

# Welcome to the Magellan Provider IBHS Workgroup

DECEMBER 15, 2020

**Magellan**  
HEALTHCARE®

The slide features a light blue horizontal band across the middle. Above and below this band are several triangles in blue, purple, and magenta, some pointing left and some right, creating a dynamic, abstract background.

# Welcome and Opening Remarks



Please hold your questions until the end of the PowerPoint. We hope this will assist in participants being able to more actively listen to the content.

We will answer new questions but may defer other answers to specific resources in order to encourage providers to use the resources available and be efficient with everyone's time.

# Agenda



- Review/Important Notes
- Network Next Steps
- Authorization Transition Process from BHRS to IBHS
- IBHS Step Down Referrals
- Referral List Transition
- Clinical Staff Introductions
- Magellan's IBHS Clinical Focus
- Reminders
- IBHS Provider Status
- Upcoming Forums and Technical Assistance
- Magellan Workgroups and Technical Assistance Calls
- OMHSAS Updates
- Questions
- Next Steps

The slide features a light blue horizontal band across the middle. Above and below this band are several triangles in blue, purple, and magenta, some pointing left and some right, creating a dynamic, abstract background.

# Review & Important to Note

# New and Important to Note




- BHRS will not be able to be provided beyond January 17, 2021.
- Several bulletins are in the works to be released soon by OMHSAS. One relates to extending the attestation to allow providers not licensed to provide IBHS until 1/17/21. 2<sup>nd</sup> bulletin is about FFS authorization as well as releasing a prior authorization handbook. The other 2 bulletins relate to CRR HH and making BHRS bulletins obsolete.
- Field Office updates: Western region 100% complete. Central almost complete. NE – All providers are working with someone in field office. SE – Made progress more recently; est 90% complete.
- MBH submitted some specific ABA provider questions specific to site-based/community like setting service provision. OMHSAS responded that they are appreciative of the questions, reviewing them internally and plan to follow up individually.
- OMHSAS is aware of delays providers/individuals have encountered related to awaiting BSL licensure. They are following up on this concern.
- BH-MCOs have not yet received the final reporting requirements.


Magellan's *updated* Written Order template was posted on our IBHS webpage as of 12/9/20.



<https://www.magellanofpa.com/providers/services-programs/ibhsbhers/>

**Magellan** HEALTHCARE<sup>SM</sup> | MAGELLAN BEHAVIORAL HEALTH OF PA About Us ▾ 

---

 For Providers | Provider Resources ▾ | Communications ▾ | **Services & Programs ▾** | Community ▾ | Quality Improvement ▾ | County Info ▾

---

Complaints & Grievances

HealthConnections

**IBHS/BHRS** >

Intensive Care Coordination

PA HealthChoices


PA SafeLink Phone Program

Recovery & Resiliency

Dispute

- ▶ All current BHRS authorizations will remain open
- ▶ No BHRS may be provided after January 17, 2021
- ▶ [IBHS/BHRS transitional authorization process for current BHRS/ABA providers](#)
- ▶ [IBHS Assessment](#)
- ▶ [IBHS Written Order - Updated Version](#)
- ▶ [Master BHRS to IBHS Auth Excel](#)
- ▶ [IBHS TAR Registration Cover Sheet](#)
- ▶ [IBHS TAR Cover Sheet](#)
- ▶ [Best Practice Guidelines for Fulfilling IBHS/BHRS Prescriptions](#)

Magellan is working closely during this transition period with Pennsylvania's Department of Human Services (DHS), our county partners, providers and other stakeholders to implement the required updates and changes to BHRS and Applied Behavior Analysis (ABA) services.



The slide features a light blue horizontal band across the middle. Above and below this band are several triangles in blue, purple, and magenta, some pointing left and some right, creating a dynamic, abstract background.

# Network Next Steps



# Next Steps without MA Enrolled



Providers who have the following may begin the contracting process.

- ✓ Approved Service Description
- ✓ Approval letter from the state
- ✓ Submitted PROMISe Medical Assistance enrollment

Magellan will need the above information sent to the IBHS email box with the date the enrollment was submitted.

Providers who are in the credentialing process will need to have that completed prior to a contract being sent.

# Credentialing as an Organization



All IBHS providers will be credentialed as an organization:

- No need to credential every clinician under an organizational credentialing
- Adding staff would not need to go through any credentialing to begin services
- If you are an existing organization, you will not need to do any credentialing updates unless you are up for regular recredentialing cycle. (Every 3 years).
- Please make sure if you are a group to reach out when licensed to start the credentialing process.

The slide features a light blue horizontal band across the middle. Above and below this band are several triangles in blue, purple, and magenta, some pointing up and some pointing down, creating a decorative border.

