



Quarter 2, 2019

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Combating the Opioid Addiction Crisis

Beacon's Clinical Opioid Addiction and Treatment

- ◆ **Two million Americans** are addicted to prescription opioids.
- ◆ Opioid overdose is now the **#1 cause of accidental death** in America.
- ◆ Opioid-related deaths have **increased 200 percent since 2000**.
- ◆ **Nearly 80 percent** of people with opioid addiction do not receive treatment.

Opioid addiction is a chronic brain disease and should be managed and treated like any other chronic disorder. The historical abstinence-based model of care is often not effective in treating opioid addiction. An evidence-based, holistic treatment program should include medication, community support, and other recovery-oriented interventions.

Patient adherence to Medication-Assisted Treatment (MAT) reduces readmissions and all-cause mortality. MAT is an evidence-based treatment for opioid addiction; however, it is not a stand-alone treatment choice. Evidence-based treatment programs also include behavioral and cognitive interventions, treatment agreements, urine toxicology screens, and utilization of prescription drug monitoring programs.



We thrive together.

Our mission is helping others live their lives to the fullest, and that starts with the providers. You can help make an impact on the lives of consumers and those we serve.

Make year 2019 the year you live your life to its fullest potential.

Provider Relations: Updates New Psychological Testing CPT Codes

Effective Jan. 1, 2019, the AMA introduced new CPT codes for psychological testing services. The codes reflect differences between test administration and scoring performed by a psychologist versus evaluation and treatment planning. For more information please review Provider Alert: [Psychological Testing Service Code Update](#).

Maryland Recovery Network Providers: Medicaid ASAM Coverage Changes

Effective Jan. 1, 2019, Medicaid coverage includes ASAM Level 3.1: Residential SUD Treatment for Adults. The Behavioral Health Administration reimburses for the cost of room and board and days beyond the Medicaid covered stays. Interested providers should review the Maryland Department of Health [licensure/accreditation criteria](#) and once licensed, may enroll with Medicaid through Maryland's [New Provider Enrollment Portal—ePREP](#).

Tax Season!

If you were issued total payments of \$600 or more in 2018, you should have received one or more tax documents from Beacon's legally recognized entities. If you have questions, call our 1099 Hotline at 703-390-4936 and leave a message. Our Finance Department will return your call within three business days.

Provider Alerts

- ◆ [COMAR 10-63 Licensing](#) - Jan. 18, 2019
- ◆ [Outpatient Mental Health Clinics \(OMHC\) Rendering Provider Requirement for Claims Submission](#) - Nov. 26, 2018

The Outcomes Measurement System (OMS) Datamart

The OMS Datamart is designed to track how individuals receiving outpatient behavioral health treatment services in Maryland's Public Behavioral Health System (PBHS) are doing in real time such as, housing, employment/school, psychiatric symptoms, substance use, legal system, etc.

For more information please visit the [Provider Outcomes Measurement System DataMart](#).

Clinical: Care Coordination - Follow up After Hospitalization (FUH)

Follow-up outpatient care after discharge from an acute inpatient admission is crucial to optimal clinical outcomes. Research has shown an outpatient visit with a mental health practitioner post discharge increases the likelihood of the member's successful transition to the community and ensures gains made during hospitalization are not lost. Timely follow-up care assists members with integration of treatment plan goals and helps providers monitor the member's adherence to and effectiveness of prescribed medications. Beacon clinicians work closely with inpatient facilities to ensure viable discharge plans are developed and follow-up appointments are scheduled prior to member discharging from the inpatient unit.

Beacon has also appointed clinical care staff to outreach to members post discharge from inpatient admission. This outreach is designed to improve the likelihood of the member receiving timely follow-up care with a behavioral health provider. The goal is to assist members in acquiring the first available appointment with the expectation of having that first appointment occur within seven days post discharge and a follow-up appointment within 30 days after an inpatient discharge.

