

Colorado Access on the Web
www.coaccess.com

The Uniform Service Coding Standards and Uniform Service Coding Standards Manual Index can be located on our Web site at <http://www.coaccess.com/access-behavioral-care-provider-information>.

Provider Network Services
PO Box 17580
Denver, CO 80217-0580

PNS@coaccess.com

(303) 751-9030
1-800-984-9133

Claims:
PO Box 17470
Denver, CO 8021-0470

Provider Carrier Disputes
(Claim Appeals):
PO Box 17189
Denver, CO 80217-0189

Customer Service &
Grievance
PO Box 17950
Denver, CO 80217-0950

Provider information, including claim status and eligibility, can be found on our Web site at:

www.coaccess.com/our-providers



The most recent edition of the Access Behavioral Care Partnership newsletter is located on our Web site at www.coaccess.com/partnership-member-newsletters. Information about our Peer Specialist Program, eating right and keeping healthy are included in this issue.

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Billing Change for Mental Health Clients with Retroactive Enrollment

The Department of Health Care Policy and Financing (HCPF) has implemented a policy that no longer holds Behavioral Health Organizations responsible for reimbursement of claims where the service start date is more than 18 months prior to the Medicaid eligibility determination date. Effective November 1, 2009, providers were no longer allowed to submit these claims for services covered under the mental health contract to Access Behavioral Care. Instead, providers should now bill fee-for-service Medicaid (HCPF) for reimbursement. Providers must bill on the appropriate paper claim form, as the dates of service are older than a year. If you have any questions, please contact Sarah Campbell at HCPF, Sarah.Campbell@state.co.us or (303) 866-2083.

Credentialing Requirements and Practitioner Rights

One of the first required steps to becoming a participating provider with Colorado Access is the credentialing process. Credentialing is completed at least once every 3 years on those providers that fall within our credentialing scope. During the credentialing and re-credentialing process, practitioners have a right to the following:

- ✦ The right to review information obtained by Colorado Access to evaluate their credentialing application (unless law prohibits disclosure).
- ✦ The right to correct erroneous information submitted by another source.
- ✦ The right to request and be informed of the status of their application.

Remember, Colorado Access is a participating health plan with CAQH. To learn more, visit our Web site at <http://www.coaccess.com/caqh-universal-credentialing-datasource>.

Thank you for your cooperation in the credentialing process. If you have any questions regarding credentialing, please contact the Provider Contracting Department at (720) 744-5241 or email Credentialing@coaccess.com.

Secret Shopper Results

During September 2009, Access Behavioral Care utilized the Secret Shopper Survey Program to evaluate member access to routine psychiatric care. At that time, calls were placed to providers utilizing a scenario to elicit a pediatric routine psychiatric appointment. Feedback was given to the provider at the end of the call. 100% of the providers contacted were determined to be compliant with the standard, surpassing our goal of 85% compliance! We would like to take this opportunity to thank the providers who participated in this survey and each of our participating providers for the care they offer to Access Behavioral Care members. We appreciate your hard work and dedication.

As a reminder, the standard for access to routine psychiatric care is an appointment provided within 7 business days of the initial member request. If you cannot meet this timeframe, please refer the member to Access Behavioral Care at (303) 751-9030.

For more information on access standards, please review the provider bulletin, located on our Web site at <http://www.coaccess.com/access-behavioral-care-provider-information>.

A Note from HCPF: Invega ® Sustenna™ Administered in the Office Setting

Invega ® Sustenna™ (paliperidone palmitate) extended-release injectable suspension is indicated for the acute and maintenance treatment of schizophrenia in adults. When administered in the office setting, Invega ® Sustenna™ should be billed to State Medicaid using HCPCS procedure code J3490 (unclassified drugs) on the CO-1500 paper claim form. Providers must attach a copy of the acquisition cost invoice for Invega ® Sustenna™ and indicate the NDC number and total dosage given in the notes field on the claim form. Reimbursement will be calculated based on the acquisition cost invoice + 10%.

For more information on Invega ® Sustenna™, visit: <http://www.invegasustenna.com/invegasustenna/index.html>

If you have questions, please contact Teresa Knaack at the Department of Health Care Policy and Financing (HCPF) at (303) 866-3064 or Teresa.Knaack@state.co.us.