# Authorization Transition Process from BHRS to IBHS

# Prescriptions for transition to IBHS...



- Please consider prescription recommendations which recommend both BHRS and IBHS. The BHRS script will be authorized for the duration of the authorization period, and then be adjusted (as described on next slide) once the provider is contracted for IBHS.

Example- Recommend Behavior Specialist Consultant up to 12 hrs/per month under BHRS and transition to Behavior Consultation (BC) up to 12 hours per month under IBHS from 7/20/20-1/20/21

- MBH CM will review MNC for both BHRS and IBHS at the time of packet submission.
- If MNC is met, MBH CM will enter a full BHRS authorization for the duration of the authorization period.

# Ways to transition BHRS auths to IBHS auths...



Your agency has the following BHRS to IBHS authorization transition options:

- Option 1. Utilize the transition tracker which is posted on our provider IBHS webpage. This document is strictly for members who already have a written order which contains an IBHS recommendation and was approved by Magellan already.
- Option 2. Have your members naturally transition over to IBHS authorizations as their BHRS authorizations expire.
- Option 3. Once IBHS contracted, begin getting updated written orders containing recommendations for IBHS which would be submitted as a change packet. Ensure that the packets contain: WO with IBHS recommendations, Assessment with IBHS recommendations, ITP with IBHS staffing, BHRS TAR (to reflect the units and date frame for your BHRS auth), and IBHS TAR. Remember the last covered day of your IBHS authorization must be the same as it was for your BHRS authorization; WO updates cannot extend an authorization.

# Transition Tracker - Demographics



A	B	C	D	E	F	G	H	I	J
	Demographics								
Magellan Staff Assigned- please put your initials	Last Name ▾	First name ▾	County ▾	MAID # ▾	DOB ▾	Gender ▾	Medication ▾	Diagnosis ▾	Provider ▾
	Smith	Joseph	Bucks	BUC1234567890	1/1/2015	M	n/a	F84.0	Lenape
	Smith	Joseph	Bucks	BUC1234567890	1/1/2015	M	n/a	F84.0	Lenape

- MA ID# - Please add the county initials to the front of the MA# as this is how we enter member info into our system. (BUC, CAM, DEL, LEH, MNT, NOH)
- MA ID# - Please double check as we've had multiple scenarios where a digit was missing.

# Transition Tracker – Original BHRS/ABA Authorization

Original BHRS/ABA Authorization				
Provider MIS	Service, CPT code and Modifier	Original BHRS/ABA Auth Start Date	Original BHRS/ABA Auth End Date	
123456789	BSC H0032 HP EP	7/31/2020	1/26/2021	
123456789	MT H2019 EP	7/31/2020	1/26/2021	

- MIS# - If your MIS# is changing under IBHS, please make sure in this section, you put your BHRS MIS#.
- Start date – Please make sure this date matches the official authorization start date.

# Transition Tracker – Updated BHRS/ABA Authorization



Updated BHRS/ABA Auth	
Updated BHRS/ABA auth end date	Prorated BHRS/ABA units
10/1/2020	101
10/1/2020	34

- Prorated units – Please figure out the units based on the script and the new date span. Please DO NOT enter units used in BHRS auth span.



# Transition Tracker – IBHS Authorization



R	S	T	U	
IBHS Authorization				
Service, CPT Code and Modifier	Provider MIS #	IBHS Auth Start Date	IBHS Auth End Date	IBHS requ Mag only be a mat unit
BC H0032 UB	123465798	10/2/2020	1/26/2021	
MT H2019 UB	123456789	10/2/2020	1/26/2021	

- Provider MIS# - If your MIS# changed under IBHS, please ensure to enter your new MIS# in this column/section.
- IBHS Auth Start date – Start date can be any date after the contracted date.

The slide features a light blue horizontal band across the middle. Above and below this band are several triangles in blue, purple, and magenta, some pointing left and some right, creating a modern, abstract design.

# IBHS Step Down Referrals

# IBHRS Referrals from Family Based Services (FBS)



- FBS writes the Written Order or asks IBHS provider to assist with WO
- IBHS agency requests initial assessment authorization from Magellan
- IBHS agency completes the assessment, Individualized Treatment Plan (ITP) and develops initial packet
- Initial packet gets sent to FBS to submit to Magellan for MNC review via fax; If approved an Unassigned Authorization will be entered.
- FBS/IBHS Overlap allowed for services: 14 days minus IBHS assessment

# IBHS Referrals from Residential Treatment Facilities (RTF)



- RTF writes the Written Order, completes the initial assessment, develops the ITP and puts together the initial packet for Magellan to review.
- Initial packet gets sent to Magellan for MNC review via fax; If approved an Unassigned Authorization will be entered.
- IBHS/RTF services overlap allowed: 30 days minus IBHS assessment

# IBHS Referrals from Acute MH Inpatient or Acute Partial Hospital



- Written Order is completed by Acute MH Inpatient or Acute Partial Hospital.
- Submit the IBHS Written Order along with a Magellan Referral Form as well as the appropriate AUDs.
- AUDs are required.
- Magellan will secure assessment provider.
- Magellan will secure staffing once initial packet is reviewed and approved.

