

■ ■ ■ APPENDIX 5A – MILITARY ONESOURCE

GENERAL OVERVIEW

In recent history, U.S. military forces have been continuously engaged in armed conflicts and humanitarian assistance around the world. Ongoing deployments, changing demographics, and other challenges exert considerable stress on service members and their families. Managing the demands of the mission and the family is stressful and challenging. Caelon Behavioral Health is pleased to offer the Military OneSource non-medical counseling program to our service members of all Department of Defense military components, to include the National Guard and the Reserves.

Scope of Service

The Military OneSource program represents a first-line response to providing prevention, triage, and short-term non-medical services for service members. For non-medical counseling, the support scope encompasses:

- Relationship issues, parenting skills and communication
- Relocation, academic or occupational problems
- Anger management, grief, stress, adjustment, deployment, reintegration, separation
- Phase of life, decision-making, life skills, coping skills and interpersonal skills

Issues that are not appropriate for non-medical counseling services include, but are not limited to:

- Clear and present danger of harm to self or others
- Treatment for DSM diagnoses or symptoms other than a Z-Code
- Issues that require long-term counseling for resolution
- Domestic violence, sexual assault, child abuse

Other situations that are not appropriate for the Military OneSource non-medical counseling program include:

- If a participant is in active treatment with a mental health professional or prescriber of psychotropic medication or has a history of inpatient mental health treatment.
- If a participant has an open case with the Family Advocacy Program (FAP), a Victim Advocate, a Sexual Assault Response Coordinator or child protective services; this includes if a mandated report or Duty-to-Warn report is indicated.
- If a participant is requesting formal evaluation, assessment, or treatment regarding fitness for duty, return to work recommendation, medical leave documentation/recommendation and/or court ordered treatment. Military OneSource cannot cover such services or produce such assessment document..

Military OneSource Participant Statement of Understanding

The participant Statement of Understanding must be signed by the participant in order to begin services with the provider. This Statement of Understanding is included with authorization letters and also is available at: https://www.beaconhealthoptions.com/pdf/network/military_onesource/Member_Statement_of_Understanding.pdf.

Non-Medical Counseling for Children

- Individual non-medical counseling for children younger than 13 years of age may not be provided through Military OneSource. However, these children can be included in family non-medical counseling.
- Children under the age of majority must have signed parental/guardian consent and parent or guardian must attend first session.

The Military OneSource Referral Process

Participants will contact Military OneSource by calling 800-342-9647 and requesting face-to-face, telephonic, video, or online non-medical counseling. The triage consultant receiving the call will ascertain if the participant's issues are within the scope of services, and if so, directly connect the participant to the office of a network provider in the participant's geographic location.

Prohibited Self-Referral

Non-medical counseling providers may **not** self-refer for clinical mental health therapy. At the time a participant is determined to need clinical mental health counseling, the Military OneSource provider is to assist the participant in obtaining continuing services through a medical treatment facility, TRICARE, or other community resources. It is imperative that services through the Military OneSource non-medical counseling model not extend beyond the scope of the program. While the intake assessment conducted by Military OneSource triage consultants will determine that the caller's request is in scope, it is possible that further information disclosed during face-to-face non-medical counseling will necessitate referral for clinical mental health treatment of a previously undisclosed or unidentified mental health condition. Military OneSource is available to assist with these referrals if requested.

The Military OneSource provider will not imply or engage in self-promotion to secure clinical referrals for Military OneSource participants. Advertising or self-promoting Military OneSource as a network provider is strictly prohibited.

GETTING STARTED

How to Receive Military OneSource Referrals

In order to receive Military OneSource referrals, you must be a credentialed Carelon Behavioral Health provider. In addition, you must complete an appendix to your current Carelon Behavioral Health Agreement and meet specific criteria required for this program.

Carelon Behavioral Health is required pursuant to Military OneSource program requirements to perform and/or have performed a criminal records check of all providers as a condition for participation in the provider network made available to Military OneSource participants. As a part of this process, Carelon Behavioral Health, or its authorized designee, may conduct or have conducted a criminal background check on providers and/or to obtain a copy of criminal history

report and share the results of such criminal background check and/or criminal history record with the Military OneSource Program, the DoD and/or other authorized regulatory agencies as may be required pursuant to Military OneSource Program requirements. Providers have the right to challenge the accuracy and completeness of any information contained in the results of such criminal background check and/or criminal history record.

