

Horizon Behavioral HealthSM
(Administered by ValueOptions[®])

Applied Behavior Analysts (ABA) Frequently Asked Questions (FAQ)

This FAQ document will continue to be reviewed and updated frequently in order to provide the most current and pertinent information.

GENERAL QUESTIONS

Q. What services does Horizon Behavioral Health provide for ABA Providers?

- A. Horizon Behavioral Health provides utilization management for ABA services for the Horizon BCBSNJ membership and has a specialized ABA team working with ABA providers to handle all requests for ABA services.

Q. How do I contact Horizon Behavioral Health and/or ValueOptions?

- A. Please refer to the following :

Inquiry Type	Contact Method
Provider Relations, Credentialing and Contracting Questions	Phone: 1-800-397-1630 (8 am - 8 pm ET Monday – Friday) E-mail: horizonbehavioralhealthproviderrelations@valueoptions.com
Billing codes and rates	NaviNet.net
Authorizations and Care Management (Requests and Status Checks)	Phone: 1-800-626-2212 or 1-800-991-5579 (for NJ State Health Benefits Program) ProviderConnect SM
ABA Treatment Request and Treatment Plan Report Submission	Fax: 1-855-241-8895
ProviderConnect Technical Questions/EDI Help Desk	Phone: 1-888-247-9311 (8 am - 6 pm ET Monday – Friday)
NaviNet [®]	Phone: 1-888-482-8057 or NaviNet.net
Complaints, appeals and/or general inquiries	Phone: 1-800-626-2212 or 1-800-991-5579 (for NJ State Health Benefits Program)



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ABA SERVICES AND COVERED TREATMENT PROVIDERS

Q. How is a diagnosis of Autism Spectrum Disorder (ASD) determined?

A. Autism (ICD10 code 84.0) is determined by a qualified provider, which is a:

- MD;
- Licensed and credentialed psychologist;
- Nurse Practitioner;
- Physician Assistant, or
- as permitted by state and/or federal law

Q. Who qualifies as a covered treatment providers for ASD?

A. Behavior analyst: designs, supervises and provides treatment

- Board Certified Behavior Analyst (BCBA)
- Board Certified Behavior Analyst – Doctorate (BCBA-D)

Technician: provides direct intervention under the supervision of a behavior analyst, may sometimes be referred to as tutor or paraprofessional. Techs typically have a Bachelor degree in Social Work, Psychology, Counseling, teaching or closely related field with experience in applied behavior analysis. Please note that there is no separate recognition of BCaBAs; they fall under the same category as technicians.

ABA CODES AND NEW AMA CODES

Q. Does Horizon Behavioral Health recognize the new AMA codes?

A. Yes. Horizon Behavioral Health recognizes these new codes as of July 1, 2014. These codes allow for data collection for emerging technology, services and procedures.

Q. What are the specific coverage criteria for qualified technicians?

A. Services provided by a qualified technician must be provided under the direction of a BCBA and be consistent with the protocol established in the treatment plan.

Claims must be submitted under the Tax Identification Number (TIN) of the supervising physician or BCBA. Additionally, the six month treatment plan submitted by the BCBA must indicate that all technicians working with the member have the necessary training and qualifications to appropriately treat the member.

Q. Where can I find a complete listing of the ABA billing codes with description?

A. Information on autism codes can be found on NaviNet.net, and ValueOptions' Network-specific Website located at <http://www.valueoptions.com/horizon/aba>.

Q. What are the current rates for ABA services?

A. Please visit NaviNet.net for specific rates and billing codes. Registered NaviNet users affiliated with participating practices have access to online fee information for these and other codes. Log in to **NaviNet.net** and from the *Horizon BCBSNJ Plan Central* page, mouse over *Claim Management* and click *Fee Schedule Inquiry*.



