



## **PROVIDER ALERT**

### **RELEASE OF INFORMATION FORM (ROI)**

**MARCH 4, 2016**

Back on March 28, 2015 Beacon Health Options updated the initial authorization screens within the ProviderConnect system. Providers needed to complete a short “pop-up” check box option at the beginning of the authorization process and have a Release of Information (ROI) form signed by the consumer for substance use disorder (SUD) services. All Maryland Medicaid SUD programs/providers and mental health providers providing substance use treatment to a consumer must request an ROI prior to the provision of SUD services. The ROI form will allow Beacon Health Options to release authorizations and claims data to the participant’s MCO and coordinate the participant’s care with any provider, primary care or otherwise, as registered on the form

As a reminder, the “pop-up” boxes are:

1. All mental health providers, requesting mental health services only should check the first box and select “OK”.
2. SUD Programs or those providers providing SUD treatment should review with the consumer the ROI form, expressing the need for coordination of care, and ask the consumer to sign the ROI:
  - i. If the consumer signs the ROI form, check the second box and enter the date the ROI was completed. Select “OK”. (Once a release is on file, the “pop-up” box will no longer show on the screen for any further authorizations unless the consumer revokes the consent or one year’s time has passed.)
  - ii. If the consumer is offered the ROI form and refuses to sign it, the program/provider should check the third box and select “OK”.
  - iii. If the provider has not offered the ROI form, the provider should check the fourth box and select “OK”.

The “pop-up” box showed on all authorization requests until Beacon Health Options had a valid ROI on file. Once an ROI was checked received, the “pop-up” box no longer



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displayed. Beacon Health Options requested that providers ensure the ROI form is legible and complete to include the consumer's name, date of birth, address, as well as the consumer's Maryland Medicaid ID number, and was retained in the consumer's medical record.

The ROI form was designed to be valid for one year. At the end of March, 2016, the ROIs will start "resetting" themselves. So if you had an ROI signed on April 2, 2015, for example, at the next visit on or after April 2, 2016, the ROI "pop-up" box will pop-up again. Providers should have the consumer sign a new ROI form (<http://maryland.valueoptions.com/provider/forms/admin/Authorization-Disclose-Substance-Use-Treatment-Information-Coordination-Care-Form.pdf>), mark the appropriate box on the pop-up and file the new ROI in your consumer's medical record.

As a reminder, here is the screen shot of this process as a reference for providers:

**Figure 1: Release Of information Consent Pop Up:**

A screenshot of a web browser window titled "Release of Information Consent". The window contains a paragraph of text explaining the purpose of the ROI form and the importance of consent. Below the text are four radio button options for the provider to select. An "Ok" button is located in the bottom right corner of the window.

**Release of Information Consent**

All Maryland Behavioral Health providers are encouraged to present and gain consent for their consumer's Release of Information (ROI) in order to improve coordination of care. Substance Use Providers and Mental Health Providers providing substance use treatment, are required to use the Department of Health and Mental Hygiene-approved AUTHORIZATION TO DISCLOSE SUBSTANCE USE TREATMENT INFORMATION FOR COORDINATION OF CARE located on the ValueOptions Maryland website (<http://maryland.valueoptions.com>). By gaining your consumer's consent, you are increasing access to that individual's healthcare needs, helping to avoid medication or treatment conflicts and aiding in their wellness and recovery. Please review and select the appropriate response below:

- I am requesting only mental health services for this individual and no ROI is required
- I presented an ROI to the consumer and he/she provided consent
- I presented an ROI to the consumer but he/she did not consent
- I did not present an ROI to the consumer for his/her consent

Ok