



IBHP Provider Handbook Supplement Overview

Idaho Provider Training

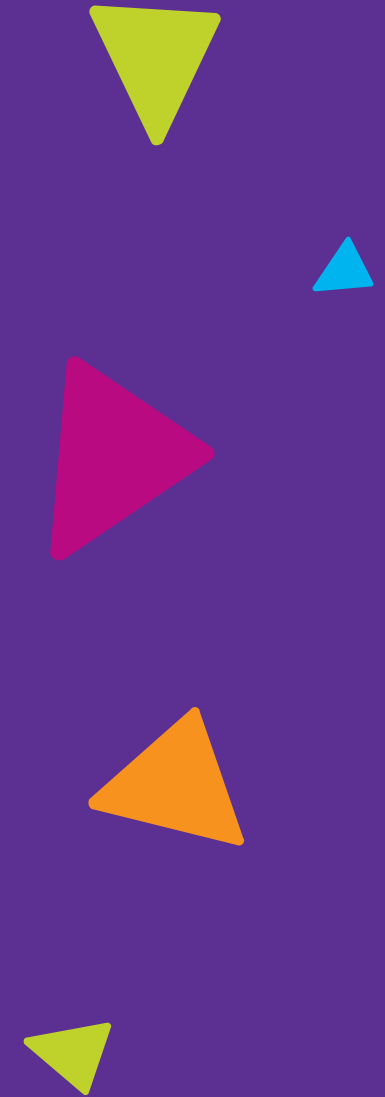


Agenda

- » Contracting and credentialing
- » Idaho Behavioral Health Plan (IBHP) Provider Handbook Supplement
- » National Provider Handbook
- » Key resources for connecting with Magellan
- » Provider reimbursement
- » Supervisory protocols
- » Treatment Record Reviews (TRR)

Objectives

- 1 Outline the contracting and credentialing process
- 2 Learn about the IBHP Provider Handbook Supplement
- 3 Learn about the National Provider Handbook
- 4 Review key resources available for providers to connect with Magellan
- 5 Identify where to find information on provider reimbursement
- 6 Highlight supervisory protocols
- 7 Spotlight TRR tools and requirements



Meet your Magellan team

Network

David Tovar

Director, Network

Provider Training

Heather McCollum, LCSW

Director, Learning & Development

Lea Bush, LCSW, MPA

Clinical Trainer

Katherine Powers, LCSW

Clinical Trainer



Contracting & Credentialing



Contracting



What Magellan Will Do

Magellan's responsibility is to:

1. Send a Provider Participation Agreement to identified providers.
2. Include the programs/services covered by the agreement and reimbursement schedule(s).
3. Provide a copy of the executed agreement via an email notification.



Onboarding



What You Need to Do

Your responsibility is to:

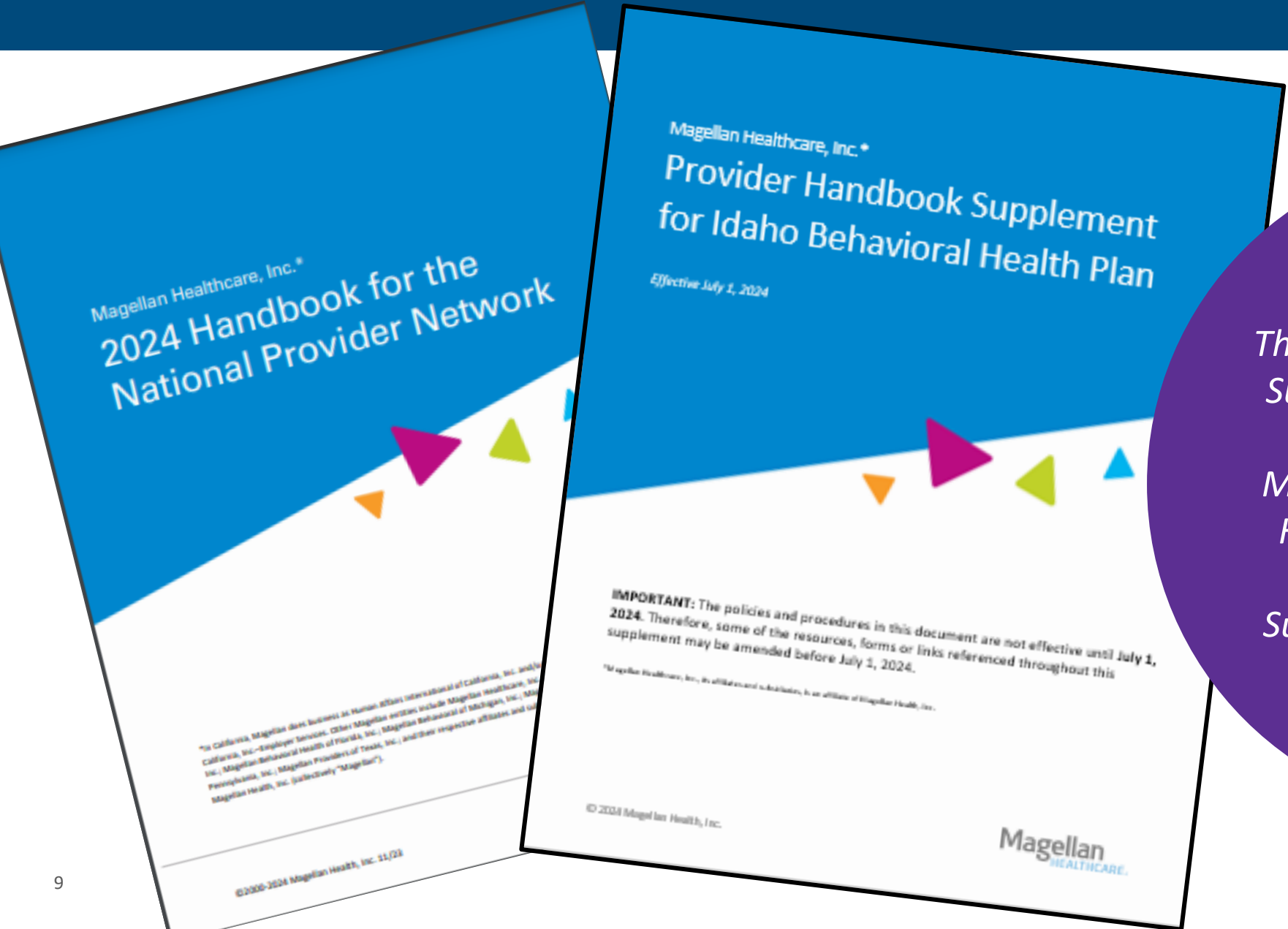
1. Complete your background check with IDHW
2. Sign a Magellan Provider Participation Agreement and applicable Addenda.
3. Complete the Medicaid Disclosure Form.
4. Understand the Magellan Provider Participation Agreement.
5. Be familiar with the policies and procedures in the IBHP handbook supplement and the Magellan National Provider Handbook.
6. Complete required trainings prior to service delivery.



