cards will not occur.

Member eligibility changes may occur. Therefore, to facilitate reimbursement for services, providers are required verify a plan member's eligibility upon admission to treatment and on each subsequent date of service.

The following resources are available to assist in eligibility verification:

**TABLE 3-2: MEMBER ELIGIBILITY VERIFICATION TOOLS**

ONLINE	ELECTRONIC DATA INTERCHANGE (EDI)	VIA TELEPHONE
Beacon’s eServices	Providers with EDI capability can use the 270/271 EDI transaction with Beacon. To set up an EDI connection, view the companion guide then contact <a href="mailto:edi.operations@beaconhealthoptions.com">edi.operations@beaconhealthoptions.com</a> .	888.210.2018  Beacon’s interactive voice recognition (IVR)

In order to maintain compliance with HIPAA and all other federal and state confidentiality/privacy requirements, providers must have their practice or organizational TIN, NPI, as well as the member’s full name, plan ID and date of birth, when verifying eligibility through eServices and through Beacon’s IVR.

Beacon may also assist the provider in verifying the member’s enrollment in the Alliance when authorizing services. Due to the implementation of the Privacy Act, Beacon requires the provider to have ready specific identifying information (provider ID#, member full name and date of birth) to avoid inadvertent disclosure of member-sensitive health information.

**Please note:** Member eligibility information on eServices and through IVR is updated every night. Eligibility information obtained by phone is accurate as of the day and time it is provided by Beacon. Beacon cannot anticipate, and is not responsible for, retroactive changes or disenrollments reported at a later date. Providers should check eligibility frequently.

#### Chapter 4

## Quality Management and Improvement Program

- 4.1. Quality Management/Improvement Program Overview
- 4.2. Treatment Records
- 4.3. Performance Standards and Measures
- 4.4. Practice Guidelines

- 4.5. Outcomes Measurement
- 4.6. Transitioning Members from One Mental Health Provider to Another
- 4.7. Reportable Incidents and Events
- 4.8. Fraud and Abuse
- 4.9. Complaints
- 4.10. Grievances and Appeals of Grievances

## 4.1. Quality Management/Improvement Program Overview

**TABLE 4-1: QM & I PROGRAM OVERVIEW**

PROGRAM DESCRIPTION	PROGRAM PRINCIPLES	PROGRAM GOALS AND OBJECTIVES
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<p>Beacon administers, on behalf of the Alliance a Quality Management and Improvement (QM &amp; I) program whose goal is to continually monitor and improve the quality and effectiveness of mental health services delivered to members. Beacon's QM &amp; I Program integrates the principles of continuous quality improvement (CQI) throughout our organization and the provider network.</p>	<ul style="list-style-type: none"> <li>▪ Continually evaluate the effectiveness of services delivered to Alliance members</li> <li>▪ Identify areas for targeted improvements</li> <li>▪ Develop QI action plans to address improvement needs</li> <li>▪ Continually monitor the effectiveness of changes implemented, over time</li> </ul>	<ul style="list-style-type: none"> <li>▪ Improve the healthcare status of members</li> <li>▪ Enhance continuity and coordination among mental health care providers and between mental health care and physical health care providers</li> <li>▪ Establish effective and cost-efficient disease management programs, including preventive and screening programs, to decrease incidence and prevalence of mental health disorders</li> <li>▪ Ensure members receive timely and satisfactory service from Beacon and network providers</li> <li>▪ Maintain positive and collaborative working relationships with network practitioners and ensure provider satisfaction with Beacon services</li> <li>▪ Responsibly contain healthcare costs</li> </ul>
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## PROVIDER ROLE

Beacon employs a collaborative model of continuous QM & I, in which provider and member participation is actively sought and encouraged. In signing the PSA, all providers agree to cooperate with Beacon and the plan QI initiatives. Beacon also requires each provider to have its own internal QM & I Program to continually assess quality of care, access to care and compliance with medical necessity criteria.

To participate in Beacon's Provider Advisory Council, email [provider.inquiry@beaconhealthoptions.com](mailto:provider.inquiry@beaconhealthoptions.com). Members, who wish to participate in the Member Advisory Council, should contact Beacon's Member Services Department.

## QUALITY MONITORING

Beacon monitors provider activity and uses the data generated to assess provider performance related to quality initiatives and specific core performance indicators. Findings related to provider compliance with performance standards and measures are also used in credentialing and recredentialing activities, benchmarking, and to identify individual provider and network-wide improvement initiatives. Beacon's quality monitoring activities include, but are not limited to:

- Site visits
- Treatment record reviews
- Satisfaction surveys
- Internal monitoring of: timeliness and accuracy of claims payment and provider compliance with performance standards including, but not limited to:

- Timeliness of ambulatory follow-up after mental health hospitalization
- Communication with member PCPs, other mental health providers, government and community agencies
- Tracking of adverse incidents, complaints, grievances and appeals
- Other quality improvement activities

On a quarterly basis, Beacon's QM & I Department aggregates and trends all data collected and presents the results to the QI Committee for review. The QI Committee may recommend initiatives at individual provider sites and throughout Beacon's mental health network as indicated.

A record of each provider's adverse incidents and any complaints, grievances or appeals pertaining to the provider, is maintained in the provider's credentialing file, and may be used by Beacon in profiling, recredentialing and network (re)procurement activities and decisions.

## 4.2. Treatment Records

### TREATMENT RECORD REVIEWS

Beacon reviews member charts and uses data generated to monitor and measure provider performance in relation to the Treatment Record Standards and specific quality initiatives established each year. The following elements are evaluated:

- Use of screening tools for diagnostic assessment of substance use, adolescent depression, and ADHD
- Continuity and coordination with PCPs and other treaters
- Explanation of member rights and responsibilities
- Inclusion of all applicable required medical record elements as listed below
- Allergies and adverse reactions
- Medications
- Physical exam

Beacon may conduct chart reviews onsite at a provider facility, or may ask a provider to copy and send specified sections of a member's medical record to Beacon. Any questions that a provider may have regarding Beacon's access to the plan member information should be directed to Beacon's privacy officer at [compliance@beaconhealthoptions.com](mailto:compliance@beaconhealthoptions.com).

HIPAA regulations permit providers to disclose information without patient authorization for the following reasons: "oversight of the health care system, including quality assurance activities." Beacon chart reviews fall within this area of allowable disclosure (See Chapter 3).

### TREATMENT RECORD STANDARDS

To ensure that the appropriate clinical information is maintained within the member's treatment record, providers must follow the documentation requirements below, based upon NCQA standards. All documentation must be clear and legible.



**TABLE 4-2: TREATMENT DOCUMENTATION STANDARDS**

<b>Member Identification Information</b>	<p>The treatment record contains the following member information:</p> <ul style="list-style-type: none"><li>▪ Member name and Alliance ID # on every page</li><li>▪ Member's address</li><li>▪ Employer or school</li><li>▪ Home and work telephone #</li><li>▪ Marital/legal status</li><li>▪ Appropriate consent forms</li><li>▪ Guardianship information, if applicable</li></ul>
<b>Informed Member Consent for Treatment</b>	<p>The treatment record contains signed consents for the following:</p> <ul style="list-style-type: none"><li>▪ Implementation of the proposed treatment plan</li><li>▪ Any prescribed medications</li><li>▪ Consent forms related to interagency communications</li><li>▪ Individual consent forms for release of information to the member's PCP and other mental health providers, if applicable; each release of information to a new party (other than Beacon or the plan) requires its own signed consent form.</li><li>▪ Consent to release information to the payer or managed care organization. (In doing so, the provider is communicating to the member that treatment progress and attendance will be shared with the payer.)</li><li>▪ For adolescents, ages 12–17, the treatment record contains consent to discuss mental health issues with their parents.</li><li>▪ Signed document indicating review of patient's rights and responsibilities</li></ul>
<b>Medication Information</b>	<p>Treatment records contain medication logs clearly documenting the following:</p> <ul style="list-style-type: none"><li>▪ All medications prescribed</li><li>▪ Dosage and frequency of each medication</li><li>▪ Dates of initial prescriptions</li></ul>

	<ul style="list-style-type: none"> <li>▪ Information regarding allergies and adverse reactions are clearly noted</li> <li>▪ Lack of known allergies and sensitivities to substances are clearly noted</li> </ul>
<b>Medical and Psychiatric History</b>	<p>Treatment record contains the member's medical and psychiatric history including:</p> <ul style="list-style-type: none"> <li>▪ Previous dates of treatment</li> <li>▪ Names of providers</li> <li>▪ Therapeutic interventions</li> <li>▪ Effectiveness of previous interventions</li> <li>▪ Sources of clinical information</li> <li>▪ Relevant family information</li> <li>▪ Results of relevant laboratory tests</li> <li>▪ Previous consultation and evaluation reports</li> </ul>
<b>Substance Use Information</b>	<p>Documentation for any member 12 years and older of past and present use of the following:</p> <ul style="list-style-type: none"> <li>▪ Cigarettes</li> <li>▪ Alcohol</li> <li>▪ Illicit, prescribed, and over-the-counter drugs</li> </ul>
<b>Adolescent Depression Information</b>	<p>Documentation for any member 13-18 years who was screened for depression. If positive,</p> <ul style="list-style-type: none"> <li>▪ Was a suicide assessment conducted?</li> <li>▪ Was the family involved with treatment?</li> </ul>
<b>ADHD Information</b>	<p>Documentation that members aged 6-12 were assessed for ADHD</p> <ul style="list-style-type: none"> <li>▪ Was family involved with treatment?</li> <li>▪ Is there evidence of the member receiving psychopharmacological treatment?</li> </ul>

<p><b>Diagnostic Information</b></p>	<ul style="list-style-type: none"> <li>▪ Risk management issues (e.g., imminent risk of harm, suicidal ideation/intent, and elopement potential) are prominently documented and updated according to provider procedures.</li> <li>▪ All relevant medical conditions are clearly documented, and updated as appropriate.</li> <li>▪ Member's presenting problems and the psychological and social conditions that affect their medical and psychiatric status</li> </ul>
	<p><i>A complete mental status evaluation is included in the treatment record, which documents the member's:</i></p> <ul style="list-style-type: none"> <li>a. Affect</li> <li>b. Speech</li> <li>c. Mood</li> <li>d. Thought control, including memory</li> <li>e. Judgment</li> <li>f. Insight</li> <li>g. Attention/concentration</li> <li>h. Impulse control</li> <li>i. Initial diagnostic evaluation and DSM diagnosis that is consistent with the stated presenting problems, history, mental status evaluation, and/or other relevant assessment information</li> <li>j. Diagnoses updated at least quarterly</li> </ul>
<p><b>Treatment Planning</b></p>	<p>The treatment record contains clear documentation of the following:</p> <ul style="list-style-type: none"> <li>▪ Initial and updated treatment plans consistent with the member's diagnoses, goals and progress</li> <li>▪ Objective and measurable goals with clearly defined time frames for achieving goals or resolving the identified problems</li> <li>▪ Treatment interventions used and their consistency with stated treatment goals and objectives</li> <li>▪ Member, family and/or guardian's involvement in treatment planning, treatment plan meetings and discharge planning</li> <li>▪ Copy of <i>Outpatient Review Form(s)</i> submitted, if applicable</li> </ul>