To be in the Military OneSource Provider Network, you must:

- Be a U.S. Citizen
- Speak English
- Complete Fingerprinting
- Complete the following training requirements with annual renewal:
 - Military Culture Competence and Sensitivity
 - Orientation on the parameters of the program
 - Standardized training on each service component: Army, Navy, Air Force, Marine Corps, Army National Guard, Army Reserve, Air National Guard, Air Force Reserve, Marine Corps Reserve, and Navy Reserve
 - Military OneSource Administrative Training on systems and forms
 - Scope of Service
 - Mandated and Duty-to-Warn process and reporting
 - Post-suicide survivor training

Military OneSource offers these trainings at no cost to the providers participating in the Military OneSource network.

Eligibility Information

Individuals are eligible for Military OneSource services if they are:

- Active Duty members of the Military Services (Army, Navy, Marine Corps, and Air Force) and their legal dependents
- Members of the Army Guard, Air Guard, the Army, Navy, Marine Corps and Air Force Reserves, and their legal dependents
- Members of the U.S. Coast Guard on active duty, and their legal dependents, mobilized under the authority of the Department of Defense (DoD)
- DoD Civilians staffing military support programs as identified by DoD, to include Chaplains, Family Support Services Staff, medical personnel, and Department of Defense Education Activity staff

The provider must request to view the participant's military identification card as part of the verification process, neither the provider nor the provider's office are permitted to copy or scan a copy of the military identification card. The provider shall keep utilization records for quality assurance which document confidential and private services that have been provided to the service members and their families. The provider must explain to the service member or family participant that personal identification will be held in the strictest confidence and not shared with the military command unless a service member or family participant reveals a threat to self or others.

Scheduling Appointments

Appointments for Military OneSource participants will be offered within three business days for routine referrals received from Military OneSource. If the time offered within three days is not convenient for the participant, a mutually agreeable time within the week is acceptable. Contact Military OneSource if a mutually agreeable time cannot be arranged. There is no reimbursement for missed appointments from either Military OneSource or the Military OneSource participant.

PROVIDER RESPONSIBILITIES TO MILITARY ONESOURCE PARTICIPANTS**Mandated Reporting and Duty to Warn**

Mandated reporting requirements shall be followed in accordance with established military, state, and federal requirements and regulations. Mandated Reporting is required for the following issues:

- Child, elder, vulnerable adult abuse
- Homicide risk
- Suicide risk
- Sexual assault incidents
- Domestic violence
- Recent psychiatric hospitalization within 30 days
- Present of future illegal activity

To Make a Report Call Military OneSource at 800-342-9647

A triage consultant or clinical supervisor will take the report and file the required information with the appropriate Department of Defense point of contact. DO NOT contact the participant's command/supervisor.

The Duty to Warn may override the usual right to confidentiality of which a client is assured when speaking to a provider. If a provider believes that a client represents a threat to others, the provider may need to take steps to warn a third party, in accordance with local statutes or judicial interpretation of the law. It is preferable to contact the police, but the provider may need to warn the intended victim by telephone if that is the best way to assure the potential victim's safety. Threats to self should be handled in a similar manner in order to protect a person from harm. In addition, this should be reported as soon as possible to Military OneSource, and the provider should consult with Military OneSource if the level of threat is unclear.

Confidentiality and Release of Records

Participant records are confidential in accordance to federal, state, and county laws and regulations and DoD requirements, including without limitation those applicable privacy and confidentiality of personally identifiable information. The provider and Military OneSource have joint ownership of the records. Subject to restrictions within federal, state, and county laws, access to and copies of records for services rendered to Military OneSource participants shall be made available at no cost to Carelon Behavioral Health Provider Handbook, Military OneSource, or the participant.

The record may always be released directly to the participant with a signed Release of Information form. Records may never be released directly to the chain of command or the Department of

Defense. If any third party, including the Department of Defense, is requesting access to the record, please contact Military OneSource with the name and phone number of the requesting party. Records must always be released in the event of a court order signed by a judge.

Complaints and Grievances

It is the practice of Military OneSource to make available a standard two-step complaint resolution process for both participants and Military OneSource providers, unless otherwise required by network-specific guidelines or regulation.

A complaint is a verbal or written communication from a participant, participant representative or Military OneSource Provider to Military OneSource of dissatisfaction with some aspect of Military OneSource's processes or services other than a denial of invoice payments related to services.

A grievance is a written or verbal communication from a participant, participant representative or Military OneSource provider to Military OneSource of dissatisfaction with the outcome of a complaint resolution.

Additional information on complaints and grievances can be obtained by contacting Military OneSource.