To ensure follow up appointments are kept, Beacon FUH staff conduct outreach calls to the member and/or the outpatient practitioner office directly. Our staff can also assist members with bridging the gap by setting up appointments in the event an outpatient follow-up appointment was not scheduled or the member missed the appointment. Additionally, Beacon closely monitors ambulatory follow-up rates with the goal of increasing the rate for all members discharged from inpatient care through the FUH process.

What Can You Do To Help?

Inpatient facilities should complete the discharge screens in ProviderConnect to include details about the scheduled follow-up outpatient appointment date and time, name of outpatient provider, and contact information for the outpatient provider, as well as member's most current contact information (e.g., telephone number). **Be sure to provide the member with written information on the appointment.**

What Can You Do To Help?

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Be sure to provide the member with written information on the appointment.

Outpatient providers should confirm scheduled appointments and whether the member kept the appointment when contacted by Beacon. If an appointment needs to be scheduled, provide up-to-date information on your agency's appointment availability. **Having readily available appointment slots is a sure fire way to improve access to much needed follow-up treatment!**

For more information, review on Beacon's Provider Alert: [Follow-Up After Hospitalization Initiative](#).

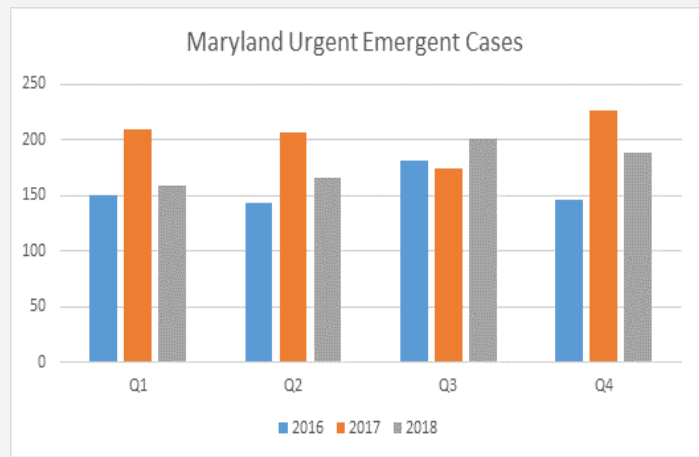
Quality Management: On the Phone and in Print

Beacon's technology enables our clinical care managers to immediately respond to crisis calls. It also allows staff to connect to Maryland's Crisis Hotline's 800 telephone number, other identified crisis response systems, suicide hotlines, and 911 emergency services. This system ensures that the consumer has telephonic contact with a staff member at all times and is never put on hold.

Clinical care managers' calls are audited each month, and detailed feedback is provided to each clinical care manager. This process enables Beacon to make process improvements and update procedures to ensure appropriate call handling, all of which improves the consumer experience. Beacon works to continually improve our management of urgent emergent cases. The following graphic shows the number of Maryland urgent calls over the last three years.



To learn more about becoming an ABA provider, please visit Beacon's [Maryland Autism Provider Information page](#).



Beacon created and distributed information related to best practices in screening tools for suicide prevention to Maryland's Managed Care Organizations (MCOs). In 2018, Amerigroup MCO used this information for their provider newsletter by creating a page dedicated to behavioral health issues. To see how Amerigroup's providers were informed of this important screening tool designed to be used in medical settings, check out the Amerigroup [Provider Newsletter](#) and look for "Ask Suicide-Screening Questions (ASQ)," located on page 11.

Applied Behavior Analysis: CPT Code Change

As referenced earlier, we transitioned to **new ABA CPT codes** effective Jan. 1, 2019. This transition is now complete, and all aspects are fully operational. To review the ABA Fee Schedule please click the following link: [ABA Fee Schedule: Effective Jan. 1, 2019](#). Participation in the Maryland Medicaid ABA benefit continues to grow. Beacon has seen a continuous uptick in provider enrollment over the past several months, and Marylanders needing the services continue to see the advantages!

Members authorized for assessment and services have increased 11 percent since our last newsletter in Dec.! The highest percentage of individuals waiting for ABA services were in Prince George's, Montgomery, and Baltimore Counties.