<p><b>Treatment Documentation</b></p>	<p>The treatment record contains clear documentation of the following:</p> <ul style="list-style-type: none"> <li>▪ Ongoing progress notes that document the member’s progress towards goals, as well as their strengths and limitations in achieving said goals and objectives</li> <li>▪ Referrals to diversionary levels of care and services if the member requires increased interventions resulting from homicidality, suicidality or the inability to function on a day-to-day basis</li> <li>▪ Referrals and/or member participation in preventive and selfhelp services (e.g., stress management, relapse prevention, Alcoholics Anonymous, etc.) is included in the treatment record.</li> <li>▪ Member’s response to medications and somatic therapies</li> </ul>
<p><b>Coordination and Continuity of Care</b></p>	<p>The treatment record contains clear documentation of the following:</p> <ul style="list-style-type: none"> <li>▪ Documentation of communication and coordination between mental health providers, primary care physicians, ancillary providers, and healthcare facilities. (See Mental Health – PCP Communication Protocol later in this chapter and download <i>Mental Health – PCP Communication Form</i>)</li> <li>▪ Dates of follow-up appointments, discharge plans and referrals to new providers</li> </ul>
<p><b>Additional Information for Outpatient Treatment Records</b></p>	<p>These elements are required for the outpatient medical record:</p> <ul style="list-style-type: none"> <li>▪ Telephone intake/request for treatment</li> <li>▪ Face-sheet</li> <li>▪ Termination and/or transfer summary, if applicable</li> <li>▪ The following clinician information should be included on every entry (e.g., progress notes, treatment notes, treatment plan, and updates) treating clinician information: <ul style="list-style-type: none"> <li>a. Clinician’s name</li> <li>b. Professional degree</li> <li>c. Licensure</li> <li>d. NPI or Beacon identification number, if applicable</li> <li>e. Clinician signatures with dates</li> </ul> </li> </ul>

<b>Additional Information for Inpatient and Diversionary Levels of Care</b>	<p>These elements are required for inpatient medical records:</p> <ul style="list-style-type: none"> <li>▪ Referral information (ESP evaluation)</li> <li>▪ Admission history and physical condition</li> <li>▪ Admission evaluations</li> <li>▪ Medication records</li> <li>▪ Consultations</li> <li>▪ Laboratory and X-ray reports</li> <li>▪ Discharge summary and <i>Discharge Review Form</i></li> </ul>
<b>Information for Children and Adolescents</b>	<p>A complete developmental history must include the following information:</p> <ul style="list-style-type: none"> <li>▪ Physical, including immunizations</li> <li>▪ Psychological</li> <li>▪ Social</li> <li>▪ Intellectual</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Academic</li> <li>▪ Prenatal and perinatal events are noted</li> </ul>

### 4.3. Performance Standards and Measures

To ensure a consistent level of care within the provider network, and a consistent framework for evaluating the effectiveness of care, Beacon has developed specific provider performance standards and measures. Mental health providers are expected to adhere to the performance standards for each level of care they provide to members, which include, but are not limited to:

- Communication with PCPs and other providers treating shared members
- Availability of routine, urgent, and emergent appointments (see Chapter 2)

### 4.4. Practice Guidelines

Beacon/CHIPA and the plan promote delivery of mental health treatment based on scientifically proven methods. Beacon/CHIPA has researched and adopted evidenced-based guidelines for treating the most prevalent mental health diagnoses, including guidelines for ADHD, and child/adolescent depression and posted links to these on our website. We strongly encourage providers to use these guidelines and to consider these guidelines whenever they may promote positive outcomes for clients. CHIPA monitors provider utilization of guidelines through the use of claim, pharmacy and utilization data.

Beacon/CHIPA welcomes provider comments about the relevance and utility of the guidelines adopted by Beacon/CHIPA, any improved client outcomes noted as a result of applying the guidelines, and about

providers' experience with any other guidelines. To provide feedback or to request paper copies of the practice guidelines, please call 855.765.9700.

## 4.5. Outcomes Measurement

Beacon/CHIPA and the Alliance strongly encourage and support providers in the use of outcome measurement tools for all members. Outcomes data is used to identify potentially high-risk members who may need intensive mental health, medical, and/or social care management interventions.

We receive and review aggregate data by provider, including demographic information and clinical and functional status without member-specific clinical information.

**TABLE 4-3: COMMUNICATION BETWEEN MENTAL HEALTH PROVIDERS AND OTHER TREATERS**

COMMUNICATION BETWEEN OUTPATIENT MENTAL HEALTH PROVIDERS AND PCPS, OTHER TREATERS	COMMUNICATION BETWEEN INPATIENT/ DIVERSIONARY PROVIDERS AND PCPS, OTHER OUTPATIENT TREATERS
Outpatient mental health providers are expected to communicate with the member's PCP and	With the member's informed consent, acute care facilities should contact the PCP by phone and/or by fax, within 24 hours of a member's admission to
COMMUNICATION BETWEEN OUTPATIENT MENTAL HEALTH PROVIDERS AND PCPS, OTHER TREATERS	COMMUNICATION BETWEEN INPATIENT/ DIVERSIONARY PROVIDERS AND PCPS, OTHER OUTPATIENT TREATERS

other outpatient mental health providers if applicable, as follows:

- Notice of commencement of outpatient treatment within four visits or two weeks, whichever occurs first
- Updates at least quarterly during the course of treatment
- Notice of initiation and any subsequent modification of psychotropic medications
- Notice of treatment termination within two weeks

Mental health providers may use Beacon's *Authorization for Mental Health Provider and PCP to Share Information* and the *Mental Health-PCP Communication Form* available for initial communication and subsequent updates, in Appendix B, or their own form that includes the following information:

- Presenting problem/reason for admission
- Date of admission
- Admitting diagnosis
- Preliminary treatment plan
- Currently prescribed medications
- Proposed discharge plan
- Mental health provider contact name and telephone number

Request for PCP response by fax or mail within three business days of the request to include the following health information:

- Status of immunizations
- Date of last visit
- Dates and reasons for any and all hospitalizations
- Ongoing medical illness
- Current medications

treatment. Inpatient and diversionary providers must also alert the PCP 24 hours prior to a pending discharge, and must fax or mail the following member information to the PCP within three days post-discharge:

- Date of discharge
- Diagnosis
- Medications
- Discharge plan
- Aftercare services for each type, including:
  - Name of provider
  - Date of first appointment
  - Recommended frequency of appointments
  - Treatment plan

Inpatient and diversionary providers should make every effort to provide the same notifications and information to the member's outpatient therapist, if there is one.

Acute care providers' communication requirements are addressed during continued stay and discharge reviews and documented in Beacon's member record.

COMMUNICATION BETWEEN OUTPATIENT MENTAL HEALTH PROVIDERS AND PCPS, OTHER TREATERS	COMMUNICATION BETWEEN INPATIENT/ DIVERSIONARY PROVIDERS AND PCPS, OTHER OUTPATIENT TREATERS
<ul style="list-style-type: none"> <li>▪ Adverse medication reactions, including sensitivity and allergies</li> <li>▪ History of psychopharmacological trials</li> <li>▪ Any other medically relevant information</li> </ul> <p>Outpatient providers' compliance with communication standards is monitored through requests for authorization submitted by the provider, and through chart reviews.</p>	

## 4.6. Transitioning Members from One Mental Health Provider to Another

If a member transfers from one mental health provider to another, the transferring provider is required to communicate the reason(s) for the transfer along with the information above (as specified for communication from mental health provider to PCP), to the receiving provider.

Routine outpatient mental health treatment by an out-of-network provider is not an authorized service. Members may be eligible for continuity of care for 12 months from the date of enrollment with the Alliance, or to ensure that services are culturally and linguistically appropriate, individualized to meet the specific needs of the member, timely per Beacon's timeliness standards, and/or geographically accessible.

## 4.7. Reportable Incidents and Events

Beacon requires that all providers report adverse incidents, other reportable incidents, and sentinel events involving the plan members to Beacon using the *Adverse Incident Report Form*. Submit completed forms to [CypressOmbuds@beaconhealthoptions.com](mailto:CypressOmbuds@beaconhealthoptions.com) or via confidential e-fax at 877.635.4602.

### REPORTABLE INCIDENTS AND EVENTS - OVERVIEW

	ADVERSE INCIDENTS	SENTINEL EVENTS	OTHER REPORTABLE INCIDENTS
<b>Incident/Event Description</b>	An adverse incident is an occurrence that represents actual or potential serious harm to the well-being of a health plan member who is currently	A sentinel event is any situation occurring within or outside of a facility that either results in death of the member or immediately jeopardizes the safety	An "other reportable incident" is any incident that occurs within a provider site at any level of care that does not immediately place a health plan member at



	<b>ADVERSE INCIDENTS</b>	<b>SENTINEL EVENTS</b>	<b>OTHER REPORTABLE INCIDENTS</b>
	receiving or has been recently discharged from mental health services.	of a health plan member receiving services in any level of care.	risk but warrants serious concern.

<p><b>Incidents/Events include the following:</b></p>	<ul style="list-style-type: none"> <li>▪ All medico-legal or non-medico-legal deaths</li> <li>▪ Any absence without authorization (AWA) involving a member who does not meet the criteria above</li> <li>▪ Any injury while in a 24-hour program that could or did result in transportation to an acute care hospital for medical treatment or hospitalization</li> <li>▪ Any sexual assault or alleged sexual assault</li> <li>▪ Any physical assault or alleged physical assault by a staff person or another patient against a member</li> <li>▪ Any medication error or suicide attempt that requires medical attention beyond general first aid procedures</li> <li>▪ Any unscheduled event that results in the temporary</li> </ul>	<ul style="list-style-type: none"> <li>▪ All medico-legal deaths</li> <li>▪ Any medico-legal death is any death required to be reported to the medical examiner or in which the medical examiner takes jurisdiction.</li> <li>▪ Any absence without authorization (AWA) involving a patient involuntarily admitted or committed and/or who is at high risk of harm to self or others</li> <li>▪ Any serious injury resulting in hospitalization for medical treatment</li> <li>▪ A serious injury is any injury that requires the individual to be transported to an acute care hospital for medical treatment and is subsequently medically admitted.</li> <li>▪ Any medication error or suicide attempt that requires medical</li> </ul>	<ul style="list-style-type: none"> <li>▪ Any non-medicolegal death</li> <li>▪ Any absence without authorization (AWA) from a facility involving a member who does not meet the criteria for a sentinel event as described above</li> <li>▪ Any physical assault or alleged physical assault by or against a member that does not meet the criteria of a sentinel event</li> <li>▪ Any serious injury while in a 24-hour program requiring medical treatment, but not hospitalization</li> <li>▪ A serious injury, defined as any injury that requires the individual to be transported to an acute care hospital for medical treatment and is not subsequently medically admitted</li> <li>▪ Any unscheduled event that results in the temporary evacuation of a</li> </ul>
	<p><b>ADVERSE INCIDENTS</b></p>	<p><b>SENTINEL EVENTS</b></p>	<p><b>OTHER REPORTABLE INCIDENTS</b></p>

	<p>evacuation of a program or facility (e.g., fire resulting in response by fire department)</p>	<p>attention beyond general first aid procedures</p> <ul style="list-style-type: none"> <li>▪ Any sexual assault or alleged sexual assault</li> <li>▪ Any physical assault or alleged physical assault by a staff person against a member</li> <li>▪ Any unscheduled event that results in the evacuation of a program or facility whereby regular operations will not be in effect by the end of the business day and may result in the need for finding alternative placement options for member</li> </ul>	<p>program or facility, such as a small fire that requires fire department response. Data regarding critical incidents is gathered in the aggregate and trended on a quarterly basis for the purpose of identifying opportunities for quality improvement.</p>
<p><b>Reporting Method</b></p>	<ul style="list-style-type: none"> <li>▪ Beacon’s Clinical Department is available 24 hours a day.</li> <li>▪ Providers must call, regardless of the hour, to report such incidents.</li> <li>▪ Providers should direct all such reports to their Beacon clinical manager or UR clinician by phone.</li> <li>▪ In addition, providers are required to fax a copy of the <i>Adverse Incident Report Form</i> (for adverse and other reportable incidents and sentinel events) to Beacon’s Ombudsperson at 855.765.9700.</li> <li>▪ Incident and event reports should not be emailed unless the provider is using a secure messaging system.</li> </ul>		
<p><b>Provide the following</b></p>	<p>Providers should be prepared to present:</p> <ul style="list-style-type: none"> <li>▪ All relevant information related to the nature of the incident</li> <li>▪ The parties involved (names and telephone numbers)</li> </ul>		

	ADVERSE INCIDENTS	SENTINEL EVENTS	OTHER REPORTABLE INCIDENTS
	<ul style="list-style-type: none"> <li>The member's current condition</li> </ul>		

## 4.8. Fraud and Abuse

It is Beacon's policy is to prevent, detect, investigate, and report suspected/actual fraud and abuse concerns. Beacon continuously monitors for suspected/actual fraudulent and/or abusive activity in its daily operations. Beacon reports suspected/actual fraud and abuse to the Alliance in order to initiate the appropriate investigation. The Alliance reports investigative findings to the state and/or law enforcement, as appropriate, when there is reason to believe an incident of fraud and/or abuse has occurred.

