

ProviderAlert

ALERT #51

Date: February 26, 2018

CONTINUITY OF BEHAVIORAL HEALTH CARE FOR HNE BE HEALTHY MEMBERS DURING TRANSITIONS TO NEW ACCOUNTABLE CARE ORGANIZATIONS (ACOs) AND MANAGED CARE ORGANIZATIONS (MCOs)

The following information should be noted immediately by your chief executive officer, chief medical officer, chief operating officer, program director, quality management director, compliance officer, billing director, and staff.

Starting March 1, 2018, new Accountable Care Organization (ACO) and Managed Care Organization (MCO) contracts will become effective to improve accountability and integration of care for MassHealth Members. These new plans include:

- 13 new Accountable Care Partnership Plans;
- 3 new Primary Care Accountable Care Organizations;
- 2 Managed Care Organizations (MCOs); and
- MassHealth's Primary Care Clinician (PCC) Plan.

Accountable Care Partnership Plans and MCOs have their own network of providers, including behavioral health providers. Primary Care ACOs and the PCC Plan use the MassHealth provider network for medical services and the Massachusetts Behavioral Health Partnership (MBHP) network for behavioral health services.

Members whose primary care provider (PCP) of record is affiliated with an ACO (either Accountable Care Partnership Plan or Primary Care ACO) received information about that ACO and were prospectively enrolled into that ACO. All prospective enrollments are effective on March 1, 2018, unless the Member makes a different choice.

For more information on the MassHealth transition to ACOs and new plan options, visit <https://www.mass.gov/payment-care-delivery-innovation-pcdi-for-providers> or <https://www.mass.gov/masshealth-health-plan-choices-starting-march-1-2018>.

Beginning March 1, 2018 many currently enrolled Massachusetts Behavioral Health Partnership (MBHP)/Health New England (HNE) Be Healthy managed care organization (MCO) Members will no longer have the same coverage. The HNE Be Healthy MCO will end on February 28, 2018, but MBHP will continue to manage behavioral health care for Members of the new BeHealthy Partnership. MBHP will also be partnering with some, but not all, of the other new MassHealth ACOs. Please refer to the chart on page 2 to understand which of these plans MBHP will be working with beginning on March 1, 2018.

Member Plan	Is the Member eligible for MBHP services?
Accountable Care Partnership Plans (Model A ACOs)	Yes, for BeHealthy Partnership/Baystate Health Care Alliance <u>only</u>. This is the only Model A ACO eligible for MBHP's full range of behavioral health and substance use disorder services.
Primary Care Accountable Care Organizations (Model B ACOs)	Yes. MBHP provides full range of behavioral health and substance use disorder services for Members of these plans – <i>refer also to MBHP Provider Alert 176.</i>
Managed Care Organizations (MCOs)	No.

Continuity of Care Period (March 1 – May 31, 2018)

Because many Members will be changing their health plans, on March 1 it is essential that Members have access to care and are able to continue treatments during their transitions to new plans. There will be a 90-day continuity of care period for behavioral health services so Members can continue to see their current behavioral health provider during this period even if the provider is not in the MBHP network.

Beginning March 1, 2018 all providers must check Members' eligibility and health plan information using the MassHealth Eligibility Verification System (EVS). EVS messaging will be very clear about which entity is responsible and pays for behavioral health services for any given Member. During the transition period, providers not in the MBHP network may continue to deliver services to Members showing in EVS as newly enrolled in MBHP/BeHealthy Partnership or one of the Primary Care ACO plans; and must contact MBHP to apply to join the MBHP network in order to continue serving Members beyond the transition period. Conversely, MBHP-contracted providers delivering care to Members who are no longer enrolled in MBHP/BeHealthy Partnership may continue to provide services to these Members during the transition period and must contact the new plan listed in EVS for contracting.

For HNE Be Healthy Members with a pre-existing authorization/registration with MBHP

If the Member is not attributed to the new BeHealthy Partnership, providers must contact the Member's new health plan to obtain a new authorization. During the continuity of care period, providers should contact the new health plan to obtain a new authorization with that health plan for continuation of services beyond the continuity of care period. The new health plan will honor pre-existing authorizations during this continuity of care period.

For Members newly enrolled in the BeHealthy Partnership as of March 1, 2018

During this period, MBHP will honor active, pre-existing mental health and substance use disorder authorizations and registrations issued by other plans.

Please refer to the steps below **for MBHP authorization and claims submission procedures** during the continuity of care period beginning March 1, 2018:

Check EVS on March 1, 2018 and ongoing to verify Members' health plan coverage	
Is the Member enrolled in the BeHealthy Partnership?	
YES	<ol style="list-style-type: none"> The Member remains enrolled with HNE (now BeHealthy Partnership): Continue with the usual notification/registration and/or authorization procedures with MBHP/BeHealthy Partnership. All pre-existing authorizations/registrations remain open and billable. New authorizations/registrations need to be obtained when the current authorization expires or additional units are needed. Follow all existing practices as usual. The Member is now enrolled with MBHP/BeHealthy Partnership, and current authorization was obtained through the PCC Plan/MBHP: Obtain a new authorization/registration with MBHP/BeHealthy Partnership. The Member is now enrolled with MBHP/BeHealthy Partnership, and current authorization

	<p>was not obtained through the PCC Plan/MBHP or MBHP/HNE Be Healthy: Obtain a new authorization/registration with MBHP/BeHealthy Partnership.</p> <p>4. All services on the MBHP/BeHealthy Partnership Benefit Grid (https://www.masspartnership.com/pdf/MBHPCurrentBenefitGrid.xls) will be covered for BeHealthy Partnership Members.</p> <p>5. Submit claims to MBHP/BeHealthy Partnership for authorized dates of service starting March 1, 2018 when the Member is covered by MBHP/BeHealthy Partnership.</p>
NO	<p>1. Contact the Member's new health plan to receive a new authorization/registration for the Member's continued care.</p> <p>2. Submit claims to the Member's new health plan for authorized dates of service starting March 1, 2018 when the Member is covered by the new plan.</p>

MBHP/BeHealthy Partnership is committed to ensuring that Members continue to receive their services seamlessly during this period when many Members will be changing their health plans.

For more information on the Continuity of Care (CoC) period, please refer to MassHealth's CoC Memo dated February 21, 2018:

<https://www.mass.gov/files/documents/2018/02/22/Continuity%20of%20Care%20%2802-21%29.pdf>

To apply to join the MBHP network, contact MBHPNetworkOperations@beaconhealthoptions.com.

If you have questions regarding this *Alert*, please contact our Community Relations Department at **1-800-495-0086 (press 1 for the English menu or 2 for the Spanish menu, then 3 then 1 to skip prompts)**, Monday through Thursday, 8 a.m. to 5 p.m., and on Fridays from 9:30 a.m. to 5 p.m.