Partners'/CCHN Tailored Plan
General Information Session Office Hours
March 4, 2025
12:00PM

Last updated 2/21/25

Agenda

General Information and Policy Flexibility Notifications

- Who We Are: Partners and Carolina Complete Health
- Provider Reminders
- Hot Topics and FAQs
- Known Issues

Operational Information

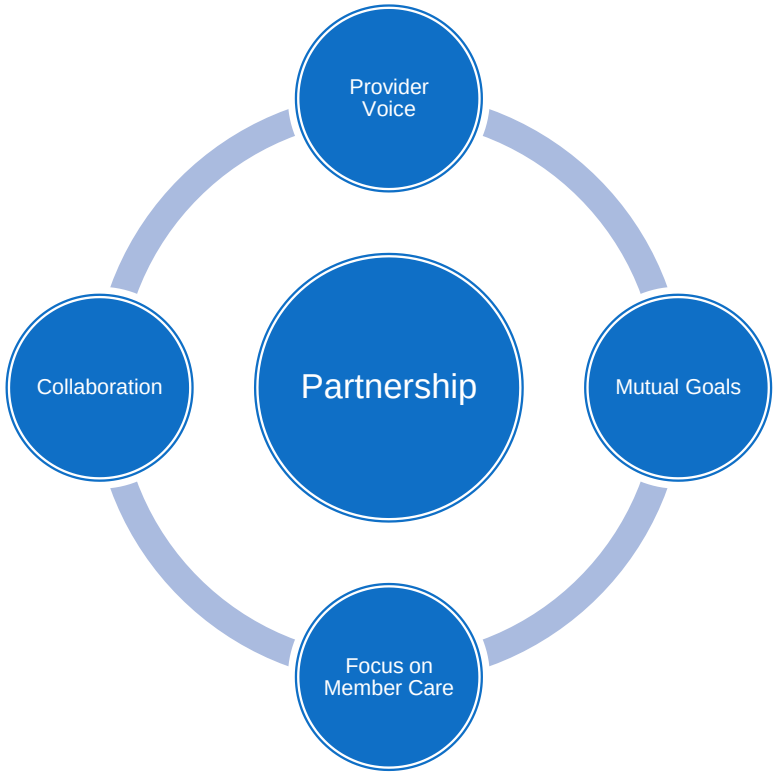
- Verifying Member Eligibility
- Provider Portal: ProviderConnect
- Prior Authorization (Submission, Timeframes, Evolent)
- Claims, Billing, and Payment (Submission, EFT)

Provider Resources

- Partners' Physical Health Communications
- Provider Support and Who to Contact
- Provider Resources
- Questions

Carolina Complete Health and Partners

- **Partners Health Management** and **Carolina Complete Health** bring a shared vision for true partnerships with all providers across the system of care, which is reflected in our network management model.
- As the only Provider-led Entity (PLE), **CCH** seeks out physician and clinician expertise in medical policy and aim to give providers a voice in how to best to care for their patients while reducing administrative burden.
- Since **Partners'** inception as a managed care organization, **Partners** has executed a strategy of collaboration with providers.
- Our mutual goals is to aid provider success as they offer accessible, robust and effective services for members.



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Important Reminder: Personal Care Services

- The rate methodology for providers rendering Personal Care Services (PCS) in congregate setting was originally planned to change effective Jan. 1, 2025. To provide additional support, the rate methodology changes will be delayed until April 1, 2025.
- **Impacted Providers**: Personal Care Services for Beneficiaries in Congregate Settings
  - Special Care Home – 99509-SC
  - Adult Care Homes – 99509-HC
  - Combination Homes – 99509-TT
  - Supervised Living Facilities for adults with MI/SA – 99509-HH
  - Supervised Living Facilities for adults with I/DD- 99509-HI
  - Family Care Homes – 99509-HQ
- **Impacted Procedure Codes:** Only procedure code 99509 and modifiers SC, HC, TT, HH, HI, HQ will be impacted by the change.
- For additional details, review the information in the December 20th Medicaid Bulletin: "Personal Care Services Rate Reimbursement Methodology for Individuals Living in Congregate Settings"
- **Impacted CPT Code**: Only procedure code 99509 and modifiers SC, HC, TT, HH, HI, HQ will be impacted by the change.
- Reimbursement will no longer be based on the actual time spent delivering the service on a specific day. Instead, reimbursement will be based on a calculated per diem (daily) rate.
- Per diem rates will be based on the number of total units prior-approved for PCS services to each specific beneficiary for an authorized period.

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PCS Per Diem Rate Change: Provider Tips

- Provider should bill their usual and customary charge. Continue using the same claim form type.
- When billing per diem, each day of care should be listed on a separate line.
- **A claim line that spans multiple dates or includes a unit greater than one, will deny.**
- Claims lines submitted for dates of service on or after the effective date must be billed for a single date of service and bill 1 unit.
- Claims created in advance under the current guidelines of 1 unit = 15 minutes will not be compatible with the new billing guidelines of 1 unit per day.

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PCS Per Diem Rate Change: Q&A

- Q: Can multiple claims be billed at one time?
  - A: Yes, 1 claim line = 1 date of service, and a full month of claim lines (28, 29, 30 or 31 lines) can be on a claim.
- Q: Can a claim be submitted weekly?
  - A: Yes
- Q: Should the calculated daily rate be included in the claim when filing?
  - A: No, the provider should bill 1 unit per day and Carolina Complete Health's billing system will calculate the daily rate.
- Q: With this new change, does billing have to be completed monthly, only?
  - A: No, billing can be completed at the same cadence as before; however, 1 unit must be billed per day.
- Q: Will the last day of the month be automatically cutback to the lower percentage if the approved PCS hours are runs out before the end of the month?
  - A: Yes

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Personal Care Services (continued)

- **If your organization provides Personal Care Services to Medicaid Direct Members, please see below opportunities from NC Medicaid:**
  - NC Medicaid will invite providers to virtual office hours January through March to address any questions about the daily rate reimbursement process.
  - NC Medicaid will meet with providers during office hours and review with them previously paid claims and walk them through how to submit claims that align with the daily per diem methodology
  - Dates, times, and registration links are available via the NC Medicaid Bulletin.

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PCS Reminder

- **EVV**: PCS billed by taxonomy 253Z00000X with CPT 99509 and an HA or HB modifier are subject to EVV requirements and claims must be submitted through HHAeXchange.
  - All providers are expected to be fully compliant with EVV requirements.
  - EVV data must be validated prior to claims adjudication.
  - Claims without the required EVV criteria will deny.
  - Partners works with HHAeXchange as its EVV partner.
- **Non-EVV:** Other physical health PCS services (i.e Congregate Care settings) can be billed through Availity via the Partners' Portal: ProviderCONNECT.

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Personal Care Services Referral Process

The steps for submitting a new referral for PCS includes the following:

1. Partners DHB-3051 form should be completed by the member's primary care provider or physician.
2. Fax the completed form to Partners at **704-457-5261**.
3. Once this form is completed, a member of our team will contact you within 30 days to schedule a face-to-face meeting to complete your assessment.
4. After the assessment has been completed and the start date has been determined, an authorization will be created/submitted by Carolina Complete Health (CCH) and will be shared with the Provider agency. Providers will receive notification of authorization via ProviderCONNECT.

If you have questions related to PCS forms, please submit them to **Partners_PCSInquiry@PartnersBHM.org**

Known Issues Tracker

- **Date issue identified:** 2/14/25
- **Estimated fix date:** 3/13/25
- **Description**: On January 27, 2025, Local Health Department (LHD) fee schedules rates were updated. Due to a technical issue, the fee schedule rates were misaligned with their respective procedure code. As a result, incorrect rates were paid on claims with a date of service 01/01/25 or after and processed between 01/27/25 through 02/11/2025. On 2/11/2025, the fee schedule rates were corrected in the system and all claims were reprocessed. We are in process of performing an analysis on impacted providers and will perform outreach related to any recoveries.
- **Resolution**: System configuration logic has been updated. All impacted claims have been reprocessed. Financial impacts are still being assessed.

- Providers can monitor the KIT on a weekly basis: https://providers.partnersbhm.org/claims-information/

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Frequent Asked Questions

- **Are referrals to specialists required?** No. Members can seek in-network specialist care without a referral. Members are encouraged to seek consultation first from their primary care provider. PCPs are encouraged to coordinate care to specialists. Prior Authorization rules may apply.
- **What are the copay rules?** Copays are established by NC Medicaid and are consistent across all Medicaid plans. Read more here.
- **How do I know which CPT code and modifier to use and if it is covered?** Partners adheres to the NC Medicaid Fee schedule and covered for physical health services. Utilize the NC DHHS Service Now Page

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Important Information – Rural Health Clinics and Federally Qualified Health Centers

- https://medicaid.ncdhhs.gov/blog/2025/02/28/updated-reimbursement-guidance-psychiatric-collaborative-care-management
- Collaborative care is a Medicaid allowable cost, but it is not considered a core service that can be billed using the T1015 HCPCS core service code. Collaborative care is excluded from the calculation of the Pay Per Service-Alternative Payment Method (PPS-APM) rate and is instead reimbursed outside of the PPS-APM.
- FQHC/RHC providers are expected to bill HCPCS code G0512 ***separately*** and will be reimbursed for collaborative care using the established fee schedule rate.