### DEFINITIONS

- Abuse:** Activity that is inconsistent with sound fiscal, business, or medical practice standards and results in unnecessary cost or reimbursement. It also includes any act that constitutes abuse under applicable federal law or state law (as defined in Title 42, Code of Federal Regulations Section 455.2).
- Fraud:** An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable federal or state law (as defined in Title 42, Code of Federal Regulations Section 455.2).

### FALSE CLAIMS ACTS

The California (C.G.C. § 12650-12656) and Federal (31 U.S.C. § 3729-3733) False Claims Acts (FCA) make it illegal to submit claims for payment to Medicare or Medicaid that you know or should know are false or fraudulent. Filing false claims may result in fines of up to three times the program's loss plus \$11,000 per claim. Under the civil FCA, no specific intent to defraud is required. The civil FCA defines "knowing" to include not only actual knowledge but also instances in which the person(s) acted in deliberate ignorance or reckless disregard of the truth or falsity of the information. Further, the civil FCA contains a whistleblower provision that allows private individuals to file a lawsuit on behalf of the United States and entitles whistleblowers to a percentage of any recoveries. There also is a criminal FCA (18 U.S.C. § 287). Criminal penalties for submitting false claims include imprisonment and criminal fines.

Beacon providers, contractors, employees, members and board members have a responsibility to report suspected or actual violations of applicable laws and regulations. Beacon will not retaliate against or intimidate any individual/entity for reporting a known or suspected violation of applicable laws and regulations.

If you become aware of any potential/actual fraudulent or abusive activity, please contact us at 855.765.9700 and ask to speak to the Compliance Officer.

## 4.9. Complaints

Providers with complaints or concerns should contact Beacon at the number provided below and ask to speak with the manager of Provider Relations. All provider complaints are thoroughly researched by Beacon and resolutions proposed as soon as possible, but not to exceed 20 business days.

If a plan member complains or expresses concern regarding Beacon's procedures or services, plan procedures, covered benefits or services, or any aspect of the member's care received from providers, they should be directed to call Beacon's ombudsperson at 855.765.9700 (or TTY at 800.735.2929) or the plan directly at 800.700.3874. Member complaint forms are also available on Beacon website for members to complete and fax or mail to Beacon.

## 4.10. Grievances and Appeals of Grievances

Beacon reviews and provides a timely response and resolution of all grievances that are submitted by members, authorized member representative (AMR), and/or providers. Every grievance is thoroughly investigated and receives fair consideration and timely determination. Providers are required to have a grievance form available for members and assist members with contacting Beacon/CHIPA to file a complaint where necessary.

A grievance is any expression of dissatisfaction by a member, member representative, or provider about any action or inaction by Beacon other than an adverse action. Possible subjects for grievances include, but are not limited to, quality of care or services provided, Beacon's procedures (e.g., utilization review, claims processing), Beacon's network of mental health services; member billing; aspects of interpersonal relationships, such as rudeness of a provider or employee of Beacon, or failure to respect the member's rights.

Providers may register their own grievances and may also register grievances on a member's behalf. Members, or their guardian or representative on the member's behalf, may also register grievances.

If a grievance is determined to be urgent, the resolution is communicated to the member and/or provider verbally within 24 hours, and then in writing within 3 calendar days (72 hours) of receipt of the grievance. If the grievance is determined to be non-urgent, Beacon's Ombudsperson will notify the person who filed the grievance of the disposition of their grievance in writing, within 30 calendar days of receipt.

For both urgent and non-urgent grievances, the resolution letter informs the member or member's representative to contact Beacon's Ombudsperson in the event that they are dissatisfied with Beacon's resolution.

*Member and provider concerns about a denial of requested clinical service, adverse utilization management decision, or an adverse action, are not handled as grievances. See UM Reconsiderations and Appeals in Chapter 6, Utilization Management.*

## Chapter 5

# Utilization Management

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- 5.1. Utilization Management
- 5.2. Level of Care Criteria (LOCC)
- 5.3. Decision and Notification Time Frames

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## 5.1. Utilization Management

Utilization management (UM) is a set of formal techniques designed to monitor the use of, or evaluate the clinical necessity, appropriateness, efficacy, or efficiency of, healthcare services, procedures or settings. Such techniques may include, but are not limited to, ambulatory review, prospective review, second opinion, certification, concurrent review, care management, discharge planning and retrospective review.

CHIPA has entered into a management services agreement with Beacon to provide management services in support of CHIPA's UM functions in accordance with URAC Health UM Standards, NCQA Managed Behavioral Health Organization (MBHO) standards, and state and federal regulations.

CHIPA's UM program is administered by licensed, experienced clinicians, who are specifically trained in utilization management techniques and in Beacon's standards and protocols. All CHIPA clinicians with responsibility for making UM decisions have been made aware that:

- All UM decisions are based upon CHIPA's LOCC (medical necessity)
- Financial incentives based on an individual UM clinician's number of adverse determinations or denials of payment are prohibited
- Financial incentives for UM decision-makers do not encourage decisions that result in underutilization.

**Please note:** The information in this chapter, including definitions, procedures, and determination and notification time frames may vary for different lines of business; such differences are indicated where applicable.

## MEDICAL NECESSITY

All requests for authorization are reviewed based on the information provided, according to the following definition of medical necessity:

Medically necessary services are health care and services that:

1. Are necessary to prevent, diagnose, manage or treat conditions in the person that cause acute suffering, endanger life, result in illness or infirmity, interfere with such person's capacity for normal activity or threaten some significant handicap
2. For which there is no comparable medical service or site of service available or suitable for the member requesting the service that is more conservative and less costly
3. Are of a quality that meets generally accepted standards of healthcare
4. Are reasonably expected to benefit the person. This definition applies to all levels of care and all instances of CHIPA's utilization review

This definition applies to all levels of care and all instances of CHIPA's utilization review. In addition, for California Medi-Cal services, medical necessity is defined as reasonable and necessary to protect life; prevent significant illness or significant disability; or to alleviate severe pain through the diagnosis or treatment of disease, illness, or injury as specified under Title 22 California Code of Regulations (CCR) Section 51303.

## 5.2. Level of Care Criteria (LOCC)

CHIPA's LOCC are the basis for all medical necessity determinations; Appendix B of this manual, accessible through eServices, presents CHIPA's specific LOCC for the plan for each level of care. Providers can also call 855.765.9700 to request a printed copy of CHIPA's LOCC.

CHIPA's LOCC were developed from the comparison of national, scientific and evidence-based criteria sets, including but not limited to, those publicly disseminated by the American Medical Association (AMA),

American Psychiatric Association (APA), Substance Abuse and Mental Health Services Administration (SAMHSA), and the American Society of Addiction Medicine (ASAM). They are reviewed and updated annually or more often as needed to incorporate new treatment applications and technologies that are adopted as generally accepted professional medical practice.

CHIPA's LOCC are applied to determine appropriate care for all members. In general, members are registered for services only if they meet the specific medical necessity criteria for a particular level of care. However, the individual's needs and characteristics of the local service delivery system are also taken into consideration.

## UTILIZATION MANAGEMENT TERMS AND DEFINITIONS

The definitions below describe utilization review including the types of the authorization requests and UM determinations, as used to guide CHIPA's UM reviews and decision-making. All determinations are based upon review of the information provided and available to CHIPA at the time.

**TABLE 5-1: CHIPA UM TERMS AND DEFINITIONS**

TERM	DEFINITION
<b>Adverse Determination</b>	<p>A decision to deny, terminate, or modify (an approval of fewer days, units, or another level of care than was requested, which the practitioner does not agree with), for:</p> <ul style="list-style-type: none"> <li>a. Failure to meet the requirements for coverage based on medical necessity</li> <li>b. Appropriateness of healthcare setting and level of care effectiveness</li> <li>c. Termination of Alliance benefits</li> </ul>
<b>Adverse Action</b>	<p>The following actions or inactions by CHIPA or the provider organization:</p> <ol style="list-style-type: none"> <li>1. CHIPA's denial, in whole or in part, of payment for a service failure to provide covered services in a timely manner in accordance with the waiting time standards</li> <li>2. CHIPA's denial or limited authorization of a requested service, including the determination that a requested services is not a covered services</li> <li>3. CHIPA's reduction, suspension, or termination of a previous authorization for a service</li> </ol>
TERM	DEFINITION



	<ol style="list-style-type: none"> <li>4. CHIPA's denial, in whole or in part, of payment for a service, where coverage of the requested service is at issue, provided that procedural denials for requested services do not constitute adverse actions, including, but not limited to, denials based on the following: <ol style="list-style-type: none"> <li>a. Failure to follow prior authorization procedures</li> <li>b. Failure to follow referral rules</li> <li>c. Failure to file a timely claim</li> </ol> </li> <li>5. CHIPA's failure to act within the time frames for making authorization decisions</li> <li>6. CHIPA's failure to act within the time frames for making appeal decisions</li> </ol>
<p><b>Non-Urgent Concurrent Review and Decision</b></p>	<p>Any review for an extension of a previously approved, ongoing course of treatment over a period of time or number of days or treatments. A non-urgent concurrent decision may authorize or modify requested treatment over a period of time or a number of days or treatments, or deny requested treatment, in a non-acute treatment setting.</p>
<p><b>Non-Urgent Pre-Service Review and Decision</b></p>	<p>Any case or service that is required to be approved before the member obtains care or services. A non-urgent pre-service decision may authorize or modify requested treatment over a period of time or number of days or treatments, or deny requested treatment, in a nonacute treatment setting.</p>
<p><b>Post-Service Review and Decision (Retrospective Decision)</b></p>	<p>Any review for care or services that have already been received. A postservice decision would authorize, modify, or deny payment for a completed course of treatment where a pre-service decision was not rendered, based on the information that would have been available at the time of a pre-service review.</p>
<p><b>Urgent Care Request and Decision</b></p>	<p>Any request for care or treatment for which application of the normal time period for a non-urgent care decision:</p> <ul style="list-style-type: none"> <li>▪ Could seriously jeopardize the life or health of the member or the member's ability to regain maximum function, based on a prudent layperson's judgment</li> <li>▪ In the opinion of a practitioner with knowledge of the member's medical condition, would subject the member to severe pain that could not be adequately managed without the care or treatment that is requested</li> </ul>

<b>Urgent Concurrent Review Decision</b>	Any review for a requested extension of a previously approved, ongoing course of treatment over a period of time or number of days or
<b>TERM</b>	<b>DEFINITION</b>
	treatments in an acute treatment setting, when a member's condition meets the decision of urgent care, above
<b>Urgent Pre-Service Decision</b>	Formerly known as a pre-certification decision, any case or service that requires pre-approval before a member obtains care or services in an inpatient setting, for a member whose condition meets the definition of urgent care above. An urgent pre-service decision may authorize or modify requested treatment over a period of time or number of days or treatments, or deny requested treatment in an acute setting.