Intake Protocols

During the initial phone call in which the participant requests services, the Military OneSource Triage Consultant provides the participant with information on his/her non-medical counseling benefit including number of sessions. Determination that the request is within the scope of non-medical counseling is completed and enhanced services for which the participant is eligible are discussed. The participant is then warm transferred to the provider's office and either an appointment is scheduled or a voice message is left requesting a call back to the participant. These callbacks are to be made within 24 hours and an appointment offered within three business days. The appointment may be scheduled at a time which exceeds three business days if it is at the convenience of the participant.

The initial intake should include an assessment of any emergency needs requiring immediate attention. Once it has been determined that no emergent issues are present, the provider should complete an initial assessment to determine if the issues can be addressed within the 12-visit model available through Military OneSource and to confirm that no mental health diagnosis other than a Z-code is present. This assessment, which should cover the following areas, will assist in establishing goals for non-medical counseling or making an appropriate referral for more clinically-focused treatment:

- Participant demographic information
- The nature of the request or presenting problem including stressors, precipitants and severity of symptoms
- Family and social supports
- Self-report of any service-related issues including deployment and reintegration
- Continued assessment of risk to self or others

Following the intake or initial interview, the Military OneSource provider should identify whether to retain the case for non-medical counseling as allowable under the Military OneSource program, or refer the participant to clinical resources for ongoing treatment.

Clinical Assessment Protocols

Note that some information listed below may not be applicable in every case, based on the nature of the referral.

The assessment should focus on problem identification and an appropriate action plan. Special consideration should be taken to appropriately assess substance use, depression, and risk to self and others. Assessments conducted by Military OneSource providers should include the following:

- Participant's demographic, education, employment, work and military history information
- Presenting vs. assessed problems
- History of assessed problems
- Evaluation of environment and home situation
- Psychosocial history
- Alcohol and drug history and current use
- Evaluation of past or present addiction issues and treatment
- Medical conditions, if any, including current medications
- Evaluation of past or present mental health issues and treatment
- Religion or spiritual association, if appropriate
- Ethnic or cultural issues, when appropriate
- Financial status and health insurance, if appropriate
- Legal, vocation, and/or nutritional needs of the participant, if appropriate
- Social and peer group supports
- Interests, skills, and aptitudes
- Behavioral/cognitive patterns that cause health risks, based on physical, emotional, behavioral, or social conditions
- Evaluation of safety issues and overall assessment of risk
- Impact of problem on job performance
- Short- and long-term goals
- If non-medical counseling is to be provided, there should be a service plan, including behavioral and measurable goals, which builds on the strengths of the participant.

When the participant discloses being a victim of abuse or neglect, the Military OneSource provider intervenes to assure immediate safety and contacts Military OneSource for referral to military resources. Continued counseling will be provided by the military resources and non-medical counseling will no longer be available. However, an additional visit to assure successful transition to military resources may be appropriate.

Military OneSource expects that Military OneSource providers have detailed procedures in place to address back-up and support in managing cases should threats of violence, including homicidal or suicidal ideation arise between scheduled sessions.

Developing Military OneSource Session Goals

Critical to Military OneSource service delivery is the development of session goals between the Military OneSource provider and participant. Session goals are objective, incremental, and measurable targets that are used to evaluate achievements toward problem resolution during the course of Military OneSource non-medical counseling.

Service planning and delivery must meet the diverse and unique needs and preferences of participants. These may be related to age, sex, gender, sexual orientation, physical limitations, ethnicity, culture, and other characteristics.

The formulation of a plan based on objective, incremental, and measurable goals can be made easier by following the steps below:

Identify the problem.

Problem descriptions relate to the symptoms or complaint presented by the participant. A problem statement is one in which the symptom or complaint is described in behavioral terms.

Establish goals that are objective.

Establish mutually agreed upon behavioral goals that are understandable, achievable, and measurable, with defined objectives sequentially building toward completion.

Establish goals with incremental objectives.

Determine behavioral objectives that must be completed to achieve goals and celebrate each achievement.

Establish goals that are measurable.

Goals and corresponding objectives should be measurable in terms of behavioral achievement. For instance, if the goal is to improve husband/wife communication; a measurable objective could be the use of clarifying and confirming at least three times daily.

Establish a target date for achievement.

Determine how long it may take to achieve the goal or resolve the problem.

Review progress and the goal plan.

Periodically review the session goals. Have the goals been achieved? Does the treatment plan need modification?

