



## Meeting Minutes and Provider Resources

### CareOregon Behavioral Health Billing and Admin Provider Meeting: QDP/BHSI session

**Date / Time:** July 27 2023 3-4:30 PM

**Location:** Virtual Only/Microsoft Teams

*See calendar invite for the Microsoft Teams Meeting link and call-in information*

**Meeting Purpose:** Serve as a venue for communication exchange between appropriate representatives from all providers and CareOregon Behavioral Health. Provide information to CareOregon Behavioral Health contracted providers regarding business and administrative changes. Address areas where there is a need for improved communication and/or training. Opportunity for providers to address common questions and offer suggestions for more consistent operations across plans.

TOPIC	PRESENTER	DETAILS
<b>Welcome, Introductions, &amp; Logistics</b>	CareOregon – Colette French	<ul style="list-style-type: none"> <li>Welcome</li> </ul>
<b>Behavioral Health (BH) Qualified Directed Payments (QDP)</b>	Erik Carter	<ul style="list-style-type: none"> <li><b>Rate increase:</b> April’s reprocessing request – most Tier 1 to Tier 2 changes that have occurred this year. Expected to be complete by mid-August.</li> <li>20k+ claims being processed in this reprocessing project</li> <li>Reminder: Pay to the contracted rate or billed amount whichever is lower.</li> </ul>
<b>CLSS</b>	Erik Carter	<ul style="list-style-type: none"> <li>Identified issue where CLSS claims that were submitted with the OHA approved modifier is being incorrectly denied.</li> <li>These are being reprocessed &amp; a fix in the CareOregon system has been implemented</li> <li>Method for reprocessing?</li> <li>For Providers who expressed concern during meeting about ICD amendments not coming thru, PRS will reach out to resolve.</li> <li>Why is HO Modifier being denied pre 7/1? Thought this was changing 6/1? Known issue?</li> <li>Do we continue using the CLSS modifiers or wait until fixed? Yes, please continue using the modifiers when billing.</li> <li>Clarified how to run CSV files with full data set out of CIM for quarterly reporting.</li> <li>Please contact your PRS or email <a href="mailto:bhcontracts@careoregon.org">bhcontracts@careoregon.org</a> if you need more guidance or support or if you do not know who your Provider Relations Support specialist is.</li> </ul>

<p><b>Behavioral Health Systems Integration (BHSI)</b></p>	<p>Erik Carter</p>	<ul style="list-style-type: none"> <li>• <b>Provider Training Collaborative</b> sessions completed on 7/24</li> <li>• <b>Progress &amp; Hot Topics</b> <ul style="list-style-type: none"> <li>○ <b>FAQ Document Walkthrough</b> - BHSI FAQs can be found <a href="#">HERE</a> on the Metro Area Behavioral Health Providers</li> <li>○ <b>Full Auth number required in Connect environment on claims.</b> <ul style="list-style-type: none"> <li>▪ CareOregon is working on an <b>interim transition support plan</b> to match authorizations wherever possible thru June 2024.</li> <li>▪ Providers should continue working towards accurate submission of the authorization number on claims to reduce denials and ensure faster claim processing and payment.</li> </ul> </li> <li>○ <b>837s in Connect / Post 10/1 environment</b> <ul style="list-style-type: none"> <li>▪ An option in the post 10/1 environment will be available for Providers who Currently submit 837 files directly to the PH Tech SFTP site.</li> <li>▪ CareOregon will reach out to impacted providers with more information soon</li> </ul> </li> <li>○ <b>PaySpan to Zelis transition for EFT: <a href="#">Electronic Payment &amp; Electronic Remittance Advice FAQs (careoregon.org)</a></b></li> </ul> </li> <li>• <b>Provider Training &amp; Tools</b> Will be offered in multiple formats. <ul style="list-style-type: none"> <li>○ Live training session kick off 8/24. Please review B&amp;A slides from today's meeting for more in depth info on training topics and curriculum options.</li> </ul> </li> </ul>
<p><b>Q&amp;A*</b></p>	<p>Provider contributors</p>	<p>Q: <i>Will existing CIM authorization #s be accepted in Connect?</i></p> <p>A: Any existing Authorization in CIM that crosses 10/1 DOS will be migrated into connect, and Providers can submit a claim with the CIM Authorization # in those scenarios.</p> <p>Q: <i>If you've already enrolled and been receiving payments through Payspan (now Zelis), is there any need for action?</i></p>

		<p>A: Yes, you will still need to take action with Zelis in order to enroll. Details on how to do this can be found online in our EFT Online FAQ:  <a href="https://www.careoregon.org/docs/default-source/providers/provider-support/ehipaa/zelis-eft-online-faqs.pdf?sfvrsn=e005490f_2">https://www.careoregon.org/docs/default-source/providers/provider-support/ehipaa/zelis-eft-online-faqs.pdf?sfvrsn=e005490f_2</a></p> <p>Q: <i>We have not received a ICD amendment, who do we follow up with to get this?</i></p> <p>A: PRS will be researching to ensure amendments went out to impacted providers. In the meantime, you can follow up with your assigned PRS or Contracting Specialist</p> <p>Q: <i>Do the ICD amendments give guidance on to as to how to do the self-reporting?</i></p> <p>A: yes, the amendment does outline that, and we do also have it on the website under ICD on the BH qualified directed payments page it's detailed and outlined</p> <p><i>*Additional questions are being researched and added to the monthly BHSI FAQ updates.</i></p>
<p><b>Open Forum</b></p>	<p>All</p>	<ul style="list-style-type: none"> <li>• <u>Question Tracker has been extremely instrumental</u> in our provider communication and support. Please continue to submit your questions online!</li> </ul>

**Resources:**

- CareOregon Metro Area Behavioral Health Website:
  - <https://www.careoregon.org/providers/behavioral-health-providers>
- CareOregon Provider Customer Service:
  - 503.416.4100: option 3 for Provider, then option 2 for Behavioral Health
- Care Coordination & Regional Care Teams, including Referral Form
  - <https://careoregon.org/providers/support/regional-care-teams>
- Behavioral Health Qualified Directed Payment (QDP/BHDPs) Web page:
  - [Behavioral Health Qualified Directed Payments \(careoregon.org\)](https://careoregon.org/providers/support/regional-care-teams)
- Submit questions through the Provider Question Form
- **Monthly Billing & Admin forum (next meeting is July 27<sup>th</sup> @ 3PM PST)**
- Monthly Behavioral Health E-Newsletter
- BHSI Section on the Metro Area Behavioral Health Provider Page on CareOregon Website
- **BHSI FAQs are being added monthly to the [Provider BHSI FAQ](#).**
- [Electronic Payment & Electronic Remittance Advice FAQs \(careoregon.org\)](#)