## **AUTHORIZATION PROCEDURES AND REQUIREMENTS**

This section describes the processes for obtaining registration for outpatient level of care, and for CHIPA's medical necessity determinations and notifications. In all cases, the treating provider is responsible for following the procedures and requirements presented, in order to ensure payment for properly submitted claims.

*Administrative denials may be rendered when applicable authorization procedures, including time frames, are not followed.*

### **Member Eligibility Verification**

The first step in registering a member for care or seeking authorization is to determine the member's eligibility. Since member eligibility changes occur frequently, providers are advised to verify a plan member's eligibility upon admission to, or initiation of treatment, as well as on each subsequent day or date of service to facilitate reimbursement for services. Instructions for verifying member eligibility are presented in Chapter 3.

Member eligibility can change, and possession of an Alliance member identification card does not guarantee that the member is eligible for benefits. Providers are strongly encouraged to check Beacon's eServices or by calling IVR at 888.210.2018.

### **Clinician Availability**

Our clinicians are experienced licensed clinicians who receive ongoing training in crisis intervention, triage and referral procedures and are available 24 hours a day, seven days a week, to take emergency calls from members, their guardians, and providers.

**TABLE 5-2: CPT CODES, DESCRIPTION, AND AUTHORIZATION REQUIREMENTS**

<b>CPT CODE</b>	<b>DESCRIPTION</b>	<b>AUTHORIZATION REQUIREMENTS</b>
<b>90791</b>	Diagnostic evaluation with no medical	Patient screening

90792	Diagnostic evaluation with medical	
99205	New patient, evaluation and management (60 min)	
<b>CPT CODE</b>	<b>DESCRIPTION</b>	<b>AUTHORIZATION REQUIREMENTS</b>
99212	Medication management – 10 min	Patient screening
99213	Medication management – 15 min	
99214	Medication management – 25 min	
99215	Medication management – 45 min	
90832	Psychotherapy 30 (16-37) min	
90834	Psychotherapy 45 (38-52) min	Patient screening and registration
90837	Psychotherapy 60 (53+) min	
90853	Group therapy	
96101	Psychological testing	
96111	Developmental testing, extended	Telephonic or online prior authorization required Psychological/neuropsychological testing form available on our website.
96116	Neurobehavioral status exam	
96118	Neuropsychological testing (per hour face-to-face time)	

**TABLE 5-3: OUTPATIENT SERVICES AUTHORIZATION REQUIREMENTS**

	<b>OUTPATIENT SERVICES</b>
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<p><b>Initial Screening</b></p>	<p>The following services require that members undergo a screening and receive a six month-registration:</p> <p>As presented in Chapter 3, plan members are allowed routine mental health office visits without authorization after undergoing a screening and registration.</p> <p>Beneficiaries or providers can contact Beacon to provide clinical information to complete registration process for services.</p>
<p><b>Services Requiring Authorization</b></p>	<p>The following services require CHIPA's prior authorization:</p> <ol style="list-style-type: none"> <li>1. Psychological and neuropsychological testing</li> <li>2. Out-of-network service is not a covered benefit. It may be authorized in some circumstances where needed care is not available within the network.</li> </ol>
<p><b>OUTPATIENT SERVICES</b></p>	
<p><b>Notice of Authorization Determination</b></p>	<ul style="list-style-type: none"> <li>▪ Members must be notified of all pre-service and concurrent denial decisions. Members are notified by courier of all acute pre-service and concurrent denial decisions.</li> <li>▪ The denial notification letter sent to the member or member's guardian, practitioner, and/or provider includes the specific reason for the denial decision, the member's presenting condition, diagnosis, and treatment interventions, the reason(s) why such information does not meet the medical necessity criteria, reference to the applicable benefit provision, guideline, protocol or criterion on which the denial decision was based, and specific alternative treatment option(s) offered by CHIPA, if any. Based on state and/or federal statutes, an explanation of the member's appeal rights and the appeals process is enclosed with all denial letters.</li> <li>▪ Denials for extended outpatient services may be appealed by the member or provider and are subject to the reconsideration process outlined in Chapter 6.</li> </ul>

**INADEQUATE OR INCOMPLETE CLINICAL REVIEW**

All requests for clinical information must receive response via telephone or fax. Information must be tailored to the individual's current treatment plan and service needs. CHIPA reserves the right to request additional information prior to extending service registration. CHIPA will provide an explanation of action(s) that must be taken to complete a clinical review for continued services.

## TERMINATION OF OUTPATIENT CARE

CHIPA and Beacon require that all outpatient providers set specific termination goals and discharge criteria for members. Providers are encouraged to use the LOCC documented in Chapters 8-12 (accessible through eServices) to determine whether the service meets medical necessity for continuing outpatient care.

### 5.3. Decision and Notification Time Frames

CHIPA is required by the state, federal government, NCQA, and URAC to render utilization review decisions in a timely manner to accommodate the clinical urgency of a situation. CHIPA has adopted the strictest time frame for all UM decisions in order to comply with the various requirements.

The time frames below present the internal time frames for rendering a UM determination, and notifying members of such determination. All time frames begin at the time of receipt of the request. Please note: the maximum time frames may vary from those on the table below on a case-by-case basis in accordance with state, federal government, NCQA or URAC requirements that have been established for each line of business.

**TABLE 5-4: DECISION AND NOTIFICATION TIME FRAMES**

	TYPE OF DECISION	DECISION TIME FRAME	VERBAL NOTIFICATION	WRITTEN NOTIFICATION
<b>Pre-Service Review</b>				
Initial Registration for Other Urgent Mental Health Services	Urgent	Within 72 hours	Within 24 hours of making the decision, not to exceed 72 hours	
Initial Registration for Non-Urgent Mental Health Services	Standard	Within 5 business days	Within 24 hours of making the decision	
<b>Concurrent Review (includes non-inpatient treatment)</b>				
Continued Registration for Non-Urgent Mental Health Services	Non-Urgent/ Standard	Within 5 business days	Within 24 hours of making the decision	
<b>Post-Service</b>				
Registration for Mental Health Services Already Rendered	Non-Urgent/ Standard	Within 30 business days	Within 30 business days	

Note: The applicable waiting time for a particular appointment may be extended if the referring or treating licensed health care provider, or the health professional providing triage or screening services, as

applicable, acting within the scope of his or her practice and consistent with professionally recognized standards of practice, has determined and noted in the relevant record that a longer waiting time will not have a detrimental impact on the health of the enrollee.

When the specified time frames for standard and expedited prior authorization requests expire before CHIPA makes a decision, an adverse action notice will go out to the member on the date the time frame expires.

## Chapter 6

# Clinical Reconsideration and Appeals

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- 6.1. Request for Reconsideration of Adverse Determinations
- 6.2. Clinical Appeal Process
- 6.3. Administrative Appeal Process

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Members and their legal guardian have the right to appeal CHIPA's decision not to authorize care at the requested level of care. All medical necessity reconsiderations and/or appeals are managed by Beacon. For questions on provider dispute resolutions, please refer to that section in Chapter 7 on Billing Transactions.

## 6.1. Request for Reconsideration of Adverse Determinations

If a member or member's provider disagrees with a utilization review decision issued by CHIPA, the member, his/her authorized representative, or the provider may request reconsideration. Please call CHIPA promptly upon receiving notice of the denial for which reconsideration is requested.

A peer review conversation may be requested at any time by the treating provider, and may occur prior to or after an adverse determination, upon request for a reconsideration. CHIPA utilization review (UR) clinicians and physician advisors (PAs) are available daily to discuss denial cases by phone at 855.765.9700.

When reconsideration is requested, a physician advisor will review the case based on the information available and will make a determination within one business day. If the member, member representative or provider is not satisfied with the outcome of reconsideration, he or she may file an appeal.

## 6.2. Clinical Appeal Process

A member and/or the member's appeal representative or provider (acting on behalf of the member) may appeal an adverse action/adverse determination. Both clinical and administrative denials may be appealed. Appeals may be filed either verbally, in person, or in writing.

Every appeal receives fair consideration and timely determination by a CHIPA employee who is a qualified professional. CHIPA conducts a thorough investigation of the circumstances and determination being appealed, including fair consideration of all available documents, records, and other information without regard to whether such information was submitted or considered in the initial determination. Punitive action is never taken against a provider who requests an appeal or who supports a member's request for an appeal.

### PEER REVIEW

For all acute and diversionary levels of care, adverse determinations are rendered by board-eligible or board-certified psychiatrists of the same or similar specialty as the services being denied.

A peer review conversation may also be requested at any time by the treating provider, and it may occur prior to an adverse determination or after, upon request for a reconsideration.

### URGENCY OF APPEAL PROCESSING

Appeals can be processed on a standard or an expedited basis, depending on the urgency of the need for a resolution. All initial appeal requests are processed as standard appeals unless the definition of urgent care is met, in which case the appeal would be processed as an expedited internal appeal. If the member, provider or other member representative is not satisfied with the outcome of an appeal, he or she may proceed to file a state fair hearing.

## DESIGNATION OF AUTHORIZED MEMBER REPRESENTATIVE (AMR)

If the member is designating an appeal representative to appeal on his or her behalf, the member must complete and return a signed and dated *Designation of Appeal Representative Form* prior to CHIPA's deadline for resolving the appeal.

## APPEAL PROCESS DETAIL

This section contains detailed information about the appeal process for members. The table below illustrates:

- How to initiate an appeal
- AMR information
- Resolution and notification time frames for expedited and standard clinical appeals, and external reviews

### Medi-Cal Appeals Process

EXPEDITED CLINICAL APPEALS	STANDARD CLINICAL APPEALS	EXTERNAL APPEALS
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<ol style="list-style-type: none"> <li>1. The member, or his or her authorized representative, have 90 days (or 10 days to ensure continuation of currently authorized services) from receipt of the notice of action or the intended effective date of the proposed action. The provider may act as the member's appeal representative (AMR) without completing the Designation of Appeal Representative Form. The provider can file an expedited appeal on behalf of the member regardless of the services.</li> <li>2. A CHIPA Physician Advisor, who has not been involved in initial decision, reviews all available information and attempts to speak with member's attending physician.</li> <li>3. Decision is made within 72 hours of initial request.</li> <li>4. Throughout the course of an appeal for services previously authorized by Beacon, the</li> </ol>	<ol style="list-style-type: none"> <li>1. The members, their legal guardian, or AMR have up to 90 days to file an appeal after notification of CHIPA's adverse determination.</li> <li>2. A CHIPA physician advisor, not involved in the initial decision, will review available information and attempt to contact the member's attending physician/provider.</li> <li>3. Resolution and notification will be provided within 30 calendar days of the appeal request.</li> <li>4. If the appeal requires review of medical records (post service situations), the member's or AMR's signature is required on an Authorization to Release Medical Information Form, authorizing the release of medical and treatment information relevant to the appeal.</li> <li>5. If the medical record with Authorization to Release Medical Information Form is not received</li> </ol>	<p>Members have the right to file a fair hearing request with the California Department of Social Services (CDSS) upon receipt of an adverse action issued by CHIPA.</p> <ol style="list-style-type: none"> <li>1. The member may represent themselves at the fair hearing, or name someone else to be their representative.</li> <li>2. Members have the right to request an expedited fair hearing if the member meets the definition of urgent care defined above.</li> <li>3. The request must be filed within 90 calendar days from the date on the adverse action letter sent by CHIPA.</li> <li>4. If the appeal goes to state fair hearing, CHIPA and Alliance representatives present</li> </ol>
<b>EXPEDITED CLINICAL APPEALS</b>	<b>STANDARD CLINICAL APPEALS</b>	<b>EXTERNAL APPEALS</b>