MILITARY ONESOURCE ADMINISTRATIVE RESPONSIBILITIES**Recredentialing and Information Updates**

To assure accurate and timely changes to our Military OneSource records, Carelon Behavioral Health *must receive prompt written notification* of any additions, deletions or changes (including the effective dates) related to any of the following:

Recredentialing

- Verification of current state licensure or certification (annually)
- Verification of current Certified Employee Assistance Professional (CEAP) designation if applicable
- Verification of current individual malpractice liability insurance with limits, dates of coverage, and provider's name
- Current resume/curriculum vitae with special emphasis on substance use assessment and referral and EAP service provision
- Any pending legal, administrative, or licensure action not previously reported
- Verification of work in a clinical practice for a minimum of 10 hours per week.
- Verification of required trainings
- Verification of U.S. Citizenship

Updated Information

Providers must notify Carelon with changes to any of the information

below:

- Tax identification numbers and NPI numbers
- Address and telephone numbers
- Name changes
- Newly acquired areas of expertise
- New service sites and/or deletions of others

Any changes to your provider record must be completed through the provider portal ProviderConnect.

If you are having difficulty with ProviderConnect, feel free to call Carelon's EDI Helpdesk at 888-247-9311 for assistance.

Disenrollments and Agreement Amendments*Disenrollments*

Either Carelon or a participating Military OneSource provider may choose to terminate the Carelon Behavioral Health/Military OneSource Agreement.

- If a Military OneSource provider chooses to resign from the network, Carelon must be notified in writing as specified in the disenrollment section of the Carelon Behavioral Health/Military OneSource Agreement. Carelon will acknowledge receipt of the provider resignation request and confirm the disenrollment date.
- If Carelon chooses to disenroll a Military OneSource provider, written notification of the disenrollment, including the effective date, will be given as specified in the Carelon Behavioral Health/Military OneSource Agreement.

Agreement Amendments

- Carelon will notify the Military OneSource provider in writing of any amendments to the Beacon/Military OneSource Agreement prior to the effective date of the amendment.

Participating Military OneSource Provider Availability

A participating Military OneSource provider must notify Military OneSource immediately by phone regarding any situation where he or she is unable to maintain a case. In the event that a participating Military OneSource provider is unable to take referrals, he or she must notify Carelon via mail, fax, or phone. Failure to notify Carelon may result in inappropriate referrals to providers and unnecessary delay for service members or their family participants seeking assistance. Additionally, Military OneSource must be contacted regarding any alternative provider coverage arrangements.

Open and Closed Case Definitions

Cases may remain open for thirty after the last contact with the Military OneSource participant if no other follow-up is planned. In order to close the case, please submit a 'Final' CAF form after 30 days of no contact with a Military OneSource participant. Choose Billing Type= Final. In order to submit a Case Closing CAF even though the participant was not seen, please mark the No Show question with a 'YES':

Paper CAF:

No Session/Missed Appt.= Yes (Paper CAF)

ProviderConnect CAF:

No Show = Yes (ProviderConnect CAF).

Is this a case closing with no dates of service to submit claim for? = Yes

Retaining Records

Military OneSource providers should retain case records for a period of seven years from the date the case becomes inactive unless their state law requirements specify a longer time frame. The complete chart should be disposed of by a means which results in its complete destruction. No materials may be retained from the charts for personal/research purposes.

MILITARY ONESOURCE RESPONSIBILITIES

Military Life Emphasis in Military OneSource Assessment

By design, the Military OneSource assessment is structured, brief, and very focused. What makes the Military OneSource program unique and most valuable, by definition, is its emphasis on military life. Therefore, the Military OneSource assessment of non-clinical problems or concerns (e.g., work related issues, job functioning, employment data, financial issues) is focused on the impact of military life on both the service member and the entire family. Issues, support systems, and needs related to military life are identified, defined, and prioritized in the assessment.

Coordinating Other Military OneSource Services
 Upon determining that other support services would be beneficial, the Military OneSource provider should refer the participant back to Military OneSource in order to obtain resources and information related to:

- Childcare
- Elder care
- Education services
- Financial
- Health and wellness coaching
- Housing
- Legal services
- Lodging in military facilities
- Military benefits
- Parenting
- Pet care
- Recreation
- Relocation
- Single Troop Services
- Shopping and services (Commissary and Post Exchanges)
- Special needs services for children and adults
- Spouse education and career counseling
- State support to the Guard and Reserve
- Substance Abuse Treatment Services
- Transition to civilian life
- TRICARE
- Wounded Warrior support
- Youth services

REIMBURSEMENT

Case Activity Forms (CAF) and Payment for Services

Military OneSource providers will be reimbursed in accordance with their contractual agreement for each 50-minute session. Providers must not exceed 12 sessions authorized for a Military OneSource participant.