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Important Information – Rural Health Clinics and Federally Qualified Health Centers

- **G0512 Requirements/Definition**
- To qualify under the new guidelines, the care provided must adhere to the following:
- Be provided in an RHC or FQHC only, psychiatric collaborative care model (COCM)
- Consist of 60 minutes or more of clinical staff time for psychiatric COCM services directed by an RHC or FQHC practitioner - physician, nurse practitioner (NP), physician assistant (PA) or certified nurse manager (CNM) - and include services furnished by a behavioral health care manager in consultation with a psychiatric consultant, per calendar month
- Be rendered under the direction of a treating physician or advanced practice provider (NP, PA) in a primary care setting.
- These services are rendered when a beneficiary has a diagnosed psychiatric disorder and requires assessment, care planning and provision of brief interventions. These beneficiaries may require assistance engaging in treatment or further assessment prior to being referred to a psychiatric care setting.

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Member ID Card and Eligibility Check

PCP Member Choice Update

- Partners is committed to providing members with the best possible Primary Care Provider (PCP) choices. However, members may sometimes be unable to select their preferred PCP due to panel limits.

- A “panel limit” refers to the maximum number of members a physician can manage in their practice. This limit is determined by factors such as the physician’s available time, the complexity of members’ needs and the practice’s capacity to ensure quality care. Maintaining an appropriate panel size is essential to provide adequate attention, prevent burnout and improve care quality.

- If a provider’s panel limit is reached and we cannot confirm the member’s established relationship with that provider, documentation is required to assign the member to the PCP. Providers must submit a letter on office letterhead, including the member’s name, date of birth, Medicaid ID and confirmation of either an established relationship or acceptance of the member. Alternatively, we can accept claims history showing at least six months of primary care treatment.

- Documentation should be sent by email to **PCP@PartnersBHM.org** or by fax to **704-884-2736** (Attention: Member PCP Choice).

- For questions, contact Renee Jenkins, Member Engagement Support Specialist, at **704-842-6488**

https://providers.partnersbhm.org/provider-communication-bulletin-159/#5

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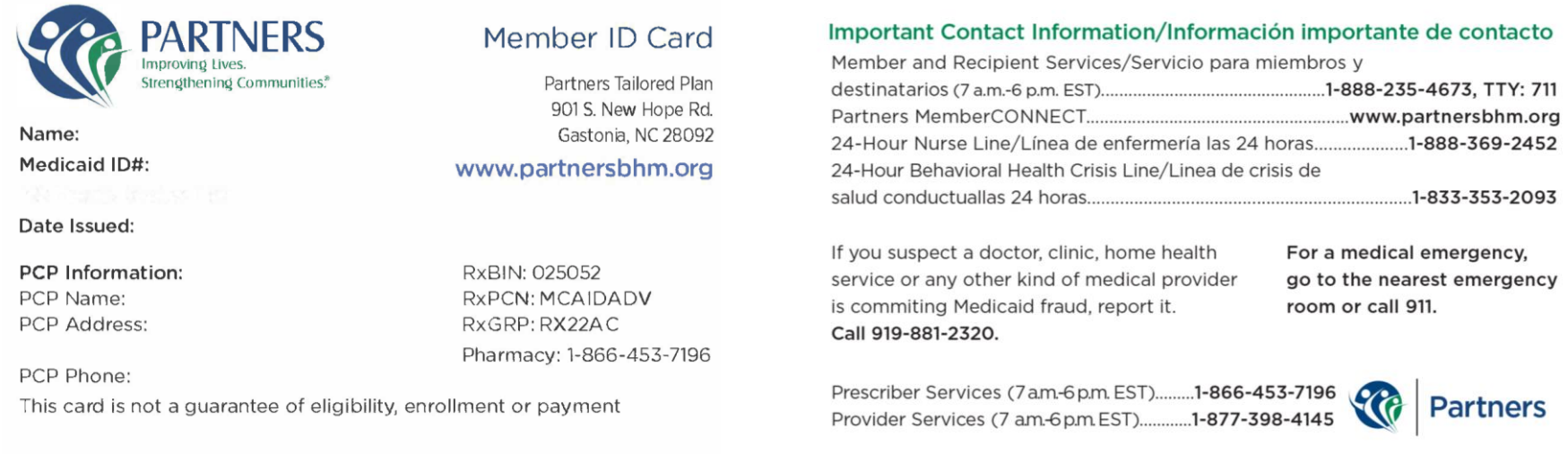
Partners Tailored Plan Member ID Cards



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Member ID Card

Partners Tailored Plan
901 S. New Hope Rd.
Gastonia, NC 28092
www.partnersbhm.org

Name:
Medicaid ID#:
Date Issued:

PCP Information:
PCP Name:
PCP Address:

PCP Phone:

RxBIN: 025052
RxPCN: MCAIDADV
RxGRP: RX22AC
Pharmacy: 1-866-453-7196

This card is not a guarantee of eligibility, enrollment or payment

Important Contact Information/Información importante de contacto

Member and Recipient Services/Servicio para miembros y destinatarios (7 a.m.-6 p.m. EST).....**1-888-235-4673, TTY: 711**
Partners MemberCONNECT.....**www.partnersbhm.org**
24-Hour Nurse Line/Línea de enfermería las 24 horas.....**1-888-369-2452**
24-Hour Behavioral Health Crisis Line/Linea de crisis de salud conductuallas 24 horas.....**1-833-353-2093**

If you suspect a doctor, clinic, home health service or any other kind of medical provider is commiting Medicaid fraud, report it. **Call 919-881-2320.**

For a medical emergency, go to the nearest emergency room or call 911.

Prescriber Services (7 a.m.-6 p.m. EST).....**1-866-453-7196**
Provider Services (7 a.m.-6 p.m. EST).....**1-877-398-4145**

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Possession of an ID card does not guarantee eligibility.

Check member eligibility through one of the methods below:

1. NCTracks
2. Secure web portal: https://providers.partnersbhm.org/category/providerconnect/
3. Provider Line: 1-877-398-4145.

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Checking Eligibility in NCTracks

- Providers may verify member eligibility in NCTracks
- A TP Member will show benefit plan “TPMC – Tailored Plan Medicaid Managed Care”
- Seeing a “Tailored Care Management” provider does *not* indicate TP eligibility. Medicaid Direct members are also eligible for Tailored Care Management

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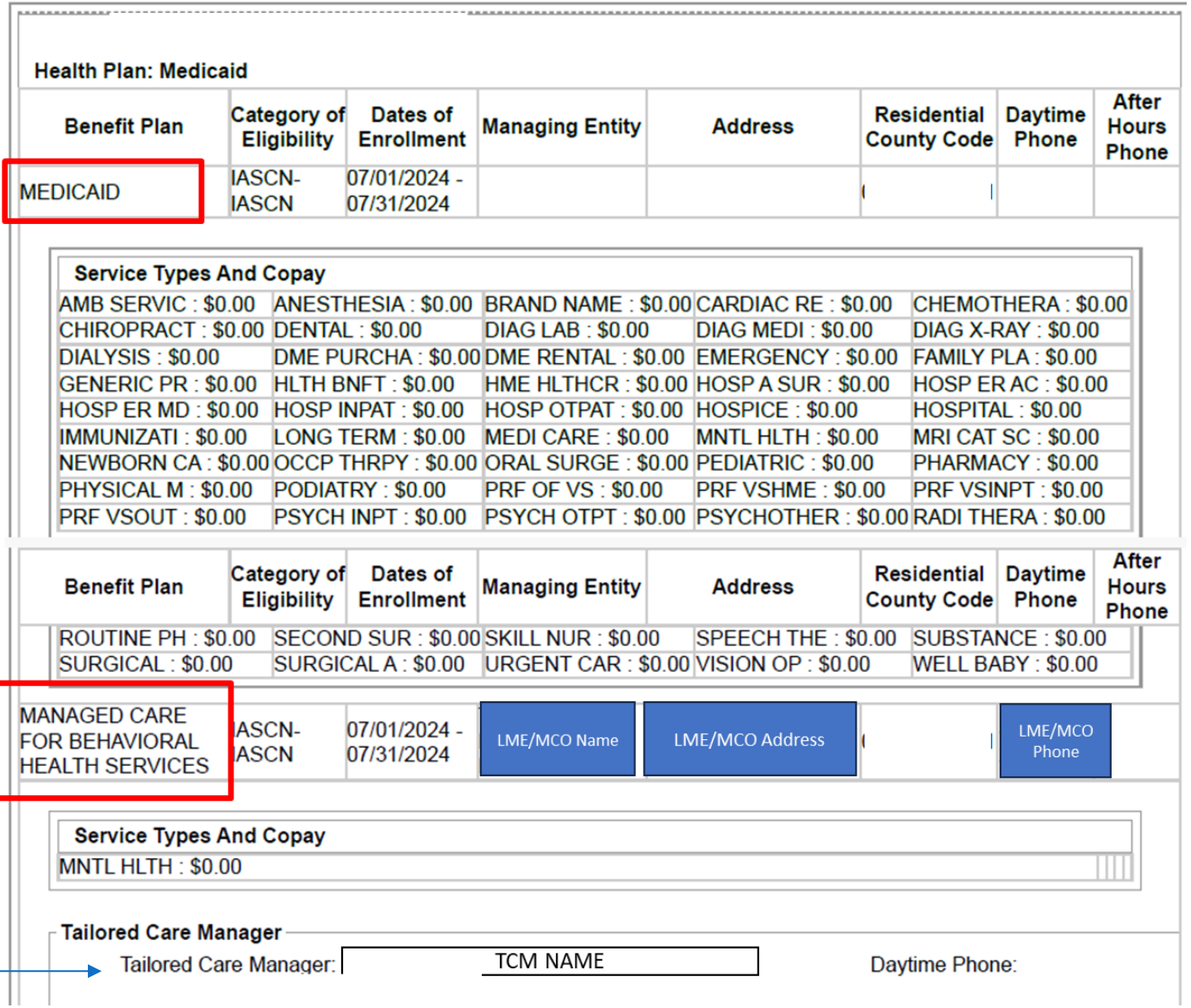
Medicaid Direct Example