<p>member shall continue to receive services without liability until notification of the appeal resolution, provided the appeal is filed on a timely basis.</p> <p><b>Contact Information:</b></p> <p>Appeals requests can be made by calling CHIPA's appeals coordinator at 855.765.9700.</p>	<p>prior to the deadline for resolving the appeal; a resolution will be rendered based on the information available.</p> <p>6. Throughout the course of an appeal for services previously authorized by CHIPA, the member shall continue to receive services without liability until notification of the appeal resolution, provided the appeal is filed on a timely basis.</p> <p><b>Contact Information:</b></p> <p>Appeals requests can be made by calling CHIPA's appeals coordinator at 855.765.9700 or in writing to:</p> <p>Beacon Health Options P.O. Box 1864 Hicksville, NY 11802-1864</p>	<p>the action taken and basis or reason for the action.</p> <p>5. The member or his/her representative then responds with the reason he/she feels the decision was not correct, and why he/she needs the type and level of service in dispute, or why CHIPA should pay for a service already received.</p> <p>6. The decision is made by CDSS, and the order is sent to CHIPA. CHIPA will comply with the final decision in the state fair hearing promptly and as expeditiously as the member's health condition requires.</p> <p><b>Contact Information:</b></p> <p>Members or their AMR should contact CDSS at 800.952.5253 (TDD 800.952.8349) or write to:</p> <p>California Department of Social Services State Hearing Division P.O. Box 944243, MS 917-37 Sacramento, CA 94244-2430</p>
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### 6.3. Administrative Appeal Process

A provider may submit an administrative appeal, when CHIPA denies payment based on the provider's failure to following administrative procedures for authorization. (Note that the provider may not bill the member for any services denied on this basis.) Please also refer to Provider Dispute Resolution (PDR) information in Chapter 7.

Providers may also submit administrative appeals when services are denied based on administrative reasons and not based on medical necessity (e.g., request for services not covered by CHIPA) to the

CHIPA/Beacon Ombudsperson or Appeals Coordinator no later than 365 days from the date of their receipt of the administrative denial decision. The provider should submit in writing the nature of the grievance and documentation to support an overturn of CHIPA's initial decision and provide any supporting documents that may be useful in making a decision. (Do not submit medical records or any clinical information.) CHIPA reviews the appeal, and a decision is made within 20 business days of date of receipt of appeal. A written notification is sent within three business days of the appeal determination.

# Billing Transactions

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- 7.1. General Claim Policies
- 7.2. Coding
- 7.3. Coordination of Benefits (COB)
- 7.4. Provider Dispute Resolution Process
- 7.5. Provider Education and Outreach
- 7.6. Claims Transaction Overview

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This chapter presents all information needed to submit claims to Beacon. Beacon strongly encourages providers to rely on electronic submission, either through EDI or eServices in order to achieve the highest success rate of first-submission claims.

## 7.1. General Claims Policies

Beacon requires that providers adhere to the following policies with regard to claims:

### **DEFINITION OF “CLEAN CLAIM”**

A clean claim, as discussed in this provider manual, the provider services agreement, and in other Beacon informational materials, is defined as one that has no defect and is complete including required, substantiating documentation of particular circumstance(s) warranting special treatment without which timely payments on the claim would not be possible.

### **ELECTRONIC BILLING REQUIREMENTS**

The required edits, minimum submission standards, *Signature Certification Form, Authorizing Agreement and Certification Form*, and data specifications as outlined in this manual must be fulfilled and maintained by all providers and billing agencies submitting electronic media claims to Beacon.

### **PROVIDER RESPONSIBILITY**

The individual provider is ultimately responsible for accuracy and valid reporting of all claims submitted for payment. A provider using the services of a billing agency must ensure through legal contract (a copy of which must be made available to Beacon upon request) the responsibility of a billing service to report claim information as directed by the provider in compliance with all policies stated by Beacon.

### **LIMITED USE OF INFORMATION**

All information supplied by Beacon or collected internally within the computing and accounting systems of a provider or billing agency (e.g., member files or statistical data) can be used only by the provider in the accurate accounting of claims containing or referencing that information. Any redistributed or dissemination of that information by the provider for any purpose other than the accurate accounting of mental health claims is considered an illegal use of confidential information.

### **PROHIBITION OF BILLING MEMBERS**

Providers are not permitted to bill Alliance members under any circumstances for covered services rendered, excluding co-payments when appropriate. See Chapter 3, Prohibition on Billing Members, for more information.

### **BEACON’S RIGHT TO REJECT CLAIMS**

At any time, Beacon can return, reject or disallow any claim, group of claims, or submission that does not meet HIPAA standards for EDI claims or that is missing information necessary for correct adjudication of the claim.

### **RECOUPMENTS AND ADJUSTMENTS BY BEACON**

Beacon reserves the right to recoup money from providers due to errors in billing and/or payment, at any time. In that event, Beacon applies all recoupments and adjustments to future claims processed, and report such recoupments and adjustments on the EOB with Beacon’s record identification number (REC.ID) and the provider’s patient account number.

## CLAIMS TURNAROUND TIME

All clean claims will be adjudicated within 30 calendar days from the date on which Beacon or the Alliance receives the claim. The Alliance will forward to Beacon, within 10 calendar days of receipt, all claims received by the Alliance that are the financial responsibility of Beacon. The date that the claim is received at the Alliance shall be used by Beacon as the date that the claim is received.

## 7.2. Coding

When submitting claims through eServices, users will be prompted to include appropriate codes in order to complete the submission, and drop-down menus appear for most required codes. Please see our EDI Transactions – 837 Companion Guide for placement of codes on the 837 file. Please note the following requirements with regard to coding.

- Providers are required to submit HIPAA-compliant coding on all claim submissions. This includes HIPAA-compliant revenue, CPT, HCPCS and ICD-10 codes. Beacon accepts only ICD-10 diagnosis codes as listed and approved by CMS and HIPAA. In order to be considered for payment by Beacon, all claims must have a Primary ICD-10 diagnosis. The ICD-10 coding for Mental, Behavioral, and Neurodevelopmental Disorders are included in the range from F01 – F99. All diagnosis codes submitted on a claim form must be a complete diagnosis code with appropriate digits.
- Benefit configuration may vary by health plan. Providers should refer to their exhibit A for a complete listing of contracted, reimbursable procedure codes.

## TIME LIMITS FOR FILING CLAIMS

Beacon must receive claims for covered services within 180 days of the dates of service on outpatient claims.

Providers are encouraged to submit claims as soon as possible for prompt adjudication. Claims submitted after the 180-day filing limit will be subject to reduction in payment or denial per Medi-Cal regulations, unless submitted as a waiver or reconsideration request, as described in this chapter.

## 7.3. Coordination of Benefits (COB)

In accordance with The National Association of Insurance Commissioners (NAIC) regulations, Beacon coordinates benefits for mental health and substance use claims when it is determined that a person is covered by more than one health plan, including Medicare:

- When it is determined that Beacon is the secondary payer, claims must be submitted with a copy of the primary insurance's explanation of benefits report and received by Beacon within 180 days of the date on the EOB.
- Beacon reserves the right of recovery for all claims in which a primary payment was made prior to receiving COB information that deems Beacon the secondary payer. Beacon applies all recoupments and adjustments to future claims processed, and reports such recoupments and adjustments on the EOB.

## 7.4. Provider Dispute Resolution Process

A provider dispute is a provider's written notice to Beacon challenging, appealing or requesting reconsideration of:

- A claim (or a bundled group of substantially similar claims that are individually numbered) that has been denied, adjusted or contested
- Seeking resolution of a billing determination or other contract dispute (or bundled group of substantially similar multiple billing or other contractual disputes that are individually numbered);
- Disputing a request for reimbursement of an overpayment of a claim
- Disputing a denial for authorization of payment for not following correct authorization procedures in requesting services

Each provider dispute must contain, at a minimum, the following information: provider's name, billing provider's tax ID number or provider ID number, provider's contact information, and:

1. If the provider dispute concerns a claim or a request for reimbursement of an overpayment of a claim from Beacon to a provider the following must be provided: original claim form number (located on the RA), a clear identification of the disputed item, the date of service and a clear explanation of the basis upon which the provider believes the payment amount, request for additional information, request for reimbursement for the overpayment of a claim, contest, denial, adjustment or other action is incorrect
2. If the provider dispute is not about a claim, a clear explanation of the issue and the provider's position on such issue
3. If the provider dispute involves a patient or group of patients, the name and identification number(s) of the patient or patients, a clear explanation of the disputed item, including the date of service and provider's position on the dispute, and the patient's written registration for provider to represent said patients.

All inquiries regarding the status of a clinician dispute or about filing a clinician dispute or other inquiries must be directed to Beacon's Provider Dispute Department at 855.765.9700, option 5.

### HOW TO SEND A PROVIDER DISPUTE TO BEACON

Contracted clinician disputes submitted to Beacon must include the information listed above, for each clinician dispute. To facilitate resolution, the clinician may use either the *Provider Dispute Resolution Request Form*, available on our website at [www.chipa.com](http://www.chipa.com), or a personalized form to submit the required information.

All provider disputes must be sent by fax to 877.563.3480, email to [providerdisputes@beaconhealthoptions.com](mailto:providerdisputes@beaconhealthoptions.com) or by mail to the attention of Provider Disputes at the following:

Beacon Health Options  
P.O. Box 1864  
Hicksville, NY 11802-1864

## **INSTRUCTIONS FOR FILING SUBSTANTIALLY SIMILAR CLINICIAN DISPUTES**

Substantially similar multiple claims, billing or contractual disputes, should be filed in batches as a single dispute, and may be submitted using either the *Clinician Dispute Resolution Request – Multiple like Claims Form* or a personalized form with the required information.

## **TIME PERIOD FOR SUBMISSION OF PROVIDER DISPUTES**

Clinician disputes must be received by Beacon within 365 calendar days from Beacon's action that led to the dispute or the most recent action if there are multiple actions that led to the dispute or in the case of inaction, disputes must be received by CHIPA within 365 calendar days after Beacon's time for contesting or denying a claim (or most recent claim if there are multiple claims) has expired.

Clinician disputes that do not include all required information as set forth above may be returned to the submitter for completion. An amended clinician dispute that includes the missing information may be submitted to Beacon within 45 calendar days of your receipt of a returned clinician dispute.

## **ACKNOWLEDGMENT OF PROVIDER DISPUTES AND RESOLUTION**

Beacon will provide a written acknowledgement of a dispute to the submitting provider within 15 days of receipt of the dispute if received by mail and two business days if received electronically. Beacon will issue a written determination stating the pertinent facts and explaining the reasons for its determination within 30 calendar days after the date of receipt of the clinician dispute or the amended clinician dispute.

## **PAST DUE PAYMENTS TO CLINICIAN**

If the clinician dispute or amended clinician dispute involves a claim and is determined in whole or in part in favor of the clinician, Beacon will pay any outstanding monies determined to be due, and all interest and penalties required by law or regulation, within five calendar days of the issuance of the written determination.

## **7.5. Provider Education and Outreach**

### **SUMMARY**

In an effort to help providers that may be experiencing claims payment issues, Beacon runs quarterly reports identifying those providers that may benefit from outreach and education. Providers with low approval rates are contacted and offered support and documentation materials to assist in reconciliation of any billing issues that are having an adverse financial impact and ensure proper billing practices within Beacon's documented guidelines.