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AUTHORIZATIONS

Q. What is the authorization process for ABA assessments?

- A. Since confirmation of an Autism Spectrum Disorder diagnosis is required, providers should contact Horizon Behavioral Health to check member eligibility and benefit coverage to ensure all services receive review for medical necessity before beginning services (e.g., assessment, initial and concurrent authorization requests).

Providers can contact Horizon Behavioral Health by calling **1-800-626-2212**.

Q. What is the process to request or extend ABA treatment?

- A. Providers requesting continued treatment should complete an ABA Treatment Request and Treatment Plan Report and fax it to **1-855-241-8895** at least 1 week prior to the end of the authorization period.

ABA Treatment Request forms and ABA Provider Progress Report Guidelines are accessible on the ValueOptions.com provider website at <http://www.valueoptions.com/horizon/aba>.

CASE MANAGEMENT

Q. Is case management available?

- A. Telephonic case management is available to members with ASD. Licensed clinicians are available to answer questions about a wide array of topics related to autism and have the ability to make referrals to other levels of care and community resources.

CLAIMS AND BILLING

Q. How do I submit claims for Horizon BCBSNJ members?

- A. Providers should submit claims electronically through NaviNet or through a clearinghouse to Horizon BCBSNJ. Horizon BCBSNJ will route behavioral health claims to ValueOptions. ValueOptions has a large claims team set up specifically to support and process behavioral health claims for Horizon.

Please be sure to submit ALL claims with your Tax ID (TIN) and National Provider Identifier (NPI) to ensure the claim is properly adjudicated.

▪ INDIVIDUAL PROVIDERS

- Your Type 1 NPI# should be entered in the un-shaded area of the field in Box 24J of the claim form. You should also include your NPI# in Box 33a.

▪ GROUP PROVIDERS

- All claims submissions should include the Type 1 (individual) NPI information to identify the rendering provider and the Type 2 (organization) NPI information to identify the organization, corporation, group practice or facility.
- Type 1 NPI# should be entered in the un-shaded area of the field in Box 24J. This is the rendering provider's NPI# (BCBA responsible for the case).
- Type 2 NPI# should be entered in Box 33a. This is the group's NPI#.



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Q. What is needed to submit a claim electronically?

A. To submit a claim electronically, you will need Horizon's Payer ID (22099) and your NPI.

Q. Will claims continue to be accepted through clearinghouses?

A. Yes, claims will continue to be accepted through clearinghouses. The Horizon Payer ID is 22099.

Q. Will paper claims be accepted?

A. Although Electronic Claim Submission is strongly encouraged, behavioral health paper claims will be accepted and should be sent to:

Horizon BCBSNJ
Horizon Behavioral Health
PO Box 10191
Newark, NJ 07101-3189

FEP Claims:
PO Box 656
Newark, NJ 07101-0656

BlueCard Claims:
PO Box 1301
Neptune, NJ 07754-1301

CONTRACTING AND RECREDENTIALING/CREDENTIALING

Q. Is a provider considered in network with Horizon if he/she is in network with ValueOptions?

A. No, a provider must be contracted with Horizon BCBSNJ to see Horizon BCBSNJ members. ValueOptions administers the credentialing and recredentialing process for Horizon Behavioral Health. To become a participating provider with Horizon, please contact ValueOptions at **1-800-397-1630** between 8 a.m.-8-p.m. ET, Monday through Friday.

Q. Is a provider considered in network with ValueOptions if he/she is in network with Horizon BCBSNJ?

A. No. If you are not in the ValueOptions network and wish to be, please contact ValueOptions at **1-800-397-1630** between 8 a.m.-8-p.m. ET, Monday through Friday.

Q. I am credentialed by both Horizon and ValueOptions. What will be my renewal date for recredentialing?

A. If providers are credentialed by both Horizon and ValueOptions, the earliest recredentialing date will apply.



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Q. I'm a practitioner. How do I begin the credentialing process?

- A. You can begin the credentialing process by contacting ValueOptions at **1-800-397-1630** between 8 a.m.-8-p.m. ET, Monday through Friday and requesting an application and contracts to become a participating provider. Please alert the representative if you have a Council for Affordable Quality Healthcare (CAQH) ID Number.