Health Plan: Medicaid

Benefit Plan	Category of Eligibility	Dates of Enrollment	Managing Entity	Address	Residential County Code	Daytime Phone	After Hours Phone
MEDICAID	IASCN-IASCN	07/01/2024 - 07/31/2024					

Service Types And Copay

AMB SERVIC : $0.00	ANESTHESIA : $0.00	BRAND NAME : $0.00	CARDIAC RE : $0.00	CHEMOTHERA : $0.00
CHIROPRACT : $0.00	DENTAL : $0.00	DIAG LAB : $0.00	DIAG MEDI : $0.00	DIAG X-RAY : $0.00
DIALYSIS : $0.00	DME PURCHA : $0.00	DME RENTAL : $0.00	EMERGENCY : $0.00	FAMILY PLA : $0.00
GENERIC PR : $0.00	HLTH BNFT : $0.00	HME HLTHCR : $0.00	HOSP A SUR : $0.00	HOSP ER AC : $0.00
HOSP ER MD : $0.00	HOSP INPAT : $0.00	HOSP OTPAT : $0.00	HOSPICE : $0.00	HOSPITAL : $0.00
IMMUNIZATI : $0.00	LONG TERM : $0.00	MEDI CARE : $0.00	MNTL HLTH : $0.00	MRI CAT SC : $0.00
NEWBORN CA : $0.00	OCCP THRPY : $0.00	ORAL SURGE : $0.00	PEDIATRIC : $0.00	PHARMACY : $0.00
PHYSICAL M : $0.00	PODIATRY : $0.00	PRF OF VS : $0.00	PRF VSHME : $0.00	PRF VSINPT : $0.00
PRF VSOUT : $0.00	PSYCH INPT : $0.00	PSYCH OTPT : $0.00	PSYCHOTHER : $0.00	RADI THERA : $0.00

Benefit Plan	Category of Eligibility	Dates of Enrollment	Managing Entity	Address	Residential County Code	Daytime Phone	After Hours Phone
ROUTINE PH : $0.00	SECOND SUR : $0.00	SKILL NUR : $0.00	SPEECH THE : $0.00	SUBSTANCE : $0.00			
SURGICAL : $0.00	SURGICAL A : $0.00	URGENT CAR : $0.00	VISION OP : $0.00	WELL BABY : $0.00			
MANAGED CARE FOR BEHAVIORAL HEALTH SERVICES	IASCN-IASCN	07/01/2024 - 07/31/2024	LME/MCO Name	LME/MCO Address		LME/MCO Phone	

Service Types And Copay

MNTL HLTH : $0.00

Tailored Care Manager

Tailored Care Manager: TCM NAME Daytime Phone:

Medicaid Direct members have managed care for BH services only through the LME/MCO

Tailored Care Manager listed is not an indication they are a TP member. Medicaid Direct members may also be eligible for TCM

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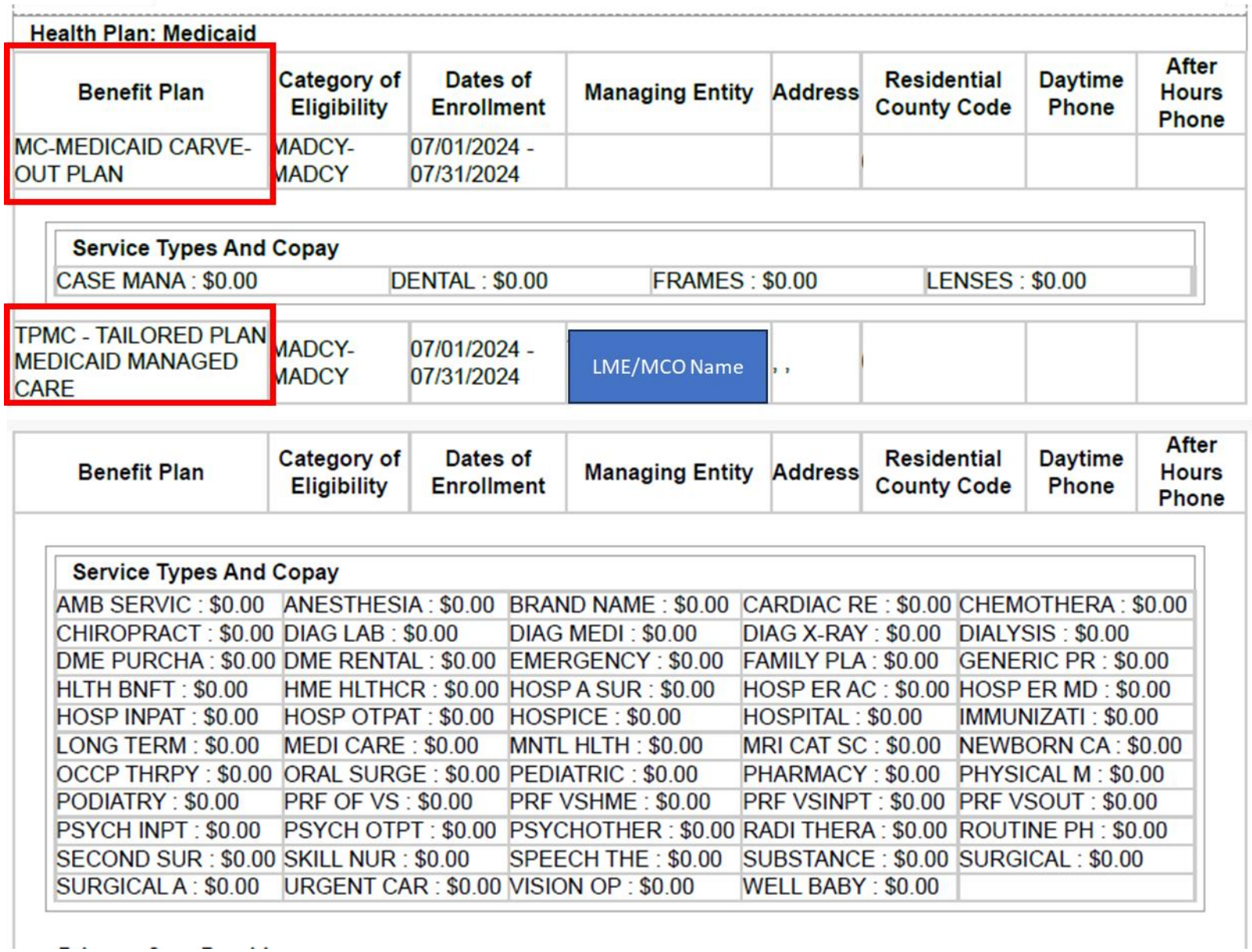
TP Member Example

Benefit Plan may list Medicaid or MC-Medicaid Carve Out Plan

Tailored Plan Medicaid Managed Care indicator



Health Plan: Medicaid

Benefit Plan	Category of Eligibility	Dates of Enrollment	Managing Entity	Address	Residential County Code	Daytime Phone	After Hours Phone
MC-MEDICAID CARVE-OUT PLAN	MADCY-MADCY	07/01/2024 - 07/31/2024					

Service Types And Copay			
CASE MANA : $0.00	DENTAL : $0.00	FRAMES : $0.00	LENSES : $0.00

Benefit Plan	Category of Eligibility	Dates of Enrollment	Managing Entity	Address	Residential County Code	Daytime Phone	After Hours Phone
TPMC - TAILORED PLAN MEDICAID MANAGED CARE	MADCY-MADCY	07/01/2024 - 07/31/2024	LME/MCO Name	, ,			