Beacon's goal in this outreach program is to assist providers in as many ways as possible to receive payment in full, based upon contracted rates, for all services delivered to members.

### **HOW THE PROGRAM WORKS**

- A quarterly approval report is generated that lists the percentage of claims paid in relation to the volume of claims submitted.
- All providers below a 75 percent approval rate have an additional report generated listing their most common denials and the percentage of claims they reflect.



- An outreach letter is sent to the provider’s billing director as well as a report indicating the top denial reasons. A contact name is given for any questions or to request further assistance or training.

## CLAIMS INQUIRIES AND RESOURCES

Additional information is available through the following resources:

### Online

- Chapter 2 of this Manual
- Beacon’s Claims Page
- Read About eServices
- eServices User Manual
- Read About EDI
- EDI Transactions - 837 Companion Guide
- EDI Transactions - 835 Companion Guide
- EDI Transactions - 270-271 Companion Guide

### E-mail Contact

- [provider.inquiry@beaconhealthoptions.com](mailto:provider.inquiry@beaconhealthoptions.com)
- [edi.operations@beaconhealthoptions.com](mailto:edi.operations@beaconhealthoptions.com)
- [providerdisputes@beaconhealthoptions.com](mailto:providerdisputes@beaconhealthoptions.com)

### Telephone

- **Interactive Voice Recognition (IVR): 888.210.2018**  
You will need your practice or organization’s tax ID, the member’s identification number and date of birth, and the date of service.
- **Claims Hotline: 855.765.9700**  
Hours of operation are 8:30 a.m. to 5 p.m., Monday through Friday.
- **Beacon’s Main Telephone Numbers**

EDI	855.765.9700
TTY	800.735.2929

## ELECTRONIC MEDIA OPTIONS

Providers are expected to complete claims transactions electronically through one of the following, where applicable:

- **Electronic Data Interchange (EDI)** supports electronic submission of claim batches in HIPAAcompliant 837P format for professional services and 837I format for institutional services. Providers may submit claims using EDI/837 format directly to Beacon or through a billing

intermediary. If using Office Ally as the billing intermediary, two identification numbers must be included in the 837 file for adjudication:

1. Beacon’s payor ID is 43324; and
  2. Beacon’s Central California Alliance for Health-specific ID: 108.
- **eServices** enables providers to submit inpatient and outpatient claims without completing a CMS 1500 or UB04 claim form. Because much of the required information is available in Beacon’s database, most claim submissions take less than one minute and contain few, if any errors.
  - **IVR** provides telephone access to member eligibility, claims status and authorization status.

## 7.6. Claims Transaction Overview

Table 7-1 below identifies all claim transactions, indicates which transactions are available on each of the electronic media, and provides other information necessary for electronic completion. Watch for updates as additional transactions become available on EDI, eServices and IVR.

**TABLE 7-1: CLAIMS TRANSACTION OVERVIEW**

TRANSACTION	ACCESS ON			APPLICABLE WHEN?	TIMEFRAME FOR RECEIPT BY BEACON	OTHER INFORMATION
	EDI	ESERVICES	IVR			
Member Eligibility Verification	Y	Y	Y	<ul style="list-style-type: none"> <li>▪ Completing any claim transaction</li> <li>▪ Submitting clinical authorization requests</li> </ul>	N/A	N/A
Submit Standard Claim	Y	Y	N	<ul style="list-style-type: none"> <li>▪ Submitting a claim authorized, covered services, within for</li> </ul>	Within 180 days after the date of service	N/A
TRANSACTION	ACCESS ON			APPLICABLE WHEN?	TIMEFRAME	OTHER INFORMATION

	EDI	ESERVICES	IVR		FOR RECEIPT BY BEACON	
				the timely filing limit		
Resubmission of Denied Claim	Y	Y	N	Previous claim was denied for any reason except timely filing	Within 180 days after the date on the EOB	<ul style="list-style-type: none"> <li>▪ Claims denied for late filing may be resubmitted as reconsiderations.</li> <li>▪ Rec ID is required to indicate that claim is a resubmission.</li> </ul>
180-day Waiver* (Request for waiver of timely filing limit)	N	N	N	<p>A claim being submitted for the first time will be received by Beacon after the 90-day filing limit, and must include evidence that one of the following conditions is met:</p> <ul style="list-style-type: none"> <li>▪ Provider is eligible for reimbursement retroactively</li> <li>▪ Member was enrolled in the plan retroactively</li> <li>▪ Services were authorized retroactively</li> <li>▪ Third party coverage is available and</li> </ul>	Within 180 days after the date of service	<ul style="list-style-type: none"> <li>▪ Waiver requests will be considered only for these three circumstances. A waiver request that presents a reason not listed here, will result in a claim denial on a future EOB.</li> <li>▪ A claim submitted beyond the filing limit that does not meet the above criteria may be submitted as a reconsideration request.</li> <li>▪ Beacon's waiver determination is reflected on a future EOB with a message of "Waiver</li> </ul>

TRANSACTION	ACCESS ON			APPLICABLE WHEN?	TIMEFRAME FOR RECEIPT BY BEACON	OTHER INFORMATION
	EDI	ESERVICES	IVR			
				was billed first. (A copy of the other insurance explanation of benefits or payment is required.)		Approved” or “Waiver Denied”: if waiver of the filing limit is approved, the claim appears adjudicated
Request for Reconsideration of Timely Filing Limit*	N	Y	N	Claim falls outside of all time frames and requirements for resubmission, waiver and adjustment	Within 60 days from the date of payment or nonpayment.	Future EOB shows “Reconsideration Approved” or “Reconsideration Denied” with denial reason
Request to Void Payment	N	N	N	<ul style="list-style-type: none"> <li>▪ Claim was paid to provider in error</li> <li>▪ Provider needs to return the entire paid amount to Beacon</li> </ul>	N/A	<b>Do NOT send a refund check to Beacon</b>

Request for Adjustment	Y	Y	N	<ul style="list-style-type: none"> <li>▪ The amount paid to provider on a claim was incorrect</li> <li>▪ Adjustment may be requested to correct: <ul style="list-style-type: none"> <li>- Underpayment (positive request); or</li> </ul> </li> </ul>	<p>Positive request must be received by Beacon within 180 days from the date of original payment.</p> <p>No filing limit applies to negative requests</p>	<ul style="list-style-type: none"> <li>▪ <b><i>Do NOT send a refund check to Beacon.</i></b></li> <li>▪ <b><i>A Rec ID is required to indicate that claim is an adjustment.</i></b></li> <li>▪ Adjustments are reflected on a future EOB as recoupment of the previous (incorrect)</li> </ul>
TRANSACTION	ACCESS ON			APPLICABLE WHEN?	TIMEFRAME FOR RECEIPT BY BEACON	OTHER INFORMATION
	EDI	ESERVICES	IVR			

				- Overpayment (negative request)		<p>amount, and if money is owed to provider, repayment of the claim at the correct amount.</p> <ul style="list-style-type: none"> <li>▪ If an adjustment appears on an EOB and is not correct, another adjustment request may be submitted based on the previous incorrect adjustment.</li> <li>▪ Claims that have been denied cannot be adjusted, but may be resubmitted.</li> </ul>
Obtain Claim Status	N	Y	Y	Available 24/7 for all claims transactions submitted by provider	N/A	Claim status is posted within 48 hours after receipt by Beacon.
View/Print Remittance Advice (RA)	N	Y	N	Available 24/7 for all claims transactions received by Beacon	N/A	Printable RA is posted within 48 hours after receipt by Beacon.

*\*Please note that waivers and reconsiderations apply only to the claims filing limit; claims are still processed using standard adjudication logic and all other billing and authorization requirements must be met. Accordingly, an approved waiver or reconsideration of the filing limit does not guarantee payment, since the claim could deny for another reason.*

### **PAPER CLAIMS TRANSACTIONS**

Providers are strongly discouraged from using paper claim transactions where electronic methods are available, and should be aware that processing and payment of paper claims is slower than that of electronically submitted claims. Electronic claim transactions take less time and have a higher rate of approval since most errors are eliminated.

For paper submissions, providers are required to submit clean claims on the National Standard Format CMS1500 or UB04 claim form. No other forms are accepted.

Mail paper claims to:

Beacon Health Options  
P.O. Box 1862  
Hicksville, NY 11802-1862

Beacon does not accept claims transmitted by fax.

### Professional Services: Instructions for Completing the CMS 1500 Form

**Beacon Discourages Paper Transactions**

BEFORE SUBMITTING PAPER CLAIMS, PLEASE REVIEW ELECTRONIC OPTIONS EARLIER IN THIS CHAPTER.

Paper submissions have more fields to enter, a higher error rate/lower approval rate, and slower payment.

Table 7-2 below lists each numbered block on the CMS 1500 form with a description of the requested information, and indicates which fields are required in order for a claim to process and pay.

**TABLE 7-2: CMS 1500 FORM**

TABLE BLOCK #	REQUIRED?	DESCRIPTION
1	No	Check Applicable Program
1a	Yes	Member's Alliance ID Number
2	Yes	Member's Name
3	Yes	Member's Birth Date and Sex
4	Yes	Insured's Name
5	Yes	Member's Address
6	No	Member's Relationship to Insured
7	No	Insured's Address
8	Yes	Member's Status
<hr/>		
TABLE BLOCK #	REQUIRED?	DESCRIPTION
9	Yes	Other Insured's Name (if applicable)
9a	Yes	Other Insured's Policy or Group Number

9b	Yes	Other Insured's Date of Birth and Sex
9c	Yes	Employer's Name or School Name
9d	Yes	Insurance Plan Name or Program Name
10a-c	Yes	Member's Condition Related to Employment
11	No	Member's Policy, Group, or FICA Number (if applicable)
11a	No	Member's Date of Birth (MM, DD, YY) and Sex (check box)
11b	No	Employer's Name or School Name (if applicable)
11c	No	Insurance Plan Name or Program Name (if applicable)
11d	No	Is there another health benefit plan?
12	Yes	Member's or Authorized Person's Signature and Date on File
13	No	Member's or Authorized Person's Signature
14	No	Date of Current Illness
15	No	Date of Same or Similar Illness
16	No	Date Client Unable to Work in Current Occupation
17	No	Name of Referring Physician or Other Source (if applicable)
17B	No	NPI of Referring Physician
18	No	Hospitalization dates Related to Current Services (if applicable)
19	Yes	Former Control Number (Record ID if applicable)
20	No	Outside Lab?
21	Yes	Diagnosis or Nature of Illness or Injury.
22	No	Medicaid Resubmission Code
<b>TABLE BLOCK #</b>	<b>REQUIRED?</b>	<b>DESCRIPTION</b>
23	Yes	Prior Authorization Number (if applicable)



24a	Yes	Date of Service
24b	Yes	Place of Service Code (HIPAA-compliant)
24d	Yes	Procedure Code (HIPAA-compliant between 290 and 319) and Modifier, when applicable
24e	Yes	Diagnosis Code – 1, 2, 3, or 4
24f	Yes	Charges
24g	Yes	Days or Units
24h	No	EPSDT
24i	No	ID Qualifier
24j	Yes	Rendering Provider Name and Rendering Provider NPI
25	Yes	Federal Tax ID Number
26	No	Provider's Member Account Number
27	No	Accept Assignment (check box)
28	Yes	Total Charges
29	Yes	Amount Paid by Other Insurance (if applicable)
30	Yes	Balance Due
31	Yes	Signature of Physician/Practitioner
32	Yes	Name and Address of Facility where services were rendered (Site ID). If missing, a claim specialist will choose the site shown as 'primary' in Beacon's database.