Provider Handbook and Resources

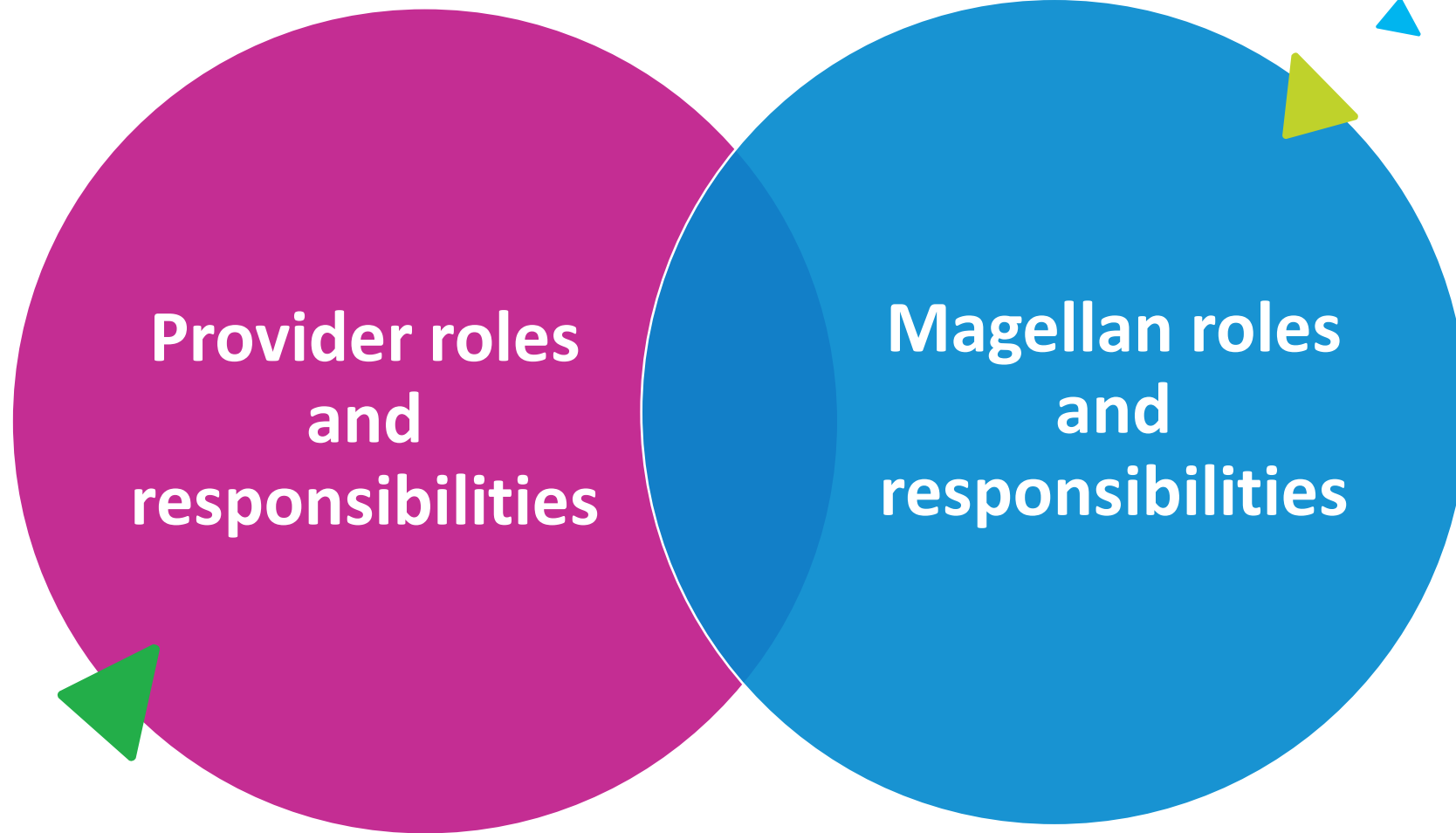


Provider handbook



The IBHP Provider Handbook Supplement is to be used in conjunction with the Magellan National Provider Handbook (and Magellan Organizational Provider Supplement, as applicable).

What to expect in the provider handbook



**Provider roles
and
responsibilities**

**Magellan roles
and
responsibilities**

IBHP Provider Handbook Supplement



**IBHP
INTRODUCTION**



**MAGELLAN
CONTACT INFO
AND PROCESSES**



QUALITY CARE



**PROVIDER
REIMBURSEMENT**



**ELIGIBILITY &
AUTHORIZATIONS**



**INDIAN HEALTH
CARE PROVIDERS
(IHCPS)**



**MEDICAL
NECESSITY
CRITERIA**










**MEMBER RIGHTS
AND
RESPONSIBILITIES**

IBHP service appendix



National Provider Handbook



-  Overarching philosophy
-  National policies
-  Magellan Care Guidelines
-  Clinical Practice Guidelines
-  Telehealth requirements
-  National reporting requirements
-  Federal compliance



Provider resources



If you have questions, Magellan is eager to assist you.

www.MagellanofIdaho.com

In the *For Providers* area of the site, you will find information on:

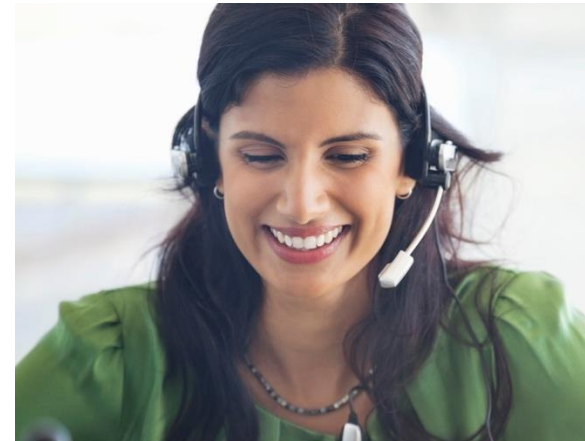
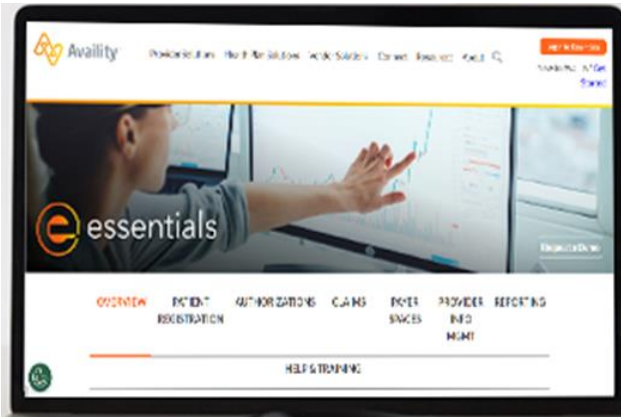
- Getting started (joining the network)
- Provider handbook and handbook supplements
- Forms
- Providing care
- Getting paid
- Trainings & events
- FAQs