Service Types And Copay				
AMB SERVIC : $0.00	ANESTHESIA : $0.00	BRAND NAME : $0.00	CARDIAC RE : $0.00	CHEMOTHERA : $0.00
CHIROPRACT : $0.00	DIAG LAB : $0.00	DIAG MEDI : $0.00	DIAG X-RAY : $0.00	DIALYSIS : $0.00
DME PURCHA : $0.00	DME RENTAL : $0.00	EMERGENCY : $0.00	FAMILY PLA : $0.00	GENERIC PR : $0.00
HLTH BNFT : $0.00	HME HLTHCR : $0.00	HOSP A SUR : $0.00	HOSP ER AC : $0.00	HOSP ER MD : $0.00
HOSP INPAT : $0.00	HOSP OTPAT : $0.00	HOSPICE : $0.00	HOSPITAL : $0.00	IMMUNIZATI : $0.00
LONG TERM : $0.00	MEDI CARE : $0.00	MNTL HLTH : $0.00	MRI CAT SC : $0.00	NEWBORN CA : $0.00
OCCP THRPY : $0.00	ORAL SURGE : $0.00	PEDIATRIC : $0.00	PHARMACY : $0.00	PHYSICAL M : $0.00
PODIATRY : $0.00	PRF OF VS : $0.00	PRF VSHME : $0.00	PRF VSINPT : $0.00	PRF VSOUT : $0.00
PSYCH INPT : $0.00	PSYCH OTPT : $0.00	PSYCHOTHER : $0.00	RADI THERA : $0.00	ROUTINE PH : $0.00
SECOND SUR : $0.00	SKILL NUR : $0.00	SPEECH THE : $0.00	SUBSTANCE : $0.00	SURGICAL : $0.00
SURGICAL A : $0.00	URGENT CAR : $0.00	VISION OP : $0.00	WELL BABY : $0.00	

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Secure Provider Portal

ProviderConnect

- **Partners ProviderCONNECT Portal Setup**

  To access ProviderCONNECT, in-network contracted providers must identify one individual who will serve as their Local Administrator and will be responsible for managing all other users who access Partners' ProviderCONNECT for that provider organization.

- **Action needed**
  - Designated portal administrators must complete Partners Health Management ProviderCONNECT set-up form: **https://www.surveymonkey.com/r/MBXQSBF**
  - Once you complete the survey, you will receive an email from Partners in 1-2 business days with next steps.
  - For questions about this form please contact credentialingteam@partnersbhm.org.
  - **If you are unsure if your organization has a Local Administrator, you can see the organizations already connected and their Local Administrator at this link on Partners' Provider Knowledge Base https://providers.partnersbhm.org/identifying-a-local-administrator/**

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ProviderConnect

- View additional information on ProviderConnect using the following links:
  - https://providers.partnersbhm.org/category/providerconnect/
  - https://providers.partnersbhm.org/providerconnect-local-administrator-instructions/
  - https://providers.partnersbhm.org/provider-alert-local-administrators-can-now-set-up-users-in-providerconnect/

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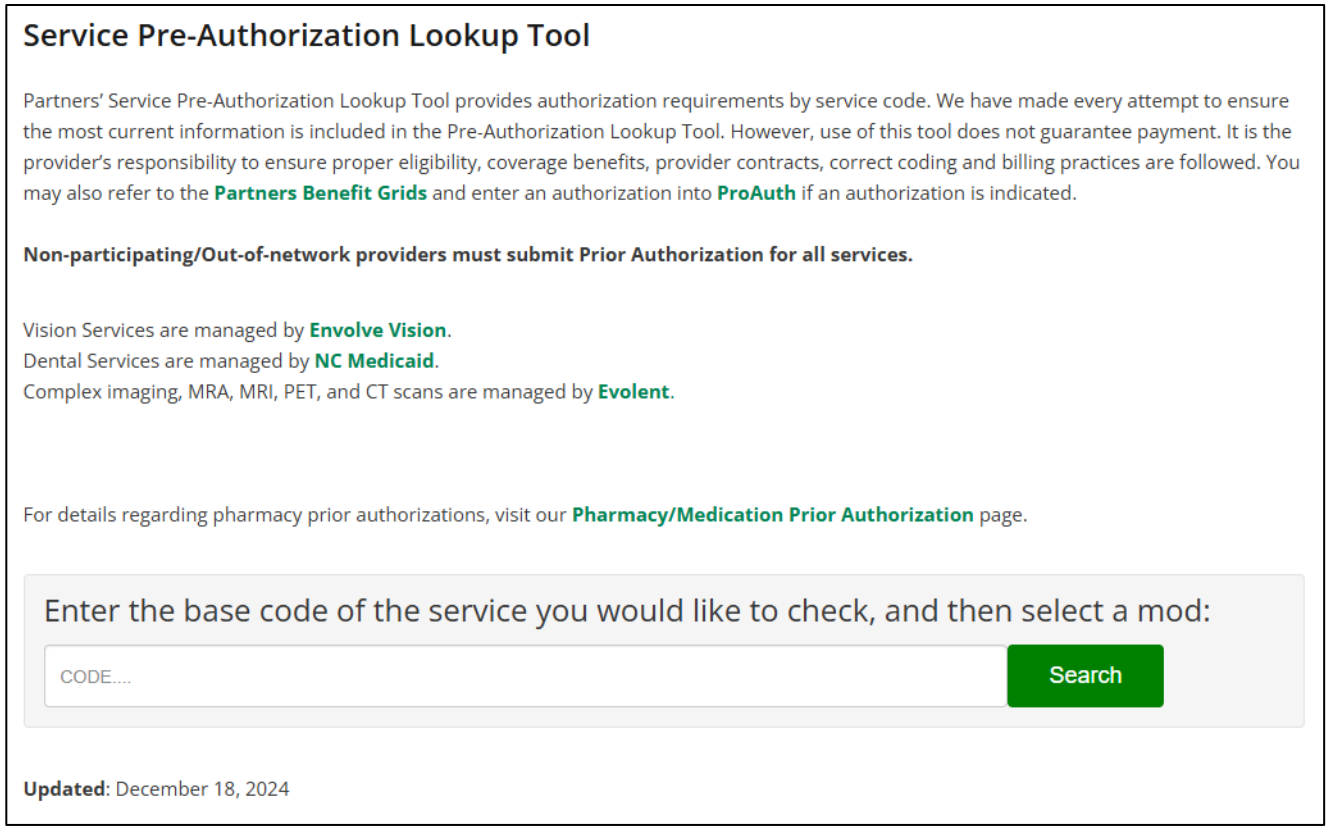
Physical Health Authorizations

Pre-Authorization Lookup Tool

How can providers determine which services require prior authorization for a health plan?

Partners Benefit Grids and Service Pre-Authorization Lookup Tool can be located at: https://providers.partnersbhm.org/benefits/



Service Pre-Authorization Lookup Tool

Partners' Service Pre-Authorization Lookup Tool provides authorization requirements by service code. We have made every attempt to ensure the most current information is included in the Pre-Authorization Lookup Tool. However, use of this tool does not guarantee payment. It is the provider's responsibility to ensure proper eligibility, coverage benefits, provider contracts, correct coding and billing practices are followed. You may also refer to the **Partners Benefit Grids** and enter an authorization into **ProAuth** if an authorization is indicated.

Non-participating/Out-of-network providers must submit Prior Authorization for all services.

Vision Services are managed by **Envolve Vision**.
Dental Services are managed by **NC Medicaid**.
Complex imaging, MRA, MRI, PET, and CT scans are managed by **Evolent**.

For details regarding pharmacy prior authorizations, visit our **Pharmacy/Medication Prior Authorization** page.

Enter the base code of the service you would like to check, and then select a mod:

CODE.... Search

Updated: December 18, 2024

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Submitting Authorizations

Electronic Submission (Preferred)	Manual Submission
ProAUTH via ProviderCONNECT Secure Provider Portal: • https://id.partnersbhm.org/ • ProAuth is Partners platform for authorization submission through our secure provider portal, ProviderCONNECT. • Providers will be given instructions to access ProAuth when they join the network and access ProviderCONNECT. • **ProAuth is the preferred method for service authorization request submission.**	**Phone:** • 1-877-398-4145 **Fax or Email with the** Manual Authorization Request Form • **Physical Health Fax Numbers:** Inpatient Requests 336-527-3208 Outpatient Requests 704-884-2613 Transplant Requests 866-753-5659 Pharmacy PADP Requests 704-772-4300 • **UM Physical Health Email Addresses:** For Service Requests: PHManualAuthorizations@partnersbhm.org For Questions that are GENERAL and without Protected Health Information (PHI): PHUMQuestions@partnersbhm.org

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Logging into ProviderConnect

- All Authorization Requests must be submitted through ProAuth
- ProAuth can only be accessed vis the ProviderConnect portal
- Log into ProAuth through ProviderConnect portal
  - Chrome is the recommended browser
- ProviderConnect Login – https://id.partnersbhm.org/
- Logins and passwords are obtained from your organizations' Local Administrator
- Local Administrators may inquire about login issues/questions via email at: providerconnectsupport@partnersbhm.org