Claims Validation Audit Results

Access Behavioral Care conducted our annual Claims Validation Audit on encounters submitted in Fiscal Year 2009. This audit is performed in order to ensure proper billing processes. Records were randomly selected and documentation was made available by each of the providers to Access Behavioral Care staff. Results were submitted to the Department of Health Care Policy and Finance (HCPF) for their review.

413 charts were reviewed from 62 distinct providers. Each record is scored on 9 required elements. The overall average across all elements was 94% for fiscal year 2009, which exceeds the 80% threshold. Each provider was given an individual score calculated with the average of all records submitted. Access Behavioral Care will follow-up with provider needing assistance in meeting the standards.

We would like to thank the providers who participated in this audit for their cooperation. If you have any questions, please contact Rhiannon Longmore, Outcomes and Quality Coordinator at (720) 744-5560 or Rhiannon.Longmore@coaccess.com.

After-Hours Calls

Access Behavioral Care members and providers who need assistance after normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m.) can continue to call the main Access Behavioral Care Customer Service number at (303) 751-9030 or toll free 1-800-984-9133.

About ProtoCall Services, Inc.

Access Behavioral Care after-hours calls are answered by ProtoCall Services, Inc. ProtoCall Services, Inc. provides Masters level clinicians who are trained to manage calls for our Access Behavioral Care members and providers.

Do You Know Who Else Your Patient Sees?

Individuals with severe mental illness are often at a higher risk for co-morbid medical conditions and may see multiple providers to treat various problems and conditions. All too often, the patient does not inform all of their treating doctors about their care plan. Therefore, opportunities to refine treatment can be missed and sometimes dangerous interactions can occur.

In order to help address this issue, Access Behavioral Care is currently involved in a performance improvement project to evaluate and improve coordination of care between Medicaid physical and behavioral health providers. The state has identified Access Behavioral Care members that meet the following study criteria:

- ✧ At least 21 years of age;
- ✧ Diagnosed with schizophrenia, schizoaffective disorder, or bipolar disorder; AND
- ✧ Have had both mental health and physical health encounters in the last fiscal year (July 1, 2008 through June 30, 2009).

Access Behavioral Care will be sending a letter along with a simple questionnaire to mental health providers who have treated members meeting the study's criteria. You will be asked to complete the form and fax or mail your responses along with any supporting documentation to our Quality Management department.

If you have any questions or comments, please feel free to contact the Rhiannon Longmore, Outcomes and Quality Coordinator at (720) 744-5560.

Thank you in advance for your assistance. Even if you are not one of the identified providers, we encourage you to talk to your patients and their other providers frequently to maintain a comprehensive and beneficial treatment plan for those in your care.

Tobacco Cessation

As part of our efforts to improve the health and well being of our plan members, Access Behavioral Care continues to support tobacco cessation. We encourages all participating practitioners and pharmacists to assess the smoking status of all their patients, counsel smokers about the importance of tobacco cessation, and support those who are trying to stop.

We are pleased to have partnered with the Behavioral Health and Wellness Program at University of Colorado to provide Tobacco Cessation Tool Kits for providers. The program also provides Peer to Peer training for members to assist other members with cessation through on-site support groups, motivational interviewing and cessation service referrals. If you would like more information, please visit http://www.bhwellness.org/?page_id=519 or call Mandy Graves-May at (303) 724-3713.

The Colorado Quitline is another valuable resource for members who are interested in smoking cessation support. The Colorado Quitline offers a free program tailored to each participant that includes nicotine replacement therapy, a support network, and telephone coaching. If you would like more information, visit www.coquitline.org or call 1-800-QUIT-NOW.

Want to Save Toner?

If you would prefer to receive the Access Behavioral Care Provider Update via e-mail, please e-mail the following information to important.updates@coaccess.com

- 1) Provider/Practice name
- 2) Office contact name
- 3) Office contact phone number
- 4) The fax number we currently use to send you the Access Behavioral Care Provider Update
- 5) The e-mail address you would like to us to receive the Access Behavioral Care Provider Update

