

#	QUESTION	ANSWER
General		
1	Why am I receiving this notification?	<p>You may currently have patients who are members of Independent Health’s State Programs (MediSource, Child Health Plus and Essential Plan). Beacon Health Options has partnered with Independent Health to administer behavioral health care management and utilization management for our state programs since 2013. We are proud to announce that we have expanded our partnership to include Beacon network management and credentialing, as well as claims adjudication and payment.</p> <p>As of April 1, 2016, Beacon will be responsible for performing the following functions for Independent Health MediSource, Child Health Plus and Essential Plan program members:</p> <ul style="list-style-type: none"> • Credentialing and Contracting (Beacon-contracted providers only) • Claims Adjudication/Payment • Provider Relations/Member Services • Utilization Management (including Member Appeals) • Case Management <p>Independent Health will continue to oversee all behavioral health benefit management services for our Commercial, Medicare and Self-Funded lines of business.</p>
2	What should I expect from Beacon post-transition?	<p>First and foremost, Beacon is focused on the continuity of the member’s care during this transition. Beacon’s staff will work closely with you to ensure that Independent Health State Program members receive continuity of care for all levels of treatment. Beacon will communicate frequently with you and your patients to ensure transparency. Beacon will focus on member outcomes and case management. Beacon’s 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 Independent Health State Program members.</p>
3	How do I contact Beacon?	<ul style="list-style-type: none"> • Via the Web: <ul style="list-style-type: none"> ○ www.beaconhealthstrategies.com ○ https://provider.beaconhs.com • Via phone: <ul style="list-style-type: none"> ○ For Provider Relations: 1-844-265-7592 ○ For Authorizations, Referrals or Clinical Matters: 1-855-481-7038 ○ For Claims: 1-888-249-0478

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		<ul style="list-style-type: none"> ○ For Provider Contracting: 1-844-265-7592 ○ For Independent Health State Program members: 1-855-481-7038
4	What benefits will Beacon manage?	<p>The following is a partial list of the benefits that Beacon will manage for Independent Health State Program members as of April 1, 2016:</p> <p>Inpatient Services</p> <ul style="list-style-type: none"> • Inpatient Psychiatric Admissions – Telephonic Prior Authorization • Inpatient Rehabilitation for Substance Abuse – Telephonic Prior Authorization • Inpatient Detox – Telephonic Prior Authorization <p>24-Hour Diversionary Services</p> <ul style="list-style-type: none"> • Psychiatric Observation – Telephonic Prior Authorization • Substance Use Stabilization (Level III.5 Detox) – Telephonic Prior Authorization <p>Non-24-Hour Diversionary Services</p> <ul style="list-style-type: none"> • Psychiatric Day Treatment – eServices Prior Authorization • Intensive Outpatient Mental Health– Telephonic Prior Authorization • Outpatient Mental Health • Neuro Psychological Testing -- eServices Prior Authorization • Psychological Testing -- eServices Prior Authorization • ECT -- Prior Authorization • ABA Therapy (for Essential Plan and Child Health Plus members) -- Prior Authorization <p>For a complete list of covered benefits, please refer to the Beacon provider manual on the Beacon website. eServices includes electronic service request processes through Beacon’s provider portal.</p>
Authorization		
5	How do I obtain authorizations for Independent Health State Program members?	To obtain authorizations for behavioral health, community and diversionary services, please call 1-855-481-7038.
6	What services need authorization?	Admissions and all 24-hour levels of care require a prior authorization. Other diversionary levels of care may also require a prior authorization. Please refer to the Beacon provider manual for specific requirements or call 1-855-481-7038.

