

## The Beacon Bulletin

Network // November 2016

**IMPORTANT:** PLEASE READ THIS BULLETIN CAREFULLY AND SHARE IT WITH ALL APPROPRIATE CLINICAL, CLAIMS, AND ADMINISTRATIVE STAFF.

### Why am I receiving this communication?

You are receiving this communication because you serve or could serve MetroPlus Health Plan members. Beacon Health Options partners with MetroPlus to administer behavioral health benefits for their health plan. MetroPlus is pleased to introduce an additional line of business under their commercial benefits; GoldCare I and GoldCare II. The covered services will be the same as the existing commercial benefit, MetroPlus Gold.

### This change is effective **December 1, 2016**

Beacon will be responsible to perform the following functions under the MetroPlus Commercial Benefit:

Function	Beacon Responsibility
Credentialing and Contracting	X (If needed for out of network providers)
Member Services	X
Utilization Management	X
Case Management	X
Claims Adjudication / Payment	X
Complaints/Grievances	X
24 Hour Clinical Coverage	X

### What is the contact information for Beacon?

- Via the web: [www.beaconhealthoptions.com](http://www.beaconhealthoptions.com) or <https://provider.beaconhs.com>
- For MetroPlus members: **1.855.371.9228**
- For provider referrals, authorization or clinical matters: **1.855.371.9228**
- For provider relations: **781.994.7556 option 2** or [NYPrelations@beaconhealthoption.com](mailto:NYPrelations@beaconhealthoption.com)
- For claims: **1.888.249.0478**

- For provider contracting: **781.994.7556 option 2**, Fax: **781.994.7639**

### **What benefits will Beacon manage for the MetroPlus commercial benefits GoldCare I and GoldCare II?**

Inpatient, diversionary and outpatient levels of care for mental health and substance use services

For a full list of covered services please refer to the Beacon provider manual available through our website:

<https://www.beaconhealthoptions.com/providers/forms-and-resources/>

## **AUTHORIZATION:**

### **What number should I call for authorizations for MetroPlus members?**

Providers can call **1.855.371.9228** to obtain authorization for behavioral health services

### **What services need authorization?**

Acute inpatient behavioral health services, ambulatory detoxification, partial hospitalization and intensive outpatient substance use programs require telephonic prior authorization and continued stay authorization

Outpatient mental health psychotherapy requires authorization via eServices after 36 Initial Encounters (IEs) have been utilized. Initial encounters are by the member's benefit year which is October 1<sup>st</sup> through September 30<sup>th</sup>. The first year of GoldCare I and Gold Care II will be 12/1/16-9/30/17.

Please refer to the provider manual for additional information or call **1.855.371.9228**

### **What level-of-care criteria will Beacon use with MetroPlus members?**

Providers can view and download a copy of the level of care criteria at <https://provider.beaconhs.com>, or by calling Beacon at **1.855.371.9228** or via **eServices**.

*Note: Providers are required to ensure member meets Level of Care Criteria prior to the administration of services.*

## **CLAIMS:**

### **Where should I send my claims for GoldCare I and GoldCare II services beginning on December 1, 2016?**

Providers should submit behavioral health claims for all MetroPlus members to Beacon either through electronic data interchange (EDI) connection or via Beacon's eServices web application. EDI claims can be submitted directly by a provider, or through a billing intermediary.

- EDI: Providers or their billing intermediaries should email [edi.operations@beaconhs.com](mailto:edi.operations@beaconhs.com) for detailed information and to begin testing. 835/837 and 270/271 transactions are available. EDI and Emdeon claims require a plan ID associated with the levels of benefits.

- For MetroPlus members, please bill with Plan ID 131
- eServices: Please visit <https://provider.beaconhs.com> for information on the quick and easy registration process.

Beacon prefers to receive claims electronically. However, if you prefer to submit a paper claim, please send to:

**Beacon Health Options**  
**Attn: MetroPlus**  
**Claims Department**  
**500 Unicorn Park Drive, Suite 103**  
**Woburn, MA 01801**

For more information on claims submission, please go to [www.beaconhealthstrategies.com](http://www.beaconhealthstrategies.com) and/or refer to [Beacon's provider manual available on our website](#).

#### **What is Beacon's timely filing rule?**

The timely filing deadline for claims to be submitted to Beacon Health Strategies for GoldCare I and GoldCare II, is the same as your current contractual requirements for commercial benefits.

#### **What are Beacon's claims turnaround times?**

If a "clean claim" (defined in Beacon's provider manual) is submitted in a non-electronic format, the claim will be adjudicated no later than the 30 day after the date it is received. If a "clean claim" is submitted in an electronic format, Beacon Health Strategies will adjudicate the claim by the 30th day after the date it is received.

#### **Will Beacon pay claims that are submitted by a non-behavioral health provider?**

No. Beacon will only pay claims for covered services provided by a behavioral health provider.

#### **Will there be a new Billing Guide for GoldCare I and GoldCare II members?**

Beacon will utilize the same billing guide as used today for current MetroPlus providers which you can find in the provider manual on the Beacon website. Contained within the manual is the Claims/Billing section detailing our policies and procedures as well as other sections detailing covered services, quality programs and other relevant information.

#### **What is Beacon's reimbursement model?**

Beacon uses various reimbursement methodologies. Beacon-contracted providers that provide services to MetroPlus members will be paid according to their Beacon contracted rate for commercial benefits.

## CONTRACTING:

### Whom can I call at Beacon to talk about contracting and/or other materials?

- o 781.994.7556 option 2, Email: [NYPrelations@beaconhealthoptions.com](mailto:NYPrelations@beaconhealthoptions.com), Fax: 781.994.7600

## MEMBER ELIGIBILITY:

### Where should I check member eligibility?

Beginning on **December 1, 2016**, providers can check eligibility for GoldCare I and GoldCare II members. For all MetroPlus members through Beacon eServices at <https://provider.beaconhs.com>, or via the 270/271 EDI transaction, by calling Beacon Member Services at **1.855.371.9228**

To set up an EDI connection with Beacon, go to [www.beaconhealthstrategies.com](http://www.beaconhealthstrategies.com) and review the 270/271 companion guide or email [edi.operations@beaconhs.com](mailto:edi.operations@beaconhs.com) for more information on 270/271 EDI eligibility transactions.

## OTHER:

### What should I expect from Beacon?

Providers and members should expect their relationship with Beacon to be a highly collaborative partnership giving providers the tools necessary to manage the care of the member. Beacon will focus on member outcomes and case management. Beacon encounter data, claims and other clinical and administrative processes are designed to offer superior mental health and clinical management information to network providers. This information will give providers the required tools to provide a high level of effective and efficient services to MetroPlus members.

### ADDITIONAL INFORMATION

Visit and choose Provider, then Provider Tools, or email [NYPrelations@beaconhealthoptions.com](mailto:NYPrelations@beaconhealthoptions.com) for questions about claims, authorizations or other matters.

### Beacon's Provider eServices

Save time. Save resources. Get priority service.

Check member eligibility & benefits. Submit claims & authorization requests; View status.

Register for **eServices** Now! <https://provider.beaconhs.com>

Beacon Health Strategies, LLC is a Beacon Health Options company