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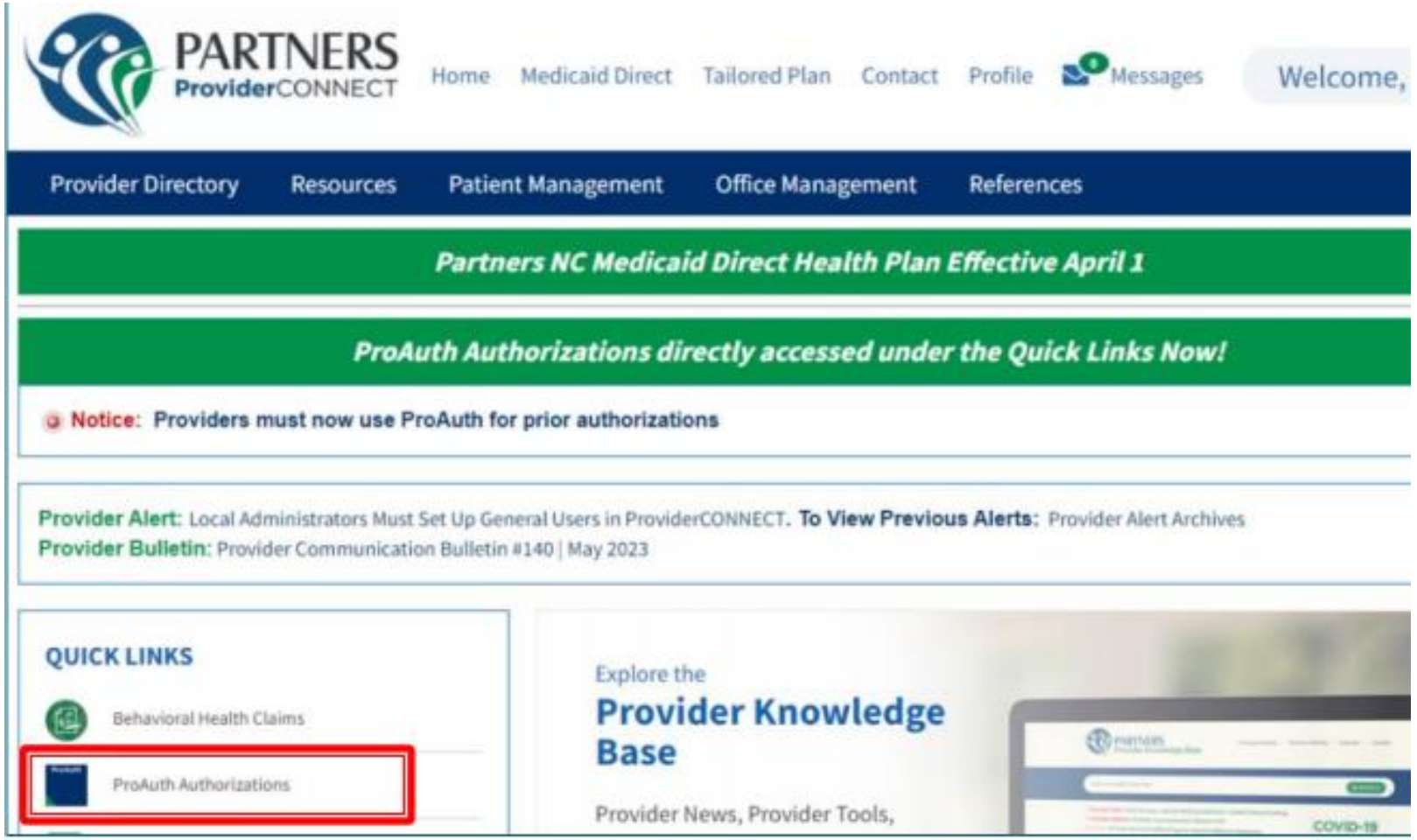
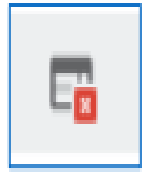
Getting to ProAuth

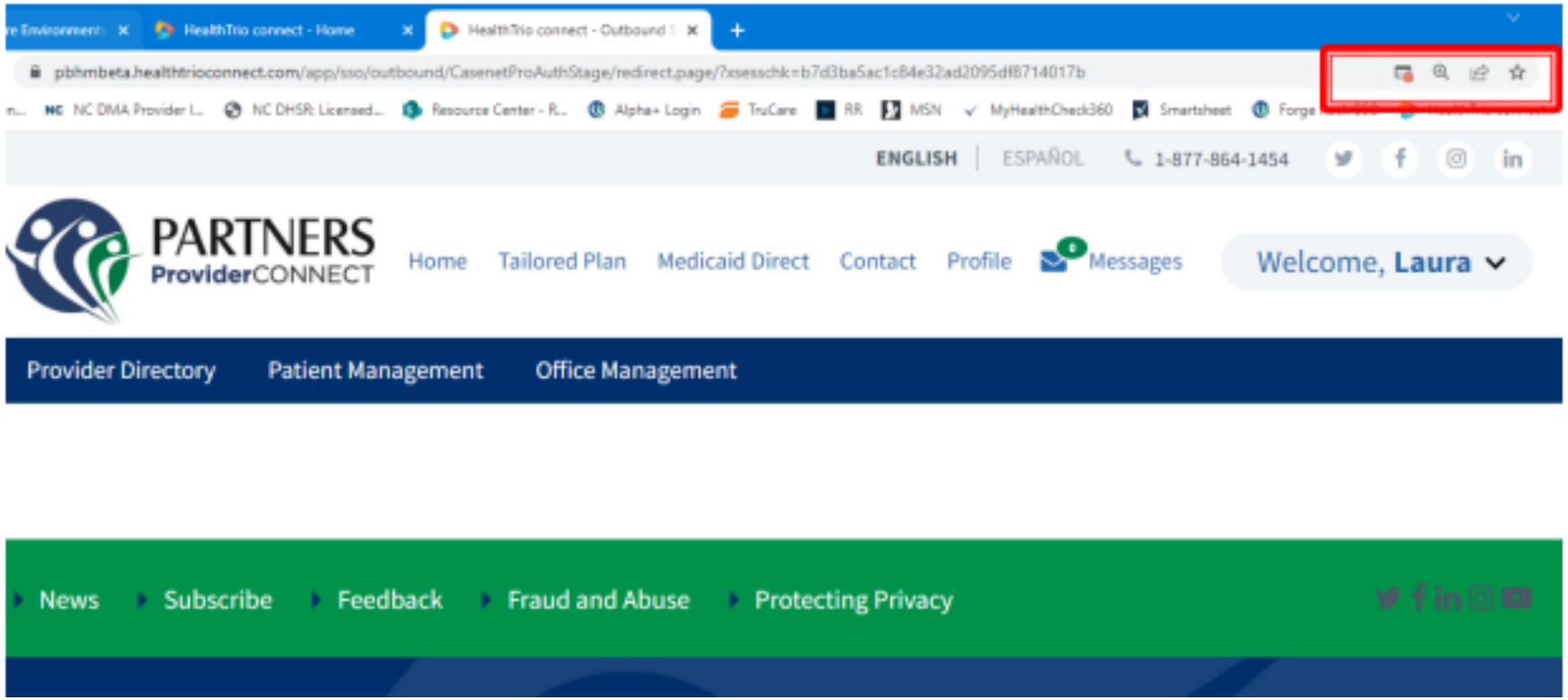
- From the ProviderConnect homepage, use the Quick Links on the left to access ProAuth Authorizations:



Getting to ProAuth (cont)

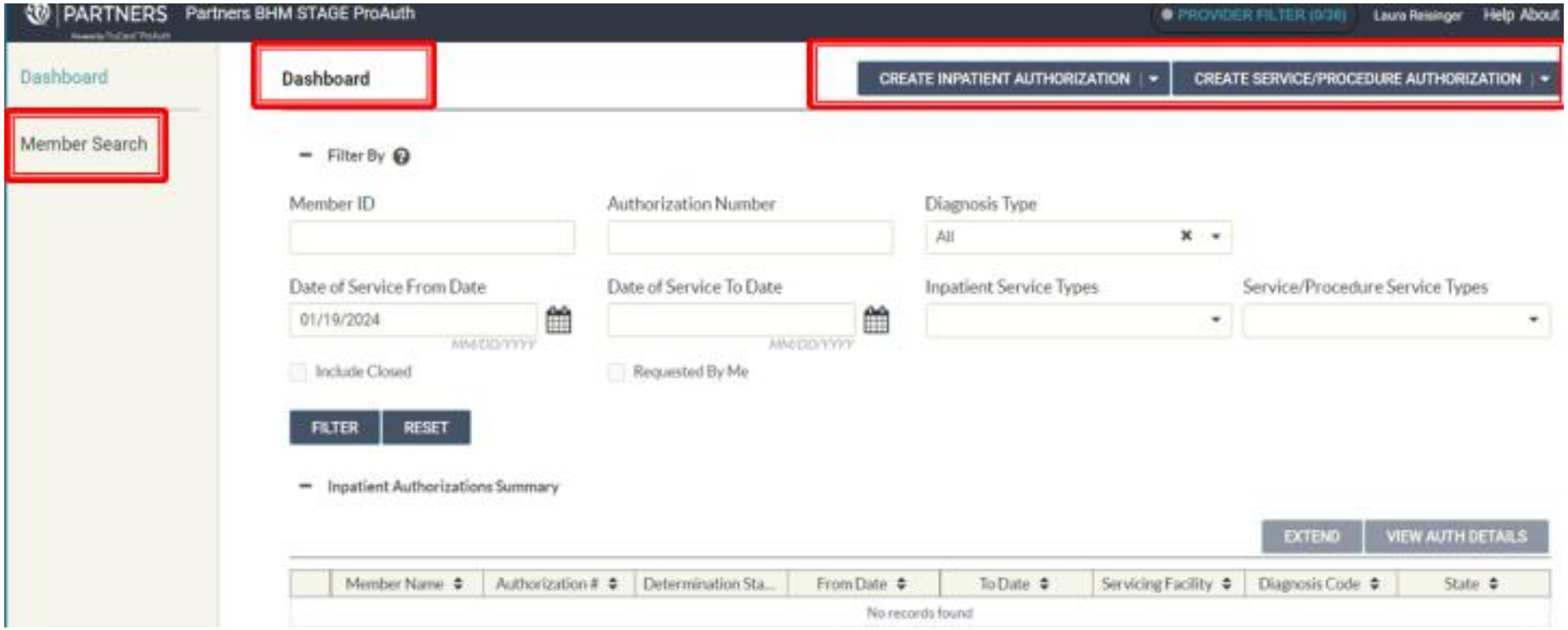
- If the link goes to a page with no information or an error message, you may need to turn off the pop-up blocker and change the setting to Always Allow
- This may need to be done twice, but once pop-ups are allowed, you won't have to fix it again.