32a	No	NPI of Servicing Facility
33	Yes	Provider Name
33a	Yes	Billing Provider NPI
33b	No	Pay to Provider Beacon ID Number

## PAPER RESUBMISSION

See Table 7-1 for an explanation of claim resubmission, when resubmission is appropriate, and procedural guidelines.

- If the resubmitted claim is received by Beacon more than 90 days from the date of service, the REC.ID from the denied claim line is required and may be provided in either of the following ways:
  - Enter the REC.ID in box 64 on the UB04 claim form or in box 19 on the CMS 1500 form.
  - Submit the corrected claim with a copy of the EOB for the corresponding date of service
- ***The REC.ID corresponds with a single claim line on the Beacon EOB. Therefore, if a claim has multiple lines there will be multiple REC.ID numbers on the Beacon EOB.***
- The entire claim that includes the denied claim line(s) may be resubmitted regardless of the number of claim lines; Beacon does not require one line per claim form for resubmission. When resubmitting a multiple-line claim, it is best to attach a copy of the corresponding EOB.
- Resubmitted claims cannot contain original (new) claim lines along with resubmitted claim lines.
- ***Resubmissions must be received by Beacon within 90 days after the date on the EOB. A claim package postmarked on the 90th day is not valid.***
- If the resubmitted claim is received by Beacon within 90 days from the date of service, the corrected claim may be resubmitted as an original. A corrected and legible photocopy is also acceptable.

### Paper Submission of 180-Day Waiver Form

- See Table 7-1 for an explanation of waivers, when a waiver request is applicable, and procedural guidelines
- Watch for notice of waiver requests becoming available on eServices
- Download the *180-Day Waiver Form*
- Complete a *180-Day Waiver Form* for each claim that includes the denied claim(s), per the instructions below
- Attach any supporting documentation

- Prepare the claim as an original submission with all required elements
- Send the form, all supporting documentation, claim and brief cover letter to:

Beacon Health Options  
P.O. Box 1862  
Hicksville, NY 11802-1862

### Completion of the 90-Day Waiver Request Form

To ensure proper resolution of your request, complete the *90-Day Waiver Request Form* as accurately and legibly as possible.

#### 1. Provider Name

Enter the name of the provider who provided the service(s)

#### 2. Provider ID Number

Enter the provider ID number of the provider who provided the service(s)

#### 3. Member Name

Enter the member's name

#### 4. Central California Alliance for Health Member ID Number

Enter the plan member ID number

#### 5. Contact Person

Enter the name of the person whom Beacon should contact if there are any questions regarding this request

#### 6. Telephone Number

Enter the telephone number of the contact person

#### 7. Reason for Waiver

Place an "X" on all the line(s) that describe why the waiver is requested

#### 8. Provider Signature

A 90-day waiver request cannot be processed without a typed, signed, stamped, or computergenerated signature. Beacon will not accept "Signature on file".

#### 9. Date

Indicate the date that the form was signed

### Paper Request for Adjustment or Void

**Beacon Discourages Paper Transactions**  
BEFORE SUBMITTING PAPER CLAIMS, PLEASE  
REVIEW ELECTRONIC OPTIONS EARLIER IN THIS  
CHAPTER.  
Paper submissions have more fields to enter, a higher error  
rate/lower approval rate, and slower payment.

See Table 7-1 for an explanation of adjustments and voids, when these requests are applicable, and procedural guidelines.

- Do not send a refund check to Beacon. A provider who has been incorrectly paid by Beacon must request an adjustment or void.

- Prepare a new claim as you would like your final payment to be, with all required elements. Place the Rec.ID in box 19 of the CMS 1500 claim form, or box 64 of the UB04 form
- Download and complete the *Adjustment/Void Request Form* per the instructions below
- Attach a copy of the original claim
- Attach a copy of the EOB on which the claim was paid in error or paid an incorrect amount
- Send the form, documentation, and claim to:

Beacon Health Options  
P.O. Box 1862  
Hicksville, NY 11802-1862

### To Complete the *Adjustment/Void Request Form*

To ensure proper resolution of your request, complete the *Adjustment/Void Request Form* as accurately and legibly as possible and include the attachments specified above.

#### 1. Provider name

Enter the name of the provider to whom payment was made

#### 2. Provider ID number

Enter the Beacon provider ID number of the provider that was paid for the service. If the claims paid under an incorrect provider number, the claim must be voided, and a new claim must be submitted with the correct provider ID number

#### 3. Member name

Enter the member's name as it appears on the EOB. If the payment was made for the wrong member, the claim must be voided, and a new claim must be submitted.

#### 4. Member Identification Number

Enter the plan member ID number as it appears on the EOB. If a payment was made for the wrong member, the claim must be voided, and a new claim must be submitted.

#### 5. Beacon Record ID Number

Enter the record ID number as listed on the EOB

#### 6. Beacon Paid Date

Enter the date the check was cut as listed on the EOB

#### 7. Check Appropriate Line

Place an "X" on the line that best describes the type of adjustment/void being requested

#### 8. Check All that Apply

Place an "X" on the line(s) that best describe the reason(s) for requesting the adjustment/void. If "Other" is marked, describe the reason for the request.

#### 9. Provider Signature

An adjustment/void request cannot be processed without a typed, signed, stamped, or computergenerated signature. Beacon will not accept "Signature on file."

#### 10. Date

List the date that the form was signed

# Telehealth Services

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- 8.1. Telehealth Program Overview
- 8.2. Member Eligibility and Reimbursement for Services
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## 8.1. Telehealth Program Overview

Telehealth services (also known as “Telehealth”) is the use of electronic communication and information technologies to provide or support clinical behavioral health care at a distance. Telehealth services are specific services that can be provided to members who are unable to receive outpatient psychopharmacology and/or psychotherapy treatment locally due to a lack of available resources in their geographic area. Individuals who can benefit from receiving telehealth services include those with mental illnesses, chronic and acute medical illnesses, substance use disorders, family problems, and a vast array of personal and interpersonal challenges. The goal of telehealth services is to improve access to and delivery of psychopharmacology and/or psychotherapy services to ensure that all members receive the best possible care regardless of geographic location. Whenever possible, the telehealth service should provide enhanced integration of behavioral health services with physical health providers to improve members’ overall level of functioning and quality of life. Its use is ideal for rural settings and other locations where professional services would not otherwise be readily available, emergency services, interim coverage when psychiatrist, psychologist and/or mental health clinician is unavailable, or other situations that would prevent or delay service delivery.

Telehealth services are conducted from a distant site equipped with a secure two-way, real-time interactive telecommunication system to a member in a qualifying originating site.

A telehealth provider will have the capacity to provide the following via a secure two-way, real-time interactive telecommunication system:

- Psychopharmacology Diagnostic Assessment
- Ongoing Psychopharmacological Services
- Emergency psychopharmacological appointments including after-hours telephone crisis coverage
- Psychiatric Diagnostic Evaluation
- Ongoing psychotherapy services

### DEFINITIONS

- **Telehealth** is the provision of behavioral health services by a behavioral health provider via a secure two-way, real time interactive telecommunication system.
- **Distant Site** is the site where the practitioner providing the professional service is located at the time the service is provided via a telecommunication system.
- **Originating Site** is the location of an eligible member at the time the service is being furnished via a telecommunication system. This is sometimes referred to as the host site.
- **Interactive Telecommunications System** is the technological equipment and transmittal mechanisms used to facilitate the provision of telehealth services. It must, at a minimum, include audio and video equipment permitting two-way, real time interactive communication between the patient and distant site provider.
- **Originating Site Facility Fee** is the fee paid to the originating site for services rendered directly to a patient to facilitate the telehealth session (non-consultative services).

- **Diagnostic Evaluation** is an assessment of a member’s level of functioning, including physical, psychological, social, educational and environmental strengths and challenges for the purpose of diagnosis and treatment planning.
- **Medication Visit** is an individual visit specifically for psychopharmacological evaluation, prescription, review, and/or monitoring by a psychiatrist or R.N. Clinical Specialist for efficacy and side effects.
- **Psychotherapy** is the treatment of mental and emotional disorders through the use of evidencebased techniques. Sessions can consist of individual, family, or couples visit for clinical evaluation or ongoing treatment of behavioral health issues.

## 8.2. Member Eligibility and Reimbursement for Services

### ELIGIBLE POPULATION

All members with active health insurance in which telehealth services are a covered benefit are eligible.

### REIMBURSEMENT FOR TELEHEALTH

Beacon will reimburse contracted providers for telehealth services assuming the criteria and guidelines shown below are met.

<p style="text-align: center;"><b>TELEHEALTH SERVICES ARE REIMBURSABLE WHEN ALL OF THE FOLLOWING APPLY:</b></p>	<p style="text-align: center;"><b>TELEHEALTH SERVICES FOR NOT REIMBURSABLE IN ANY OF THE FOLLOWING SITUATIONS:</b></p>
<ul style="list-style-type: none"> <li>▪ Geographic/specialty or linguistic capacity dictates that in-office visits are not within a reasonable distance</li> <li>▪ The provider of telehealth services is licensed in the state in which he/she offers this service</li> <li>▪ Provider is specifically contracted with Beacon for telehealth services and the services are provided by that Beacon-contracted provider (psychiatrist, PhD, PsyD, LCSW, MFT, etc.)</li> <li>▪ Beacon has authorized telehealth services</li> <li>▪ Provider must be pre-approved as a telehealth provider by Beacon prior to services being ordered and rendered. A <b>signed provider attestation form</b> for telehealth must be on file with Beacon</li> </ul>	<ul style="list-style-type: none"> <li>▪ When the criteria listed on the left are not met, Beacon follows the CMS guidelines and does not reimburse for telephone charges submitted with current CPT codes 9896698968 or 99441-99443 because they do not involve direct, in-person patient care</li> <li>▪ Beacon follows CMS guidelines and does not reimburse CPT codes 98969 and 99444 (online medical evaluation) because these services do not involve direct patient care</li> <li>▪ Beacon will not reimburse services that may have been interrupted and/or terminated early due to system/internet crash</li> </ul>

Telehealth may apply to all outpatient codes listed within the provider services agreement (PSA) including psychotherapy and all E & M codes. Coverage is determined by the executed PSA.

Claims for services performed via telehealth must include the Healthcare Common Procedure Coding

System (HPCPS) modifier “GT” (via interactive audio and video telecommunications systems). According to DHCS guidelines, Q3014 is to be billed once per day for the same recipient and provider. In addition, T1014 is to be billed a maximum of 90 minutes per day (1 unit = 1 minute). Only one eligible provider may be reimbursed per member per date of service for a service provided through telehealth unless it is medically necessary for the participation of more than one provider. While these services do not require prior authorization, the provider must first be approved as a Telehealth provider by Beacon and must have a signed provider attestation on-file with Beacon.

Reimbursement for these services is subject to the same restrictions as face-to-face contacts as described in this provider manual.

## 8.3. Specifications

### GENERAL REQUIREMENTS

Telehealth services are live, interactive audio and visual transmissions of a physician/nurse-patient encounter from one site to another, using telecommunications technologies. Telehealth services may be used when on-site services are not available due to distance, location, time of day, or availability of resources. The first visit between the member and the provider should be in-person, if possible.

Confidentiality must be maintained as required by the laws of the state in which the provider practices and member lives; as well as the Health Insurance Portability and Accountability Act (HIPAA). All existing confidentiality requirements and protections that apply to written medical records shall apply to services delivered by telecommunications, including the actual transmission of any service, any recordings made during the time of transition, and any other electronic records.