Providers are required to bill on the customized Military OneSource CAF, and to submit CAFs within 30 days of each date of service. All sections of the CAF must be filled out to ensure payment and a legible session note must be included for each date of service. If a provider submits the CAF electronically within timely filing limits, the provider will be paid within 30 days.

Following are the steps for submitting the CAF via ProviderConnect:

- Log into ProviderConnect with your User ID and Password
- Providers must register for ProviderConnect prior to logging into Military OneSource ProviderConnect
- Read the User Agreement page, and if you agree, select the “yes” button
- On your ProviderConnect homepage, select “Review an Authorization”
- Enter the participant ID, authorization number and/or authorization dates on the “Search Authorizations” screen and select “search”
- On the “Authorizations Search Results” page click on the blue hyperlink for the authorization number that corresponds with the services provided; this will bring you to the “Auth Summary” page
- Select “Auth Details” tab at the top of the “Auth Summary” page
- Select the “Enter MOS CAF” button to start the CAF entry process

The preferred way of submitting the CAF is through the ProviderConnect portal. This application allows providers to review authorizations, submit CAF information, and receive prompt payment for all visits. Carelon is increasingly emphasizing the use of technology to facilitate communication with providers and is available to assist providers in becoming comfortable using this site.

The CAF for Military OneSource is available online and should be submitted electronically. In the event electronic resources are not available the CAF can be submitted via fax to 877-762-1356. It may also be submitted via USPS to:

ValueOptions Federal Services
PO Box 1317
Latham, NY 12110

The Military OneSource Claims Line can assist with claim-related issues at 1-888-450-6795.

Military OneSource providers should screen their participant records for un-summarized notes, observations, and impressions, and other material that should be expunged at the closing of the record, at least annually and in accordance with legal and federal record keeping mandates.

Military OneSource staff, including auditors and third-party evaluators, are permitted access to Military OneSource records for program oversight, evaluation, and quality improvement.

The Military OneSource provider must maintain records in accordance with federal and state legal mandates including participant access to records, amendments to records, and documentation of disclosures of protected health information.

Case Summary Notes Instructions

Military OneSource Case Summary Notes are meant to be brief and general, yet informative about what occurred during each session related to the participant's progress toward established goals. Please be sure to write legibly. If we cannot read it, we are forced to return it to you for re-submission.

The following three elements are both necessary AND sufficient for a comprehensive Case Summary note:

1. What was the presentation of the participant OR what occurred during the session?
2. What steps were taken by the provider toward established goals?
3. What was the response of the participant (or couple/family)?

In most cases, one sentence to answer each question should suffice making a typical Session Note three sentences long. Please do NOT:

1. Copy and paste session notes from one session to another.
2. Write the same note for each session. Write a unique note for each session.
3. Be so general or brief that the quality of work is not reflected in your notes.

Billing for Missed Appointments/No Show Policy

Carelon Behavioral Health Provider Handbook does not reimburse participating Military OneSource providers for missed or cancelled appointments; nor may a Military OneSource participant be billed for missed appointments (or any other Military OneSource services).

Timely Filing

The CAF **must be submitted within 30 days of each session**. If the CAF is not received within this timeframe then reimbursement may be delayed or denied. Note that the CAF for Military OneSource is unique to this program and differs from the CAF used for commercial EAP services.

Payment is facilitated by the accurate and full completion of the Military OneSource specific CAF. If the CAF form is not filled out completely (every field), then it will be returned to the provider via e-mail or mail. If the form is returned due to incompleteness, then it must be resubmitted within 30 days. If we do not receive a fully completed form within 90 days (regardless of the number of attempts), then the claim will be denied. If the claim is denied, then a provider may appeal that denial by writing an explanation to MOSProviderrelations@militaryonesource.com. Appeals may also be faxed to 877-855-9035.

Maximum Visits Per Day

Carelon Behavioral Health Provider Handbook provides reimbursement for only one professional service (one session) per day. Only one Military OneSource non-medical counseling session may occur per day for any given

authorization. If a provider must see a participant for two sessions in a single day, there must be a justification and they must call Military OneSource ahead of time for approval. This includes couples cases where the couple is being seen under one authorization.