Idaho network-specific inquiries, email us at:

IdahoProvider@MagellanHealth.com



Additional provider resources



Avality Essentials
www.avality.com

Magellan's National Provider Services Line
1-800-788-4005

Magellan Healthcare of Idaho Provider Line
1-855-202-0983

Provider Reimbursement



Understanding provider reimbursement



Service codes and rates



Methodology and rates come from the state of Idaho



Providers have multiple options for submitting claims:



Electronic claim

- Electronic data interface (EDI) via direct submit
- Web-based claims submission tool via Availity Essentials
- Contracted clearinghouse



Paper claim

- Mailed to Magellan

Timely claims submissions



- ✓ Billing from the date of service
- ✓ Medicaid Services: 180 days
- ✓ State-funded, SUD, Adult Mental Health, Children's Mental Health services (non-Medicaid): 60 days
- ✓ Indian Health Services, Tribes and Tribal Organizations, and Urban Indian Organizations (collectively, I/T/U): 365 days
- ✓ Corrected claims: 60 days from date on Magellan explanation of benefits (applies to all services and providers)



Claims reimbursement



Electronic funds transfer (EFT)

**Reduced administrative burden
benefits your practice**

Secure payments directly deposited into your bank

➤ Magellan network providers must sign up for EFT through our contracted vendor site and receive all payments electronically

➤ Our vendor will conduct a secured transmission test with your bank to make sure payments transfer properly



ECHO Health is the payment processing platform that will provide electronic funds transfers (EFTs).



ECHO Health will handle:

- EFT
- Checks
- Virtual credit cards
- Provider EOBs & EOPs



You must submit a claim BEFORE you can sign up for EFT

Supervisory Protocols



Education requirements



- ☑ Professional license eligibility, as applicable.
- ☑ Psychotherapy services:
 - Master's degree required
- ☑ Outpatient substance use disorder services and behavioral health services:
 - Minimum of bachelor's degree, as applicable
 - Must comply with IDAPA requirements
- ☑ Work history accounting for any gaps of six months or longer
- ☑ IDHW background check clearance or waiver



Supervision requirements



Guidelines:

- ✓ Supervising practitioners are responsible for ensuring each non-credentialed practitioner renders services within their scope of practice.
- ✓ The supervised individual will have the minimum relevant licensure or certification available for the service they are providing.
- ✓ There must be regular one-to-one supervision with the non-credentialed worker.
- ✓ Supervise LMSWs according to the outlined requirements in IDAPA 24 – Division of Occupational and Professional Licenses.
- ✓ Substance use disorder (SUD) providers must comply with all requirements for supervisory staff in compliance with IDAPA 16 – Dept of Health and Welfare.



Treatment Record Reviews



What is treatment record review?



Magellan maintains a process for inquiry, review, and action when concerns regarding provider performance are identified.



Treatment record review



Magellan will begin behavioral health treatment record review (TRR) three months after the contract start.



Magellan will make the TRR tool available to providers for line-of-sight.



Find available training sessions at www.MagellanofIdaho.com under *For Providers / Events and Training*.

Treatment record review



Magellan's responsibility is to:

- ✓ Conduct reviews
- ✓ Communicate with providers at the time of request
- ✓ Use the Treatment Record Review tool
- ✓ Ensure that an appropriate action plan is developed
- ✓ Monitor and evaluate action plans
- ✓ Submit quarterly reports to the IDHW



Provider responsibilities



- ✓ Record-keeping practices compliant with IDHW and Magellan policies
- ✓ All records are secured against loss, tampering, destruction, or unauthorized use.
- ✓ HIPAA standards are followed
- ✓ Administrative, personnel and member records are always available to appropriate state and federal personnel
- ✓ Have a separate written record for each member served
- ✓ Have adequate documentation of services offered and provided to members
- ✓ Ensure individual member records and documents are consistent among all records



Provider responsibilities (continued)



Ensure that all entries and forms are legible and in ink, and include:

- ✓ Name of the person making the entry
- ✓ Signature of the person making the entry, including:
 - Title, degree, and/or professional license
 - Full date of documentation
 - Supervisory review, if required
- ✓ Service/progress notes documenting the billed service/progress
- ✓ Documentation matches all submitted claims and aligns with service billed on the claim
- ✓ Documentation of missed appointments



Do you have any
Questions?

Magellan
HEALTHCARE®





Thank you!