Welcome to ProAuth – Authorization Requests Portal

- ProAuth opens to the Dashboard where you can:
  - Search members
  - Create authorizations
  - View authorizations



Submitting an Authorization Request

- From the Dashboard:
  - At the top right of the screen click either:
    - Create Inpatient Authorization or
    - Create Service/Procedure Authorization

  - **Inpatient services** must be submitted as an Inpatient Authorization
    - **NOTE:** Inpatient level of care is provided by hospitals
    - **ICF-IID** is not considered Inpatient
  - **Outpatient services** must be submitted as a Service/Procedure Authorization

For either option, you must select **Behavioral Health** or **Medical**

- Behavioral Health includes mental health, substance use and intellectual and developmental disabilities
- Medical is physical health services only

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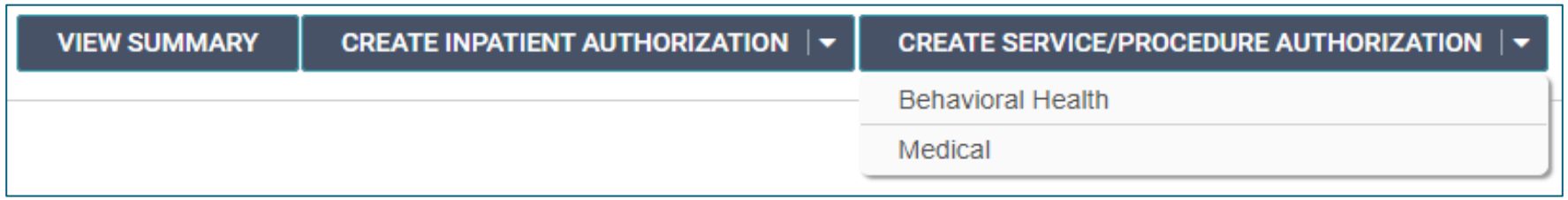
Submitting an Authorization Request

- From the Member Search screen, the options to Create an Authorization are the same but at the bottom of the screen.



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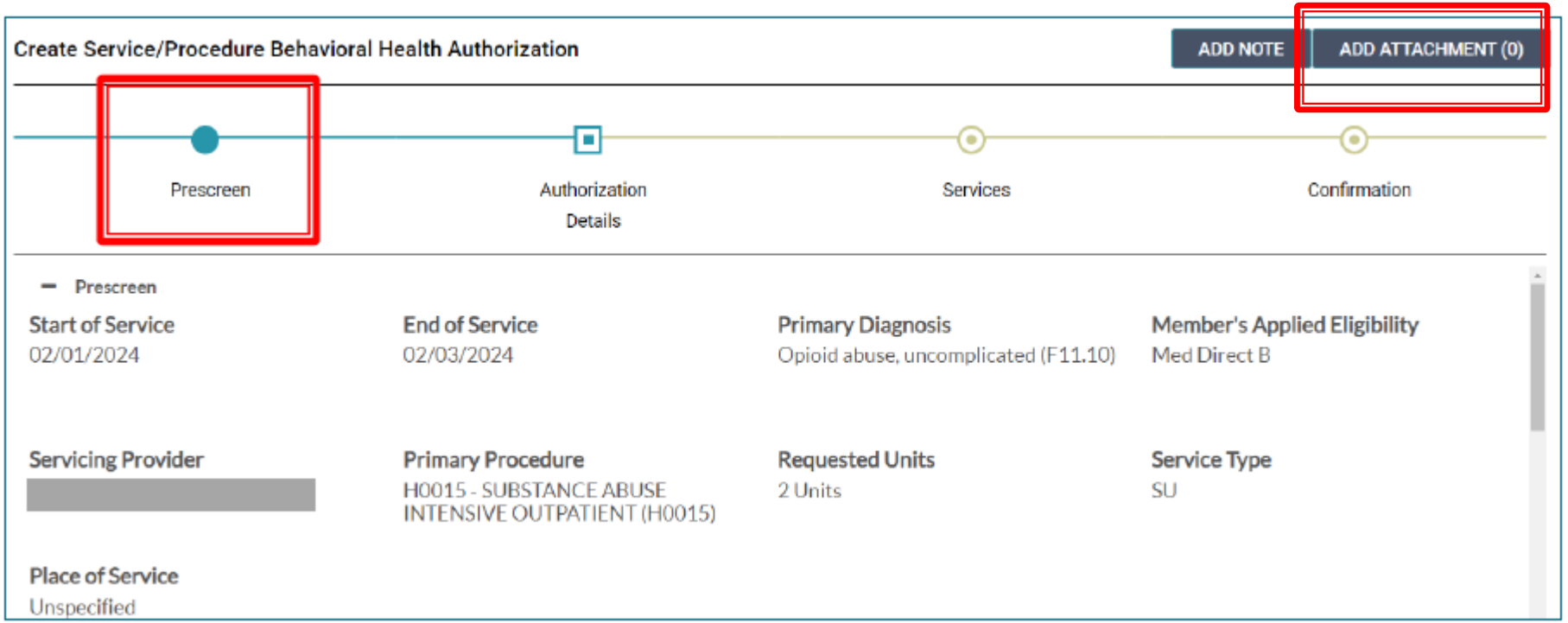
Uploading Documentation in ProAuth

- In the Prescreen section, there will be a button to “ADD ATTACHMENT” in the upper right-hand corner.
- Tip: Minimize the zoom on the browser screen if you are not seeing the buttons.



Additional ProAuth Training

- https://www.partnerstraining.org/
- On-demand webinar: Register and view instant playback
- **Supporting Documentation and Q&A**

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Authorization, Notification, and Determination Timeframes

Authorization Type	Timeframe for Provider	Timeframe for Determination
Standard Service Request (Inpatient)	All non-emergency inpatient admissions require prior authorization. Prior authorization should be requested at least fourteen (14) calendar days before the scheduled service delivery date or as soon as need for service is identified.	72 hours
Standard Service Request (Outpatient)	Prior authorization should be requested at least fourteen (14) calendar days before the scheduled service delivery date or as soon as need for service is identified.	14 days
Urgent Service Request (Inpatient)	Emergency admissions will require notification via authorization submission within one (1) business day, following the date of admission.	72 hours
Urgent Service Request (Outpatient)	Prior authorization should be requested as soon as need for service is identified, prior to service being performed.	72 hours
Retrospective Review	Retrospective review is an initial review of services provided to a beneficiary, but for which authorization and/or timely notification was not obtained due to extenuating circumstances. Providers may request a retrospective review up to 90 days after the date of service (DOS) or date of admission (DOA) in the case of an inpatient request.	30 days

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Submitting Authorizations Manually

- Providers can find the Partners Manual Authorization Request Form here: https://providers.partnersbhm.org/utilization-management/
- This form is to be used for the following situations:
  - The ProAuth/TruCare system is not available and is not expected to be available for an extended period. For example; 4 hours or more; this information will be communicated via the Partners website.
  - The Provider is an out-of-network and/or non-participating provider who is serving a Partners member who either requires specialty treatment not available in the network, is out of the catchment area when a crisis occurs or lives in another catchment area, but Medicaid is not expected to change. For example, members living in residential situations outside of the Partners catchment area but continue to have Medicaid from one of Partners counties.
  - A service is being requested that is not in the Partners Benefit Plan and is not an available drop-down option for services in the ProAuth/TruCare system. For example, an EPSDT Medicaid request for a service not included in the Partners Medicaid Benefit Plan.