MILITARY ONESOURCE FREQUENTLY ASKED QUESTIONS

Q: I currently participate with Carelon Behavioral Health Provider Handbook as an EAP provider. How do I join Military One Source?

A: In order to participate with the Military OneSource program, you must complete an appendix to your current Carelon Behavioral Health Agreement and meet specific criteria required for this program.

Q: I am not a provider in the Military OneSource network. What do I do to join the network?

A. Carelon Behavioral Health Provider Handbook is accepting applications in most areas to join the Military OneSource network. To request an application, please contact mosproviderrelations@militaryonesource.com or the Provider Service Line at 800-397-1630. If you are a current network. To request an application, please contact mosproviderrelations@militaryonesource.com or the Provider Service Line at 800-397-1630. If you are a current network. To request an application, please contact mosproviderrelations@militaryonesource.com or the Provider Service Line at 800-397-1630. If you are a current Carelon Behavioral Health provider, you may also have received correspondence from Carelon Behavioral Health extending an invitation for network participation. Instructions for completing the application, credentialing and contracting processes are included. We encourage you to adhere to the instructions and processing timeframes outlined in the letter. provider, you may also have received correspondence from Carelon Behavioral Health extending an invitation for network participation. Instructions for completing the application, credentialing and contracting processes are included. We encourage you to adhere to the instructions and processing timeframes outlined in the letter. provider, you may also have received correspondence from Carelon Behavioral Health extending an invitation for network participation. Instructions for completing the application, credentialing and contracting processes are included. We encourage you to adhere to the instructions and processing time-frames outlined in the letter.

Q: What are the requirements to participate in the Military OneSource program?

A. To be in the Military OneSource provider network you must:

- Be a U.S. Citizen
- Speak English
- Complete fingerprinting
- Complete the following training requirements (with annual renewal)
 - Military Culture and Sensitivity
 - Orientation on the parameters of the program, including mandated reporting, Duty to Warn, Scope of Service, Timely Filing of the CAF, and Administrative Training of systems.

Q: Where can I obtain the required trainings?

A. Military OneSource offers these trainings at no cost to providers participating in the Military OneSource network.

⌚ The Military Cultural Competency course can be completed online through Relias Learning and offers 1.25 CEUs for completion of the course.

⌚ All other topics covered in Military OneSource Provider Orientation are also available through Relias Learning.

Q: What is Relias Learning and how do I access the courses?

A. Carelon Behavioral Health has contracted with Relias Learning to offer this customized training center that presents and tracks training in an accessible and easy to use format.

When you log on to the **Relias Learning Training Center**, you will be able to take the required Military OneSource Program courses using the convenience of the Internet—at your own pace, at your preferred time and from any location. You will know when training is completed and you will also have a permanent record of your work in the form of a transcript. The Military Cultural Competency Course has continuing education credits (CEUs). You can print out your certificate as soon as you have completed the course.

Once you have returned your Military OneSource Program Amendment and Provider Statement of Understanding you will receive an e-mail with your registration information and how to access the training. The total time for the two required trainings will be approximately four hours annually.

Q: My peer received information about Military OneSource from Carelon Behavioral Health, but I have not received anything, when will I receive more information?

A. Please email us at MOSProviderRelations@Militaryonesource.com.

Q: Do I have to be credentialed by Carelon Behavioral Health?

A. Yes. All non-participating providers must be credentialed in order to participate in the Military OneSource network.

Q: I just completed my credentialing/recredentialing with another company; can you accept their credentialing/re-credentialing materials instead of me completing the Carelon Behavioral Health application?

A. No. As an NCQA accredited organization, Carelon Behavioral Health is required to credential all of its in-network providers.

Q: I completed the Military OneSource trainings with another company in the past. Do I need to repeat the training?

A. Yes. Providers must complete the training with Military OneSource. As a part of this program, Military OneSource must have verification of the training completion and that the training meets the current Military OneSource program requirements.

Q: I am an administrator [or a clinic or EAP agency]--how do I enroll clinicians in our practice in the Military OneSource program?

A. Each clinician in your clinic or agency who will participate in the Military OneSource Program must sign and return the Military OneSource Program Provider Statement of Understanding and complete the required trainings.

Q: If I have general Provider Relations questions related to the Military OneSource program, who can I e-mail?

A. For Military OneSource questions, e-mail: MOSProviderRelations@militaryonesource.com.

Q: What are the hours of the Military OneSource Clinical Department?

A. Licensed clinicians are available 24-hours a day, seven days a week, and 365 days a year at 800-342-9647.

Q: I already offer appointments within the time frame guideline, but the participant cannot attend on that day. What do I do if they can't attend during the time I am available?