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7	How can I obtain prior authorizations?	Prior authorization for Inpatient Services and 24-hour Diversionary Services can be obtained through telephonic review by calling 1-781-994-7556. Prior authorization for Neuro Psychological and Psychological Testing services can be requested using eServices (you can register by visiting https://provider.beaconhs.com). Please refer to the Beacon provider manual for specific requirements.
8	What if I have a patient who is admitted into an inpatient setting prior to April 1, 2016?	For all patients who are admitted into an inpatient setting prior to April 1, 2016 , you will still contact Independent Health at 1-800-223-7242. Independent Health will continue to be responsible for authorizations and claims payment for those members until they are discharged. For new admissions where dates of services start on or after April 1, 2016 , providers must work directly with Beacon to obtain any necessary authorizations for Independent Health State Program members.
9	What level of care criteria will Beacon use with Independent Health State Program members?	For contracted providers, Beacon will use its Medical Necessity Criteria. Providers can view and download a copy of the level of care criteria at https://provider.beaconhs.com . They can also request a paper copy by calling Beacon at 1-855-481-7038. For substance abuse services, Beacon uses ASAM criteria, which can be obtained from the ASAM website.
10	How do I submit a pre-authorization request for psychological/ neuropsychological testing?	Requests can be submitted via Beacon's eServices
11	Will all psychological/ neuropsychological testing be reviewed by Beacon?	No, Beacon will review psychological and neuropsychological testing related to behavioral health issues. Psychological and neuropsychological testing related to medical issues such as bariatric surgery or head injury will be reviewed by Independent Health.

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Claims		
12	Where should I send my claims for behavioral health services beginning April 1, 2016?	<p>Providers should submit claims for all Independent Health State Program members to Beacon either through electronic data interchange (EDI) connection to Beacon or via Beacon’s eServices Web application. EDI claims can be submitted directly by a provider or through a billing intermediary.</p> <p>With this expanded partnership there will be no change to how you currently submit pharmacy claims to Independent Health. There will also be no changes to how Independent Health currently reimburses Pharmacy claims.</p> <ul style="list-style-type: none"> • EDI – Providers or their billing intermediaries should e-mail edi.operations@beaconhs.com for detailed information and to begin testing 835/837 and 270/271 transactions are available. • eServices – Please visit https://provider.beaconhs.com for information on the quick and easy registration process. • Independent Health State Program Plan ID is 47 <p>Beacon prefers to receive claims electronically. However, if you prefer to submit a paper claim, please send to:</p> <p style="text-align: center;">Beacon Health Strategies 500 Unicorn Park Drive, Suite 103 Woburn, MA 01801-3393 ATTN: Independent Health State Program Claims Department</p> <p>For more information on claims submission, please go to www.beaconhealthstrategies.com and/or refer to Beacon’s provider manual.</p>
13	What is Beacon’s timely filing rule?	<p>The timely filing deadline for claims to be submitted to Beacon are as follows:</p> <ul style="list-style-type: none"> • MediSource: 90 days from the date of service • Essential Plan Program/Child Health Plus: 120 days from date of service
14	What are Beacon’s claims turnaround times?	<p>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 45th day after the date it is received. If a “clean claim” is submitted in an electronic format, Beacon will adjudicate the claim by the 30th day after the date is received.</p>
15	Will Beacon pay claims that are submitted by a non-behavioral health providers?	<p>No. Beacon will only pay claims for covered services provided by a behavioral health provider as defined by the NY Department of Insurance, NY Office of Mental Health, NY Department of Health, and NY Office of Alcoholism and Substance Abuse Services.</p>

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16	Will there be a new billing guide for Independent Health State Program members?	Yes, there is a Claims/Billing section in the Beacon provider manual detailing the new policies and procedures.
17	What is Beacon's reimbursement model?	Beacon-contracted providers that provide services to Independent Health State Program members will be paid according to their Beacon-contracted rate.
18	How does Beacon's partnership with Independent Health State Program programs change my business?	Beacon's partnership with Independent Health will require behavioral health providers to work directly with Beacon for Independent Health State Program members.
Contracting		
19	Do I need to contract with Beacon in order to provide services to Independent Health State Program members?	Yes, if you are not currently contracted with Beacon, you will need to submit a credentialing application and contract to join the Beacon network in order to contract directly with Beacon, please call 1-844-265-7592.
20	Who do I call if I have questions about contracting?	You can contact Beacon's Provider Relations Department at 1-844-265-7592.
Member Eligibility		
21	Will Independent Health State Program members retain their current ID numbers?	Yes, members will retain their Independent Health ID number.
22	How can I verify member eligibility?	Beginning on April 1, 2016 , providers can check eligibility for all Independent Health State Program members the following ways: <ul style="list-style-type: none"> • Using Beacon's eServices at https://provider.beaconhs.com • Calling Beacon's automated eligibility line (IVR) at 1-888-210-2018 • Via the 270/271 EDI transaction