# IBHS Referrals from Outpatient Mental Health Provider



- Written Order is completed by Outpatient Mental Health Provider or Outpatient can refer member right to an IBHS provider to complete the Written Order, Assessment, and Initial Packet.
- If assistance is needed by an outpatient mental health provider in finding an available IBHS agency for the Written Order and/or Assessment, please outreach Magellan for assistance. Please secure AUDs from the member/caregiver.

The slide features a light blue horizontal band across the middle. Above and below this band are several triangles in blue, purple, and magenta, some pointing left and some right, creating a dynamic, abstract background.

# Referral List Transition

# Changes and Expansion of Referral List



**Starting January 17, 2021**

## ***Within Delaware, Montgomery & Bucks Counties -***

- The BHRS Referral List will be closed for new initial requests, split cases, and transfer cases.

## ***Within All 6 Magellan Counties -***

- Magellan will accept and identify staffing for all new IBHS Written Order recommendations from Acute Inpatient Mental Health Hospital (AIPs) and Acute Partial Hospitalization Programs (APHP).
- Your agency can outreach to Magellan (Liz) for assistance staffing members with complex needs as well as members with prolonged access issues.

**It will be critical that all providers complete and use the new access survey to support our members in being connected to IBHS.**



# Magellan's Staffing Assistance Process



## Step 1, Phone Consultation:

- Complete & submit 1 page *IBHS Staffing Phone Consultation Request* form (new) via fax – This will assist Magellan Care Worker (Liz) in using the phone consultation time most efficiently. She will review the member's needs, staffing attempts, and make suggestions for provider agencies from there.
- After the phone consultation, Care Worker will send a summary of this discussion via email to the provider.

## Step 2, Magellan Staffing Assistance Requested (if needed):

- If staffing assistance is still needed after phone consult, please reply to Care Worker's email requesting additional assistance.
- Please get AUDs into Magellan so we can maximize the assistance we can provide. However, Care Worker will begin outreaches immediately providing non-HIPAA information.
- Care Worker and referring provider will agree on next steps to secure staffing and who is responsible for each task. The referring provider will be responsible for sending the authorization packet over to a potential new provider once one is identified.

The slide features a light blue horizontal band across the middle. Above and below this band are several triangles in blue, purple, and magenta, some pointing left and some right, creating a modern, abstract design.

# Clinical Staff Reviewing IBHS

# Clinical Staff reviewing IBHS



- Alyssa T, LCSW – Care Manager
- Leah C, LPC, NCC – Senior Care Manager
- Lisa L, MS, LPC – Care Manager
- Ashley P, LCSW – Care Manager
- Felicia W, LCSW – Care Manager
- Jennifer C, LCSW – Senior Care Manager
- Danielle D, LCSW – Senior Care Manager/Mental Health and Intellectual Disability Specialty
- Emily K, MS, LPC – Lead Care Manager, Autism
- Keisha M, MS, LBS, BCBA – Care Manager, Autism

Clinical Manager – Kristen Scalise, LCSW

Psychologist Advisor – John Siegler, PsyD

The slide features a light blue horizontal band across the middle. Above and below this band are several triangles in shades of blue, purple, and magenta, some pointing left and some right, creating a modern, abstract design.

# IBHS – Magellan's Clinical Focus

# Clinical Focus for IBHS



- Focus on clearly defining the behaviors/concerns and skill development needs consistently throughout the packet
- Focus on capturing data that supports the rationale for recommended services
- Focus on describing the functional impact of the behaviors/concerns
- Focus on actively monitoring the member's progress/response to intervention – What is the impact services have had on this member?
- Focus on clearly communicating intervention strategies – how the intervention support elimination/management of behaviors and building skills
- Focus on actively adjusting treatment interventions/goals based in response to barriers/lack of progress

It is essential that the picture presented in the packets reflect the member's presentation and the impact of services to assist in making a medical necessity determination that best serves the member.



Please do not hesitate to outreach this Magellan team  
to collaborate to best serve our members.

The slide features a light blue background with a white horizontal band across the middle. Several triangles in blue, purple, and magenta are scattered around the edges of the slide, some partially cut off by the frame.