### MEMBER RIGHTS

- The member must provide informed, written consent to the provider rendering services via telehealth (distant site) in order to participate in any telehealth services. The member has the right to refuse these services and must be made aware of the alternatives including any delays in service, need to travel, or risks associated with not having services provided by telehealth.
- The member must be aware of the alternatives, including delays in service, need to travel, or risks associated with not having services provided by telehealth.
- The member must be informed and fully aware of the role of the physician, clinician, and other staff who are going to be responsible for follow-up or ongoing care.
- The member must be informed and aware of the location of the provider rendering services via telehealth (distant site) and all questions regarding the equipment, technology, etc. must be addressed.
- The member has the right to have a licensed clinician immediately available to them at the originating site while they are receiving the telehealth services to attend to emergencies or other needs.
- The member has the right to be informed of all parties who will be present at each end of the telehealth transmission and has the right to exclude anyone from either site unless the member is a child in which case the guardian has that right.



## **EQUIPMENT**

All Telehealth transmissions must be performed on dedicated, secure telephone lines or must utilize an acceptable method of encryption adequate to protect the confidentiality and integrity of the information being transmitted via other methods, including the internet. Transmissions must employ acceptable authentication and identification procedures by both the distant site and the originating site. All telehealth sites, distant and originating, must have a written procedure detailing the contingency plan when there is a transmission failure or other technical difficulties that render the service undeliverable. The technology utilized to provide the service must conform to industry wide compressed audio-video communication standards for real-time, two-way interactive audio-video transmission. Resource references for equipment compliance requirements are located on Beacon's website.

Internet-based services including internet-based phone-calls (i.e., Skype, FaceTime) or chat rooms are not HIPAA compliant and are not considered telehealth. Beacon does not provide coverage of internetbased services because they do not offer adequate privacy and security. The following are not considered telehealth services because they do not meet the definition of interactive telecommunication system: Phone-based services including phone counseling, email, texting, voicemail, or facsimile; remote medical monitoring devices, and virtual reality devices.

If it is determined that the member is to receive home-based telehealth services, Beacon is not responsible for providing the eligible member with the necessary technology and equipment.

## **EMERGENCIES**

Certain psychiatric emergencies may require the presence of additional licensed clinicians if, for instance, a member is suicidal, homicidal, dissociated, or acutely psychotic during the evaluation. The originating site must have a clinical person on site during all telehealth services in case an emergency should occur. This person should be able to clinically assess the member's need as well as communicate with the distant site provider about the acuity of the member. Should the need arise; the originating site will contact the local emergency services department for support and evaluation.

Acutely ill members should not be managed via telehealth. If the member's clinical status changes, the provider should make themselves (if possible) or another contracted clinician available to conduct a face to face assessment. This process should be reviewed with the member prior to the provision of telehealth.

All telehealth sites, distant and originating, must have a written process detailing availability of face-toface assessments by a physician or other clinician in an emergency situation. These policies and processes may be requested for review by Beacon.

## **ORIGINATING SITE REQUIREMENTS**

- All originating sites where the member is located for receipt of telehealth services will undergo an initial site visit by Beacon to ensure appropriate set-up for hosting an eligible member.
- Per the emergency requirements, an originating site must have a clinical individual at the location in case of an emergency situation.

## **DISTANT SITE PROVIDER RESPONSIBILITIES**

- All telehealth distant sites shall have established written quality of care protocols to ensure that the services meet the requirements of state and federal laws and established patient care standards.

- The provider performing the telehealth services must abide by the laws, regulations, and policies of the state in which he/she practices.
- The provider must hold an independent license in the state in which he/she is performing the service.
  - All providers must be assessed and approved through Beacon's credentialing and re-credentialing process.
- A review of telehealth services should be integrated into the provider's quality management process.
- All providers must adhere to Beacon's prescription and medical record requirements detailed below.

### **1. Medication Prescriptions:**

Provider policies include procedures for the provider to provide members with timely and accurate prescriptions by use of mail, phone, and/or fax. Prescriptions must be documented in the medical record and must include dosage, strength, instructions, number of units dispensed, and number of refills along with a notation of how the prescription was issued (i.e., phone, fax, etc.). A procedure must be in place and must be clear to the patient regarding how to notify the prescriber of adverse medication effects between visits. Procedures for prescriptions needed immediately and the handling of Federal Schedule II controlled drugs must be documented.

### **2. Medical Records:**

A notation must be made in the medical record that indicates that the service was provided via telehealth. The documentation should include the CPT code for the service. The provider has the responsibility of maintaining complete and timely notes for each session along with the full medical record for the member. The medical record is subject to review by Beacon for the purpose of reimbursement or quality care concerns. Beacon may complete an on-site record review or request that records be mailed for review purposes.

### **3. Chart Reviews:**

All telehealth providers may have to participate in a site visit and a chart review completed by Beacon. The purpose of this review is to ensure compliance with documentation requirements, adherence to clinical practice guidelines, compliance with medical necessity criteria, and to ensure providers are demonstrating high quality care for members. The individual treatment record will be scored on the dimensions of the Chart Review Tool; derived from various sources to capture data for quality improvement and to measure providers' performance on clinical practice guidelines, best practices, and NCQA.

After completion of the site visit and/or record review, Beacon may review concerns with the appropriate supervisors and next steps are determined based on the scope and nature of the identified issue(s). A report including data from the treatment record review, compliance findings, and recommendations for improvements is sent to the provider.

### **4. Quality Management**

The provider rendering services via telehealth (distant site) will develop and maintain a quality management plan that is consistent with Beacon's requirements documented in this provider manual and which utilizes appropriate measures to monitor, measure, and improve the activities and services it provides.

Beacon will monitor providers through a continuous quality improvement process that will include outcome measures and satisfaction surveys to measure and improve the quality of care and service delivered to members, including youth and their families. Quality assurance surveys, to be provided by Beacon, should be completed by both the telehealth provider and member at the conclusion of the first session and quarterly thereafter. The survey will cover areas including comfort level with telehealth modality, perceived efficacy of telehealth, and the quality of audio/visual transmissions.

Clinical outcomes data must be made available to Beacon upon request and must be consistent with Beacon's performance standard for this service.

All reportable adverse incidents will be reported to Beacon within one business day of their occurrence per Beacon policy and state regulatory licensing requirements. A reportable adverse incident is an occurrence that represents actual or potential harm to the well-being of a member or to others by action of a member who is receiving services managed by Beacon, or has recently been discharged from services managed by Beacon.

The facility and/or program will adhere to all reporting requirements of state regulatory agencies regarding serious incidents and all related matters.

## **DISTANT SITE PROCESS SPECIFICATIONS**

### **Treatment Planning and Documentation**

The provider will ensure that an individualized, comprehensive psychiatric assessment is completed for any member entering treatment within the first visit. The assessment will include, but is not limited to, review and assessment of:

- a. History of presenting problem
- b. Chief complaints and symptoms
- c. Mental health and substance use history
- d. Comprehensive medical history
- e. Family, social history and linguistic cultural background
- f. For children in the care and/or custody of the state, history of placements outside the home g. Current substance use
- h. Mental status exam
- i. Previous medication trials, current medications and any allergies
- j. Diagnoses and clinical formulation
- k. Level of functioning
- l. The individual's strengths and, for children and adolescents, family strengths
- m. Name of primary care clinician.

With consent, and unless clinically contraindicated, providers actively involve members, their families, and relevant others in treatment planning to the fullest extent possible. When the court has appointed a guardian, the provider must involve the guardian in treatment planning and other decision-making. The

member's stated rationale, if the member has offered one, for his/her willingness to provide consent should be noted in the member's record.

The provider will utilize the psychiatric assessment, including the clinical formulation, to develop treatment goals. The provider will develop these treatment goals by which to measure progress of treatment and responsiveness to medication trials every three months.

The provider will ensure that members with co-occurring disorders have a treatment plan through which they receive simultaneous care for both diagnoses.

The provider will invite and encourage the following persons to participate in the development and modification of the member's treatment plan, the treatment itself, and attend all treatment plan meetings:

- a. In the case of an individual over the age of 16 or an emancipated minor, the member, the member's family members, guardians, providers of other outpatient services, and other identified supports, but only when the consent of the member to such involvement(s) has been obtained, unless the individual has a legal guardian, in which case the consent of the legal guardian is required
- b. In the case of an individual under the age of 16 who is not an emancipated minor, with the consent of a parent or guardian, the member, if appropriate, family members, other providers of outpatient services, and other identified supports
- c. For members who are also involved with state agencies or children in the care and/or custody of the state, the designated staff from the relevant state agencies
- d. For members in care management, the care management clinician

Components of the provider's treatment planning incorporate member-identified concerns including, but not limited to, the following: housing; finances; healthcare; transportation; familial, occupational, and educational concerns; and social supports.

Any service frequency or modality modification will be a planned and inclusive process with the member. Rationale for such modification will be documented in the member's record.

### **Discharge Planning and Documentation**

Discharge is a planned process beginning upon initiation of services and continuing throughout treatment and includes discussion between the member and the distant site provider. Discharge plans must include the necessary community supports, including community agencies and family members/significant others, when member consent is given.

If the member terminates without notice, every effort is made by the distant site to contact the member to obtain the member's participation in the treatment, and to provide assistance for appropriate follow-up plans (i.e., schedule another appointment or provide appropriate referrals). Such activity is documented in the member's record.

The distant site provider shall create a written discharge plan for each member prior to the individual's discharge from care which will include at a minimum, identification of the individual's needs, including but not limited to: housing; finances; medical care; transportation; family, employment, and educational concerns; social supports; a crisis prevention plan; services recommended and available post-discharge; and list of prescribed medications, dosages, and possible side effects.

The discharge plan should be documented in the member’s medical record. The distant site provider will furnish a written discharge summary, upon receipt of written consent by the member, to the member, parents, guardians, residential provider, and relevant state agencies, if applicable, at the time of the individual’s discharge, to include without limitation descriptions of behavior management techniques and any potential medication side effects.

## 8.4. Billing for Telehealth Services

All claims must be submitted using the appropriate CPT code(s) for the service rendered. If Beacon’s Network team receives a signed attestation and the provider is approved to render telehealth services, the provider may use the applicable CPT code with the modifier GT. Group Therapy and Psychological Testing are not covered telehealth services.

According to DHCS guidelines, Q3014 is to be billed once per day same recipient, same provider (distant site). According to DHCS guidelines, T1014 is to be billed a maximum of 90 minutes per day (1 unit = 1 minute), same recipient, same provider.

### CPT CODES AND DESCRIPTIONS

CPT CODE	DESCRIPTION
<b>Diagnostic Evaluation</b>	
90791	Diagnostic evaluation with no medical
90792	Diagnostic evaluation with medical
<b>Medical Evaluation and Management (E/M)</b>	
99205	New patient, evaluation, and management (60 min)
99212	Medication management – 10 min
99213	Medication management – 15 min
99214	Medication management – 25 min
99215	Medication management – 45 min
<b>Psychotherapy</b>	
90832	Psychotherapy 30 (16-37) min
90834	Psychotherapy 45 (38-52) min
90837	Psychotherapy 60 (53+) min
90853	Group therapy
<b>Psychological and Neuropsychological Testing</b>	

96101	Psychological testing
96111	Developmental testing, extended
96116	Neurobehavioral status exam
<b>CPT CODE</b>	<b>DESCRIPTION</b>
96118	Neuropsychological testing (per hour of face-to-face time)
<b>Psychotherapy Add-On Code</b>	
90833	Psychotherapy add-on for psychiatry
90836	Psychotherapy add-on for psychiatry
<b>Telehealth Services</b>	
Q3014	Telehealth facility fee
T1014	Telehealth transit fee (per min)