A. If you have offered an appointment within the time frame guideline but the participant elects a different time frame that you mutually agreed upon, this is acceptable.

Q: What do I do if I can't offer an appointment within three business days?

A. Explain to the participant that you do not have an appointment available within three business days but do have an appointment available at a later date. Communicate that if this is not soon enough, you will notify Military OneSource and ask someone to make an outreach call to arrange an appointment sooner with another provider. If the participant does request an earlier appointment, please notify Military OneSource immediately so an appointment search can be initiated.

Q: What do I do if a Military OneSource participant reveals domestic violence or sexual assault?

A. Providers are expected to follow standard reporting requirements in accordance with their license. For Military OneSource participants, you must also notify Military OneSource of any domestic violence or sexual assault situations in order to assure that all resources are mobilized and for Military OneSource to fulfill any required reporting to the program staff.

Q: What do I do if a participant reveals being hospitalized or becomes hospitalized while in non-medical counseling with me?

A. Contact Military OneSource for case consultation and to assure that the non-medical counseling you are providing is still within the scope of the Military OneSource program.

Q: I've discovered after a few sessions that the participant will need longer term care. What do I do?

A. Facilitate a referral either to TRICARE or to any other coverage the participant may have through private insurance. In the absence of coverage, please assist the participant in obtaining care through sliding fee programs or contact Military OneSource for resource assistance.

Q: Can a participant see a provider of their own choice through their insurance plan?

A. Yes. Participants can choose which provider to see but cannot continue with the same counselor they have seen through Military OneSource non-medical counseling.

Q: Will Military OneSource restrict a provider from accepting a TRICARE referral?

A. No. As long as you have not provided services for that participant under the Military OneSource Program. The Military OneSource program and your *Military OneSource Program Provider Statement of Understanding* specifically prohibits continuation of treatment of an individual served under the Military OneSource program under the individual's benefit plan. See provision 7 of your Military OneSource Program Provider Statement of Understanding.

Q: If I participate with the TRICARE program in my area and receive a referral for a participant I have treated under Military OneSource, under this agreement, may I accept the referral?

A. The Military OneSource program and your *Military OneSource Program Provider Statement of Understanding* specifically prohibit continuation of treatment of an individual served under the Military OneSource program under the individual's benefit plan. See provision 7 of your Military OneSource Program Provider Statement of Understanding.

Q: Will my current ProviderConnect login allow me to access electronic submissions for Military OneSource?

A. Yes. You can use your Carelon Behavioral Health ProviderConnect Login to access the Military OneSource ProviderConnect portal. You will need to log in at <https://www.moscenter.org/pc/eProvider/providerLogin>. It is recommended that you change your password after your initial login to Military OneSource ProviderConnect.

Q: Can I submit my invoices/CAFs electronically to Carelon Behavioral Health?

A. Yes. The electronic CAF for the Military OneSource Account is available on ProviderConnect.

Q: What paper forms can be used for invoices submission?

A. Providers are required to bill on the customized Military OneSource CAF that is provided with the authorization letter. The form is also available on our Military OneSource Network-Specific webpage.

Q: Does the Carelon Behavioral Health electronic invoices format work with clearinghouses?

A. For the CAF, Carelon Behavioral Health Provider cannot accept invoices from clearinghouses. These must be directly submitted to Military OneSource through ProviderConnect.

Q: What is the timely filing requirement for CAF?

A. The CAF must be submitted to Carelon Behavioral Health Provider within 30 calendar days of the date of service and may contain multiple sessions.

Q: As a facility billing for professional services, what information is required to be included on my invoices?

A. Non-medical counseling services must be billed on a CAF.

Q: How soon will I receive payment following the submission of a CAF?

A. Payment will be made to the provider within 30 days of submission of a CAF that is submitted electronically within timely filing limits, provided that all information is accurate and complete.

Q: Where do I call if I have questions about invoices or payments?

A. Please call the Military OneSource/Carelon Behavioral Health Claims Service Department at 888-450-6795, Monday-Friday 8 a.m.-5 p.m.

B. Will I be reimbursed for Military OneSource participants no show appointments?

A. Carelon Behavioral Health Provider does not reimburse for cancelled or no show appointments. Billing the participant for missed appointments is prohibited.

Q: What online services does Carelon Behavioral Health offer?

A. Carelon Behavioral Health Provider has on-line services to provide added convenience for our participants and providers.