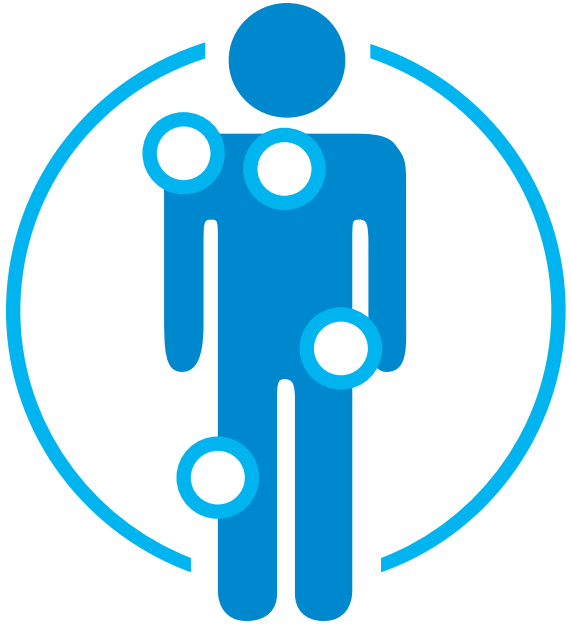
Evolent Utilization Management Program

(Non-emergent, advance, outpatient imaging services)

Evolent (Formerly National Imaging Associates, Inc.)

- Partners, through its partnership with Carolina Complete Health, will use Evolent (formerly National Imaging Associates, Inc.) to provide the management and prior authorization of **non-emergent, advanced, outpatient imaging services.**
- Any services rendered on and after February 1, 2025 will require authorization. Only non-emergent procedures performed in an outpatient setting require authorization with Evolent.
- Providers may submit prior authorization requests to Evolent now, however they are not required during the flexibility period.

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- MUGA Scan
- Myocardial Perfusion Imaging
- Stress Echocardiography
- Echocardiography



Excluded from the Program Procedures Performed in the following Settings:

- Hospital Inpatient
- Observation
- Emergency Room

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Evolent (Formerly National Imaging Associates, Inc.)

Item	Key Point(s)
RadMD Access & Features	▪ **Prior authorization requests can be made online at: www1.RadMD.com** ▪ RadMD Website – Available 24/7 (except during maintenance) ▪ Request authorization (ordering providers only) and view authorization status ▪ Upload clinical information ▪ View Evolent's Clinical Guidelines ▪ Frequently Asked Questions ▪ Quick Reference Guides ▪ Checklist ▪ RadMD Quick Start Guide ▪ Claims/Utilization Matrices ▪ View and manage Authorization Requests with other users (Shared Access) ▪ Requests for additional Information and Determination Letters ▪ Clinical Guidelines ▪ Other Educational Documents To sign up for RadMD Go to**: www1.RadMD.com** Click the New User button and set up a unique username/account ID and password for each individual user in your office. NIA-Carolina Complete Health educational documents**: www1.RadMD.com**

Resource: Evolent Resource Page for Partners Providers

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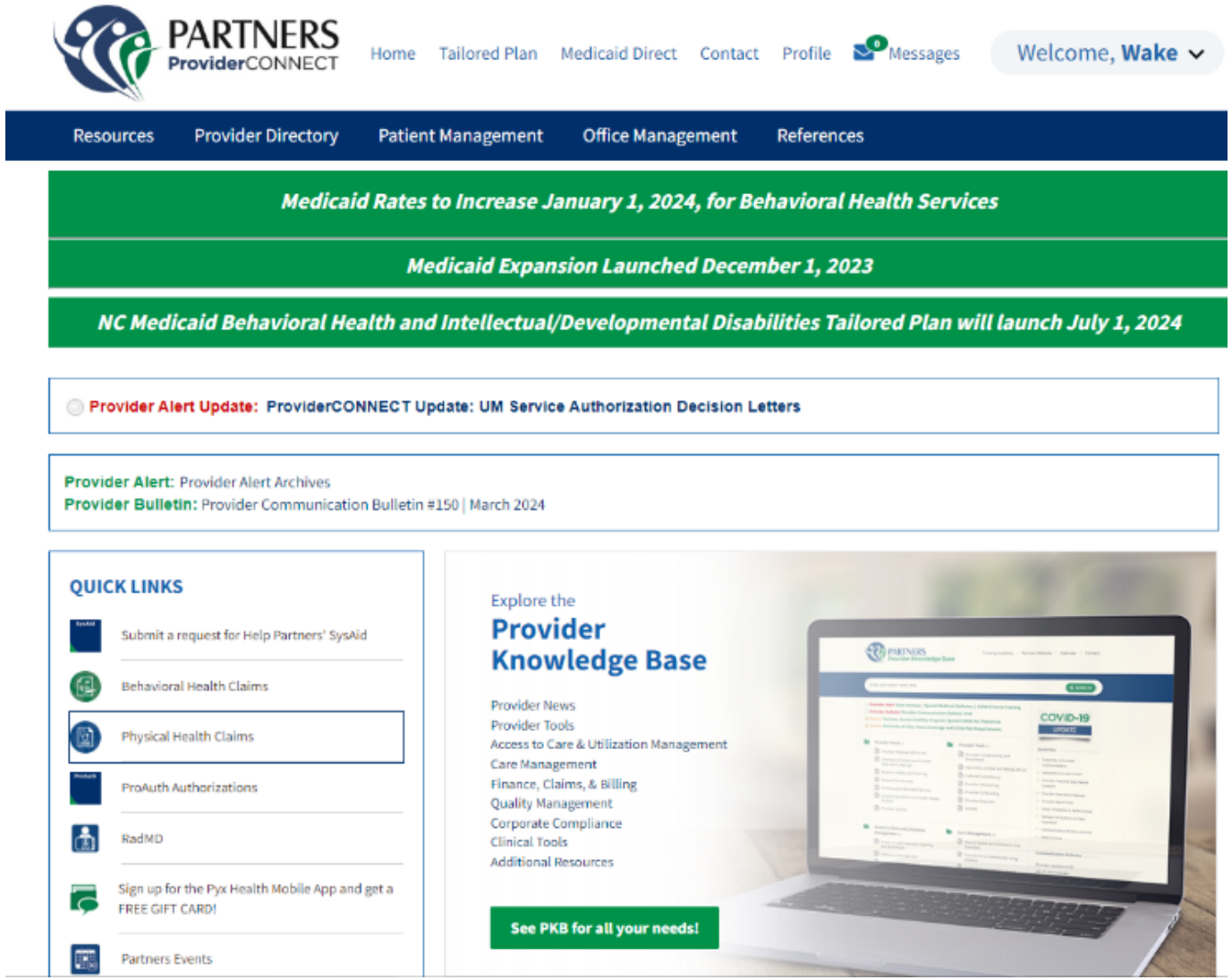
Claims and Payments

Submitting Claims

- You can submit your Physical Health Claims through ProviderConnect



Submitting Claims

Method	Physical Health Claims Submission	Behavioral Health Claims Submission
Electronic	ProviderConnect, https://id.partnersbhm.org/ then choose **Physical** Health Claims to submit **Physical** Health Claims, this brings you to Availity.	ProviderConnect, https://id.partnersbhm.org/ then choose **Behavioral** Health Claims to submit **Behavioral** Health Claims, this brings you to Alpha+.
Paper	Partners Health Management Attn: Claims PO Box 8002 Farmington, MO 63640-8002	Partners Health Management 901 S. New Hope Road, Gastonia, NC 28054
Clearinghouse/SFTP	Provider's Clearinghouse connection to Availity, then the claim can be passed for processing.	Behavioral Health Claims will be submitted to Alpha+
Payor ID	68069	13141

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Claims Trends/Data

DENY: BILL PRIMARY INSURER 1STRESUBMIT WITH EOB	Prior to submitting claim, verify member's eligibility to determine if there is a primary payer. Federal regulations require Medicaid to be the "payer of last resort," meaning that all third-party insurance carriers must pay before Medicaid processes the claim.
DENY: PLEASE SUBMIT TO PARTNERS FOR BEHAVIORAL HEALTH PROCESSING	https://medicaid.ncdhhs.gov/health-plan-billing-guidance Updated billing guidance from NC Medicaid includes logic for behavioral health vs physical health claims. *Please also see the 1/30/25 KIT as there may be erroneous denials for 96110 and 96127 assessments.
DENY-BILL NPI+TAXONOMY NOT ON MEDICAID FILE OR NOT ACTIVE ON SVC DATES	Provider data on the claim must match what is in NCTracks. Missing rendering and/or missing billing taxonomy is a common cause of claim processing delays and denials. Taxonomy numbers must also align with your provider data in NCTracks. Please also advise your Clearinghouse to make sure the changes made to taxonomy placement are permanent on your account going forward. Provider Guide: https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCH-Prvr-Taxonomy-Guide.pdf
BILLING NPI NOT ON MEDICAID FILE/NOT ACTIVE ON SVC DATE	Provider data on the claim must match what is in NCTracks.
DENY: PER STATE GUIDELINES- PROCEDURE NOT SEPARATELY REIMBURSABLE	

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Known Issues Tracker

- Both Partners and CCH maintain a Known Issues Tracker. Physical Health Tailored Plan providers may reference this weekly for issues related to claims and other operational areas.
- Partners: https://providers.partnersbhm.org/claims-information/
- CCH: https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCH_Known_Issues_Tracker_Current.pdf

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Physical Health vs. BH Billing