# Reminders



## Helpful Tips:

- ❖ Review what the current authorization is for Member (BHRS Vs IBHS).
- ❖ Be sure to review dates of new IBHS authorization prior to submitting claim.
- ❖ Look to ensure the new code and modifier combos are being used correctly.
- ❖ Use the correct Place of Service identified on contract for each code billed.

## Some billing issues we have assisted with:

- IBHS codes being billed when it should have been BHRS
- BHRS codes billed when IBHS was authorized
- Location of service not matching contract
- Units were used up from authorization approval
- Timely filing of claims



The slide features a light blue horizontal band across the middle. Above and below this band are several triangles in blue, purple, and magenta, some pointing left and some right, creating a modern, abstract design.

# IBHS Provider Status

# What happens after my agency is IBHS licensed and enrolled?



- ✓ If you are an existing group provider and receive your license **you would need to email Magellan through the IBHS mailbox to start the credentialing process.**
- ✓ If you are an organization and received your license, enrollment and are credentialed you should email Magellan with that information. Magellan is also monitoring the PROMISE site for completed enrollments.
- ✓ Please inform Magellan if location on approved Program Description/License is new as this will need to be credentialed.
- ✓ Magellan has begun sending out contracts (If you are a new provider) or an amendment to add IBHS to your existing contracts.
- ✓ Your agency will be contacted by Magellan's clinical team to start planning for authorization process.



Magellan has received 68 state approved Service Descriptions for IBHS.

Waiting on 6 more...

Please send to [IBHS@magellanhealth.com](mailto:IBHS@magellanhealth.com):

- ✓ Approved IBHS Service Descriptions
- ✓ Copy of the state approval letter
- ✓ Licensure

# IBHS Contracted & Licensed Providers



Magellan has 15 **contracted** IBHS providers (26 locations) within all 6 counties.

Magellan has 18 providers in **Credentialing** process

Magellan has 50 IBHS **licensed** providers within all 6 counties.

**34 days** until January 17, 2021.

The slide features a light blue horizontal band across the middle. Above and below this band are several triangles in shades of blue, purple, and magenta, some pointing up and some down, creating a decorative border.

# Upcoming Forums & Technical Assistance

# Technical Assistance Calls



- Magellan will continue to offer ½ hour IBHS technical assistance calls to any provider interested.
- We would like any provider needing to transition members as well as agencies proposing to provide group services for the first time to sign up.
- Please use the sign-up genius link to sign up and we will email you the zoom connection. <https://www.signupgenius.com/go/9040C44ADA72DA5FD0-ibhs>

# Additional IBHS Provider Forums



**Wednesday January 20, 2021 1:00-2:30 P.M. Via Zoom:**

**<https://magellanhealth.zoom.us/j/95626431083?pwd=bVpCWFhObklZZFZ4NEpUeHJmMkhEdz09&from=msft>**

**Password: 4386M^**

**Wednesday February 17, 2021 1:00-2:30 P.M. Via Zoom:**

**<https://magellanhealth.zoom.us/j/92391248876?pwd=Mm5ob05ZaHRuRTBmMkxKUURNNE5ydz09&from=msft>**

**Password: 30Y\$#b**

**Thursday, March 18, 2021 3:00-4:30 P.M. Via Zoom**

**<https://magellanhealth.zoom.us/j/98811615299?pwd=ZWsrNllxNU5sNnBlaldjdFR0UXcyZz09&from=msft>**

**Password: 1shp9H**

**Registration is required for all future forums so we can maximize Zoom capabilities. Please register in advance.**

## Q&A Call for only IBHS contracted agencies



- December 16, 2020 1:00 PM-2:00 PM
- Invitations will be sent to those agencies contracted by that date.
- Magellan will continue to host these monthly through the winter or until no longer needed.



# OMHSAS Updates



OMHSAS website link:

<http://www.healthchoices.pa.gov/providers/about/behavioral/inbehavioralhs/index.htm>

Submit questions to [RA-PWIBHS@pa.gov](mailto:RA-PWIBHS@pa.gov)

**Medical Necessity Guidelines have been released.**

The Medical Necessity Guideline Bulletin can be found here: [Bulletin OMHSAS-20-05](#).

- [IBHS Individual Services](#)
- [ABA Services](#)
- [Group Services](#)

OMHSAS plans to publish an updated and final FAQ on their IBHS webpage. The link is now located on the right-hand side of the webpage.



**Questions? Suggestions?**

# Magellan Contact



Please send all questions to [IBHS@MagellanHealth.com](mailto:IBHS@MagellanHealth.com)



**Thank you!**

# Confidentiality Statement for Providers



*The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.*

*The information contained in this presentation is intended for educational purposes only and should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.*