Q. How do we supply ValueOptions with the CAQH number to credential providers?

- A. If you have a CAQH number, we would like to document that number in our system. Please contact the ValueOptions Provider Services Line at **1-800-397-1630**, 8 a.m. to 8 p.m. ET Monday through Friday, and provide us with your CAQH number. For more information on CAQH, refer to our [CAQH FAQ document](#).

PROVIDERCONNECT AND NAVINET®

Q. What is ProviderConnect?

- A. ProviderConnect is ValueOptions' secure and HIPAA-compliant provider portal that enables in network providers to conduct online authorizations and other related transactions accurately and efficiently.

Through ProviderConnect, ABA providers can verify member eligibility, download and print authorization letters and view authorizations.

Q. Will I be able to submit claims through ProviderConnect?

- A. No, claim submission and viewing member benefit information is not available for Horizon Behavioral Health providers through ProviderConnect. Claims should be submitted using NaviNet. Please refer to the chart above to view the functionalities available through ProviderConnect and NaviNet.

Q. How do I register for ProviderConnect?

- A. Registering for ProviderConnect requires a ValueOptions' Provider ID. To obtain your Provider ID, contact the Provider Services Line at **1-800-397-1630**, 8 a.m. – 8 p.m. ET, Monday through Friday.

Current PC users can call the EDI Help Desk at **1-888-247-9311** to have the Horizon specific login generated. New ProviderConnect users can register online for ProviderConnect access and then contact EDI.

To request to have an additional login created, please fax a completed [Account Request Form](#) to **1-866-698-6032**. Horizon providers need to mark the box for Horizon Behavioral Health Authorizations.

Q. Will each of our providers in our practice be required to have an individual login to access ProviderConnect?

- A. It is recommended that each user have his/her own login, and password and that logins and passwords are not shared.

Q. Are out of network providers able to use and access ProviderConnect?

A. No.

Q. What types of ProviderConnect training are available?

A. There are numerous training resources on ProviderConnect available in the [Education Center](#). These resources include a free online demonstration, user guides, video tutorials and a listing of upcoming webinars. Additionally, customized training is available for you and/or your office.

Q. Is training available on NaviNet?

A. Yes, Horizon BCBSNJ offers numerous upcoming webinars to participating physicians, health care professionals, office staff and billing offices which provide information on Navinet, as well as new Horizon BCBSNJ products, access standards and additional resources. Visit HorizonBlue.com/providers for more information.

Q. What browsers are compatible with ProviderConnect and NaviNet?

A. ProviderConnect supports Internet Explorer, Safari, Firefox and Chrome. To access NaviNet, you can use any of the following browsers. naviNet is designed to work properly in these browsers, but you might notice some slight differences in the displays.

Some workflows hosted by health plans or plan-approved vendors may only be available via Microsoft Internet Explorer*. For these workflows, you will be prompted to use Internet Explorer.

Platform	Windows (all Microsoft-supported desktop operating systems, unless otherwise noted)	Macintosh**
Browsers	<ul style="list-style-type: none"> • Internet Explorer 9 on Windows Vista • Internet Explorer 11 on Windows 7 and Windows 8.1 • Mozilla Firefox (latest version) • Google Chrome (latest version) 	<ul style="list-style-type: none"> • Safari 7 or greater • Mozilla Firefox (latest version) • Google Chrome (latest version)

* The Internet Explorer Compatibility View setting must **not** be enabled for NaviNet. Refer to the [Optimizing Your Browser](#) guide for detailed instructions on configuring your browser to work with NaviNet.

** OS X 10.9 (Mavericks), and OS X 10.10 (Yosemite).

Cookies and JavaScript must be enabled in your browser. Refer to the [Optimizing Your Browser](#) guide for detailed instructions on configuring your browser to work with NaviNet.