ProviderConnect is a self-service tool available 24/7 that gives you access to the following features: single and multiple electronic invoices submission, invoices status review (for both paper and online submitted invoices (CAFs) and invoices), your provider practice profile, and correspondence (which includes authorizations). Find more information about **ProviderConnect** on www.CarelonBehavioralHealth.com.

Q: What are Payformance and PaySpan Health?

A. **Payformance** is a vendor that partners with Carelon Behavioral Health to deliver an electronic funds transfer (EFT) solution to our providers.

PaySpan Health is the software that Payformance uses for online registration for EFT. PaySpan Health is a multi-payer adjudicated invoices settlement service that delivers electronic payments and electronic remittance advices based on your provider preferences. With PaySpan Health, you stay in control of bank accounts, file formats, and accounting processes.

Q: Is EFT required/available for all accounts?

A. No. EFT is not required. It is available for all active accounts.

Q: How do I access PaySpan/Payformance?

A. PaySpan is accessible through ProviderConnect or by going to www.payspanhealth.com.

Q: Do I have to provide my bank account information to use PaySpan?

A. A bank account will not be required for only obtaining Provider Summary Vouchers (PSV)

electronically. If a provider wants to receive Electronic Payments or ACH information they will need to provide bank account information. .

Q: Can I opt out of participation with PaySpan/Payformance and still receive paper PSVs?

A. No. PSVs for Military OneSource network providers will not be mailed. While participation with

PaySpan/Payformance is not required, PSVs can only be retrieved through PaySpan or ProviderConnect.

Q: Can I obtain the same (i.e. PSVs) information on ProviderConnect?

A. Yes. Printable versions of PSVs are available on ProviderConnect.

Q: What is the difference between the “legacy code” and the “registration code”?

A. The registration code is the code obtained from PaySpan. The legacy code is the provider’s Pay-to Vendor Number from Carelon Behavioral Health.

Q: According to PaySpan, the NPI number and TIN can be used without the "legacy code" when in the system. However this code needs to be entered to register. Please clarify.

A. The Legacy number is the provider’s Carelon Behavioral Health Pay-to Vendor Number. The provider needs three things to register:

1. Their Carelon Behavioral Health Pay to Vendor Number (legacy/NPI number field on the PaySpan site)
2. Their Tax ID Number (TIN)
3. Their registration code

Once they have registered with these three elements, they will use their e-mail address as their log-on and the eight character/digit password that they set up during the registration process.

Q: What is the unique registration code number that PaySpan Health requests, and how do I obtain it?

A. Your unique registration code is the registration number that Carelon Behavioral Health supplies to providers for enrolling in PaySpan Health. If you do not have the letter with your unique registration code, please send an e-mail to CorporateFinance@BeaconHealthOptions.com and include the following information:

1. Your Carelon Behavioral Health Pay-to Vendor Number (PIN)
2. Your Tax Identification Number (TIN) or your Social Security Number (SSN)

You will receive an e-mail with your registration code letter within three business days of your request.

Note: If you recently received a payment from Carelon Behavioral Health, your unique registration code will be located on the check stub after the marketing caption.

Additional questions about PaySpan can be addressed by calling PayFormance Customer Service at 877-331-7154, Monday-Friday 7 a.m.-9 p.m. ET.

For additional information on PaySpan Health, please visit: www.payspanhealth.com.

Q: I signed up for PaySpan, but not all my payments are arriving electronically. How can I correct this?

A. Contact the Corporate Finance Department: CorporateFinance@BeaconHealthOptions.com. Please supply the following information: Pay-to Vendor Number and TIN or SSN.

Q: I don't have a computer. May I still receive paper PSVs and checks?

A. You can receive paper checks but not paper PSVs. In order to obtain a faxed copy of your PSV, you must utilize our automated faxback service by dialing 866-409-5958.

Q: I don't want to have to use multiple websites to obtain information. Can the information be available on one site for both payments and PSVs?

A. Yes. Both are available on www.payspanhealth.com.

Q: Can I still receive a paper check?

A. Yes.

Q: How do I contact Carelon Behavioral Health for assistance?

A. For questions relative to PSVs, you can reach Carelon Behavioral Health by calling toll-free at 888-450-6795. Alternatively you may submit your question via ProviderConnect at www.carelonbehavioralhealth.com. In order to obtain a faxed paper copy of your PSV, you must utilize our automated faxback service by dialing 866-409-5958.

Q: Will Carelon/PaySpan be able to deduct money from my bank account?

A. No. We only have permission to deposit.