



## Beacon Provider Claims Testing Process Carve-in Services and ICD-10 Overview

Beacon Health Options will begin interactive testing with providers for the new behavioral health carve-in services, available to adults with Medicaid coverage in New York City this includes:

- OASAS Medically Supervised Outpatient Withdrawal
- OASAS Outpatient Clinic
- OASAS Opioid Treatment Program (OTP)
- OASAS Outpatient Rehabilitation Programs
- OASAS Medically Managed Detoxification
- OASAS Medically Supervised Inpatient Detoxification
- OASAS Inpatient Rehabilitation
- OMH Outpatient Clinic
- OMH Comprehensive Psychiatric Emergency Program (CPEP)
- OMH Continuing Day Treatment Program (CDTP)
- OMH Partial Hospitalization
- OMH Personalized Recovery Oriented Services (PROS) program
- OMH Assertive Community Treatment (ACT) program
- OMH Inpatient Psychiatric Services

**Please advise Beacon Health Options, by Thursday, September 10th, if you are interested in provider testing. To enroll, please contact our EDI Help Desk by:**

- Phone: 888.247.9311 between the hours of 8 a.m. and 6 p.m. ET, Monday through Friday
- E-mail: [e-supportservices@valueoptions.com](mailto:e-supportservices@valueoptions.com)

If you have specific questions, please contact our Provider Service Line at 800.397.1630, option 4 between 8 a.m. and 8 p.m. ET, Monday through Friday.

### GLOSSARY:

<b>Carve-In:</b>	“Carve-In” is used to define agencies that use managed care organizations in managing the behavioral health benefit for its covered lives.
<b>Clearinghouse:</b>	An electronic <b>medical billing clearinghouse</b> acts as a middleman that takes electronic medical claims information and then submits it electronically to insurance companies the medical billing clearinghouse contracts with.
<b>Direct Submitter:</b>	An entity that submits data directly to another without going through an intermediary.
<b>HCBS:</b>	Home and Community Based Services
<b>837 Claims File:</b>	The <i>EDI 837</i> transaction set is the format established to meet HIPAA requirements for the electronic submission of healthcare claim information. The claim information included amounts to the following, for a single care encounter between patient and provider: (1) A description of the patient (2) The patient’s condition for which treatment was provided (3) The services provided and (4) The cost of the treatment. As of March 31, 2012, healthcare providers must be compliant with version 5010 of the HIPAA EDI standards.

---



TIMELINE FOR TESTING ACTIVITIES:

<b>Activity</b>	<b>Start Date</b>
Test Period 1: ICD-10 diagnosis code related claims file testing	July 2015
Beacon Provider Education, Orientation, Training Notification	August 24, 2015
Testing for New Carve-In Services begins	September 10, 2015
National implementation of ICD-10 diagnosis codes	October 1, 2015
Test Period 2: HCBS procedure code related claims file testing	October 2015

Beacon is currently encouraging providers to test claims files for readiness for ICD-10. Additional information on testing for ICD-10 is available on our website at the following link [Beacon Health Options: Provider Resources](#).

TRAINING RESOURCES

Providers are encouraged to participate in both MCTAC trainings as well as Beacon sponsored training for guidance on billing. A listing of available MCTAC trainings and recordings of prior trainings can be found on their website, [www.MCTAC.org](http://www.MCTAC.org).

Beacon will host **Provider Education, Orientation and Training Sessions** beginning the week September 7th. A schedule of trainings was released on August 24, 2015. Training starts on September 9, 2015. Additional information will be provided in advance and the full schedule will be posted on our website.

- If you are a provider working with MetroPlus Health Plan, Affinity Health Plan and AmidaCare, please go to <https://beaconhealth.webex.com> and to select the orientation you wish to attend.
- If you are a provider working with EmblemHealth and VNSNY, please visit the HARP (Health and Recovery Plan) section on our New York City Health Plans page here: [http://www.valueoptions.com/providers/Network/New\\_York\\_City\\_Health\\_Plans.htm](http://www.valueoptions.com/providers/Network/New_York_City_Health_Plans.htm) for information about available orientation sessions.

**Pre-registration for training is required.**

---



**Providers working with MetroPlus Health Plan, Affinity Health Plan and AmidaCare:**

1. 

Q: Now that Beacon Health Strategies and ValueOptions have merged and are Beacon Health Options, can I perform claims file testing with one organization?