ABA Provider Council

Beacon's Maryland ABA team has been pleased by the attendance and participation in the first three ABA Provider Councils, including accessing the free Behavior Analyst Certification Board (BACB) CEU events. Our next ABA Provider Council and CEU event was announced in the beginning of March.



ABA RBT Reminder

As of Jan. 1, 2019, Maryland Medicaid is no longer accepting applications for the Behavior Technician (BT) provider type. All new applicants must be enrolled in Maryland Medicaid as Registered Behavior Technicians (RBTs). The Maryland Department of Health (MDH) announced that any BT enrolled prior to Dec. 31, 2018, has until May 1, 2019 to enroll as a RBT in [ePREP](#), (Provider Alert: [State of Maryland Urgent Memo for ABA Providers](#)). To learn more about becoming an ABA provider, please visit Beacon's [Maryland Autism Provider Information page](#). In addition, you can also email us at abamarylandproviderrelations@beaconhealthoptions.com with any specific questions about the service.

Interested in Being a Medicaid Provider?

If you are interested in becoming a Medicaid Provider, enroll through Maryland's [New Provider Enrollment Portal—ePREP](#). Maryland's Department of Health website includes provider resources for ePREP. There are several checklists to share with onboarding staff to ensure you get the required information. In addition, these resources outline some common tasks that providers need to complete. We encourage you to access these tools as a reference for any questions that you may have using [ePREP](#).

Beacon Lens:

Beacon is working to help shape the conversation about behavioral health. Through the Beacon Lens blog, we respond rapidly to pressing and controversial areas in behavioral health today to help drive real, effective change. Here are some of our recent posts:

- ◆ [Cutting-edge rating system for addiction treatment heralds new era of transparency](#)
- ◆ [Thought Leadership Tuesday: The best health care is local health care](#)

If you are interested in becoming a Medicaid Provider, enroll through Maryland's [New Provider Enrollment Portal—ePREP](#).

Upcoming Webinars and Beacon Contacts: ProviderConnect

These webinars are designed to review the system and support Beacon's E-Commerce Initiative for network providers. Find a complete list of webinar training dates at the [Provider Training and Education page](#).

Sample Webinars
Applied Behavior Analysis Training
ProviderConnect for Mental Health Providers
ProviderConnect for Substance Use Disorder Providers
Supported Employment and the Core Service Agency
Supported Employment for the DORS Counselor
ProviderConnect for PRP Providers
The Beacon System: Reporting for any Behavioral Health Provider
The Beacon System: Claims Processing for any Behavioral Health Provider
An Introduction to IntelligenceConnect (<i>a tool for providers to generate reports</i>)

Important Contacts	Phone #
Customer Service (24-hour line) <i>claims, eligibility, and authorization inquiries</i>	800-888-1965
EDI Helpdesk Support <i>Username and passwords, direct claim submission inquiries, Reports and ProviderConnect tech support</i>	888-247-9311 from 8 a.m. to 6 p.m. ET, Monday through Friday
Applied Behavior Analysis (ABA) Josh Carlson, Provider Partnership Manager abamarylandproviderrelations@beaconhealthoptions.com	410-691-4067
Provider Relations Department marylandproviderrelations@beaconhealthoptions.com	410-691-1711
Maryland Reconsideration and Grievance grievances@beaconhealthoptions.com	410-691-4049
Maryland Department of Health (MDH) Provider Enrollment mdh.bhenrollment@maryland.gov Behavioral Health policy inquiries mdh.mabehavioralhealth@maryland.gov Telehealth inquiries mdh.telemedicineinfo@maryland.gov	
Automatic Health Systems (AHS) Maryland Medicaid provider enrollment updates or changes ePREP.health.maryland.gov	844-463-7768
Payspan info@payspan.com providersupport@payspanhealth.com https://payspan.com/about/	General: 877-331-7154 Provider Support: 877-331-7154 ext. 1