**A: No. While Beacon Health Options continues to streamline its processes, until such time as our transactional systems are merged, providers working with EmblemHealth and VNSNY will test through the ValueOptions' ProviderConnect portal and providers working with MetroPlus Health Plan, Affinity Health Plan and AmidaCare will test through the Beacon Health Strategies eServices' portal. If you provide services to members through both systems, you may test through both legacy entities by contacting us at the email or phone number provided at the top of the memo.**
  2. 

Q: I use a clearinghouse to submit my claims; can I test through the clearinghouse?

**A: Beacon will be testing using a direct submission process so files from clearinghouses cannot be used during this process. You are encouraged to work with your clearinghouse to test acceptance of your file to them in addition to testing with Beacon.**
  3. 

Q: Will Beacon be accepting claims for HCBS services in September?

**A: No, Beacon will be focusing on testing claims for HCBS services after October 1, 2015.**
  4. 

Q: Do my test claims for the new carve-in services need to be ICD-10 compliant?

**A: There are two rounds of claims file testing; one to test for ICD-10 compliance and a separate round to test files for the new carve-in services. ICD-10 testing focuses on diagnosis codes and the format changes to the electronic file used to submit the claims. Carve-in services testing is focused on procedure codes for the new services and confirms that they will pay as expected. Since the second round of testing takes place after the October 1, 2015 ICD-10 national implementation date, files should be ICD-10 compliant.**
  5. 

Q: Who do I contact if I would like to receive additional training on billing?

**A: Please reach out to [Provider.Trainings@beaconhs.com](mailto:Provider.Trainings@beaconhs.com) or [Provider.Relations@beaconhs.com](mailto:Provider.Relations@beaconhs.com). Providers are encouraged to participate in Beacon provider orientation training as well as MCTAC billing training.**
  6. 

Q: What if I am a new provider and don't have any existing members on my panel that I can submit for testing?

**A: Providers must be participating with Beacon and have completed the credentialing process in order to test. Upon registering you will be supplied with a set of test members to use.**

**Reminder: As a new provider, it is important that you prepare for future claims submission by signing up with a clearinghouse to submit claims on your behalf or with Beacon as a direct submitter**
  7. 

Q: Where do I go to find information on the fields Beacon requires for a clean claim?

**A: <http://beaconhealthstrategies.com/providers.html>**
-



**Providers working with EmblemHealth and VNSNY:**

1. Q: Now that Beacon Health Strategies and ValueOptions have merged and are Beacon Health Options, can I perform claims file testing with one organization?

**A: No. While Beacon Health Options continues to streamline its processes, until such time as our transactional systems are merged, providers working with EmblemHealth and VNSNY will test through the ValueOptions' ProviderConnect portal and providers working with MetroPlus Health Plan, Affinity Health Plan and AmidaCare will test through the Beacon Health Strategies eServices' portal. If you provide services to members through both systems, you may test through both legacy entities by contacting us at the email or phone number provided at the top of the memo.**

2. Q: I use a clearinghouse to submit my claims; can I test through the clearinghouse?

**A: Batch files from clearinghouses cannot be used during this process. You are encouraged to work with your clearinghouse to test acceptance of your file to them in addition to testing with Beacon.**

3. Q: Will Beacon be accepting claims for HCBS services in September?

**A: No. Beacon will be focusing on testing claims for HCBS services after October 1, 2015.**

4. Q: Do my test claims for the new carve-in services need to be ICD-10 compliant?

**A: Yes. Testing for carve-in services should be based on dates of service October 1, 2015 or later and should be ICD-10 compliant. Additional information regarding ICD-10, including Frequently Asked Questions, can be located on our [ICD-10 Spotlight page](#).**

5. Q: Who do I contact if I would like to receive additional training on billing?

**A: For testing and technical questions related to ProviderConnect, providers can call the EDI Help Desk at 888.247.9311 between 8 a.m. and 6 p.m. ET or email [e-supportservices@valueoptions.com](mailto:e-supportservices@valueoptions.com). For all other provider questions, providers can call the Provider Services Line at 800.397.1630, option 4 between 8 a.m. and 8 p.m. ET, Monday through Friday.**

6. Q: What if I am a new provider and don't have any existing members on my panel that I can submit for testing?

**A: Providers must be participating with Beacon and have completed the credentialing process in order to test. Additional information regarding the testing process will be provided to testers by the EDI Help Desk.**

**Please Note: We strongly encourage all contracted providers to comply with our [E-Commerce Initiative](#) and electronically conduct all routine transactions.**

7. Q: Where do I go to find information on the fields required for a clean claim through ProviderConnect?

**A. Please refer to the Guides' section under Helpful Resources here: [http://www.valueoptions.com/providers/Provider\\_Connect.htm](http://www.valueoptions.com/providers/Provider_Connect.htm).**

---