- On 11/25/24, NC Medicaid released updated health plan billing guidance effective 10/01 that outlined BH vs PH claim guidance.
- Health Plan Billing Guidance was since updated on 1/10/25
  - View this page for latest versions: medicaid.ncdhhs.gov/health-plan-billing-guidance
- “Claims with a primary care billing or rendering provider taxonomy will be considered Physical Health” (Level 5, Primary Care Physicians)

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Provider Payments

- **Clean claims will be resolved (finalized paid or denied) 95% within 15 calendar days** and 99% within 30 calendar days following receipt of the claim.
- Carolina Complete Health AMH payments are paid out on the 20th of every month
- Partners check run scheduled is weekly on Mondays, with payment issued to providers on Tuesdays.
- Remittance Advice, also referred to as an 835 or Explanation of Payment (EOP), are issued with payment and can be accessed several ways:
  - Payspan: https://www.payspanhealth.com/
  - Physical copy if you receive paper check

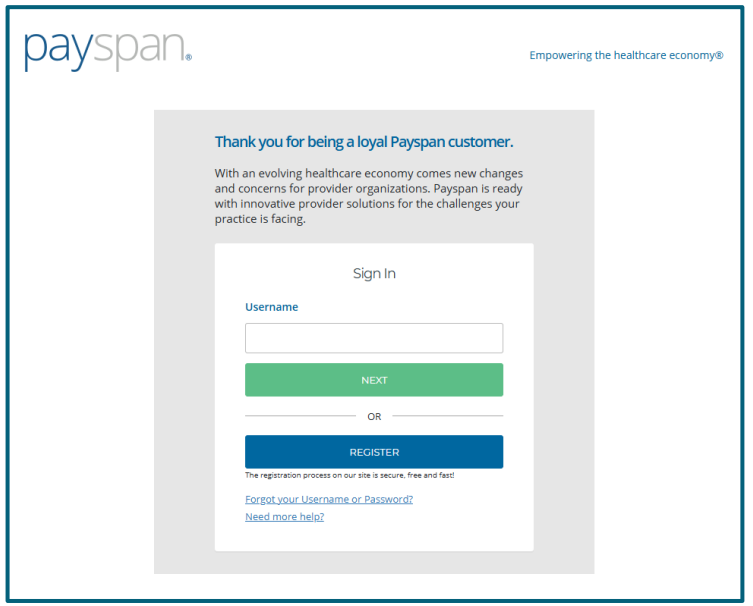
Electronic Funds Transfer

To contact Payspan: Call 1-877-331-7154, Option 1 – Monday thru Friday 8:00 am to 8:00 pm est.

Payspan offers monthly training sessions for providers covering the following topics:

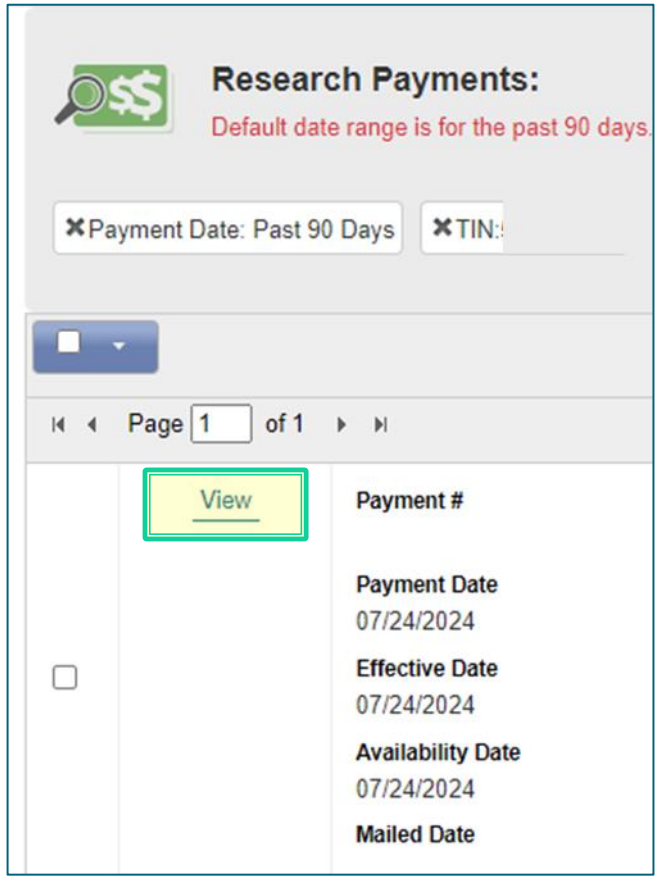
- How to register with Payspan (New User)
- How to add additional registration codes to an existing Payspan account
- How to navigate through the Payspan web portal
- How to view a payment
- How to find a remit
- How to change bank account information
- How to add new users

For training links visit our website under Education and Training



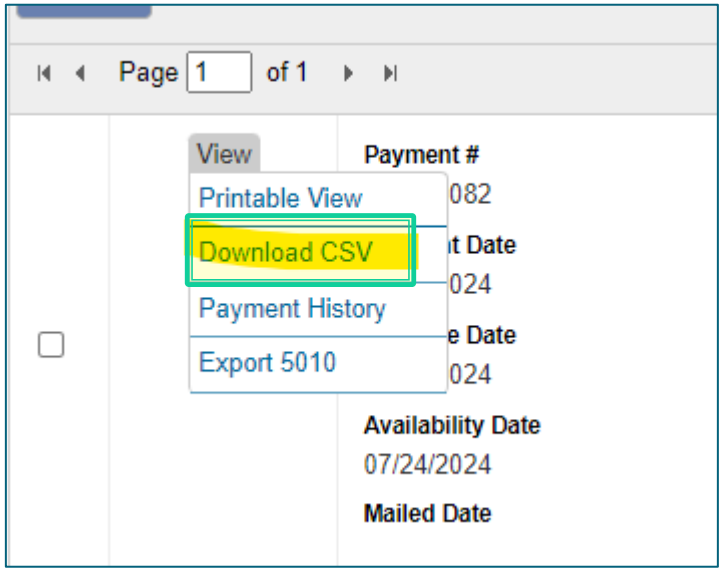
Access ERA in Payspan

1



Scroll down and click ‘View all EOP’

2



Download CSV

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Medical Home Payment and Reporting

Where can practices find their Medical Home fee Capitation Reports?	Via Payspanhealth.com. For providers not yet enrolled, visit https://www.payspanhealth.com/ and click register or contact Payspan: Call 1-877-331-7154, Option 1 – Monday thru Friday 8:00am to 8:00pm EST. Also see attached guide. Using Payspan to Access Medical Home Payments (PDF)
What section of that portal should they be directed to?	In Payspan, under Payment details, click View, then Download CSV. Open the excel document and save a copy for your records.
What system or portal do they need access to, to obtain said reporting? On what date of the month is the enrollment count for the Medical Home PMPM payment captured?	1st of the month
When does your plan project that these payments will be made to practices each month?	20th of each month. First couple of months may be close to end of the month.

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EDI Questions

- EDI claims can be submitted to Payer ID 68069
- Choose “Partners Health Management Physical Health 68069”
- As long as the providers clearinghouse has a connection to Availity, the claim will pass through to be processed by CCH.
- Medicaid claims should be submitted within 365 days from date of service.
- ProviderCONNECT to submit claims in Availity for Medicaid Tailored Plan
- Physical Health claims
  - Mail physical health claims to: Partners Health Management Claims, PO Box 8002, Farmington, MO 63640-8002
- Questions:
  - Phone: 704-842-6486
  - Fax: 704-854-4203

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Availity and Clearinghouse Set Up of New Payers

- Partners Health Management has partnered with Availity®, an independent company, to operate and service our electronic data interchange (EDI) and portal transactions.
- Physical Health Claims can be submitted through Availity beginning with Dates of Service July 1, 2024.
- **Noted Impacts:** For any Provider using a clearinghouse or vendor to submit transactions to Partners Health Management today, Partners Health Management and Availity are working with your trading partner to update the connections.
- For Questions regarding set up or additional information please refer to Partners' Provider Knowledge Base, https://providers.partnersbhm.org/alphamcs-zixmail-sign/
- Providers with questions regarding Availity can contact the Availity Help Desk by calling 1.800.AVAILITY (282.4548).
- The help desk is available Monday – Friday, 8 a.m. – 7 p.m. Eastern Standard Time.
- https://qa-essentials.availity.com/availity/Demos/REC_AP_Onboarding/index.html#/

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Clearinghouse and Set Up of New Payers

Existing Availity Trading Partners

If you are currently sending EDI Transactions for other Health Plans via a secure FTP account with Availity, follow your standard business process to work with Partners Health Management. If you need assistance, please refer to the resources in this EDI Quick Start Guide for Availity.

New to Availity?

If you do not already have an Availity Account, please register with the links below:

1. Go to www.availity.com
2. Click **Register** and complete the process. For registration guidance or tips, we recommend you refer to the following resource prior to starting your registration application:
   - Register and Get Started with Availity Portal microsite
   - EDI Quick Start Guide for Availity
   - Submitting a Claim on Availity Essentials

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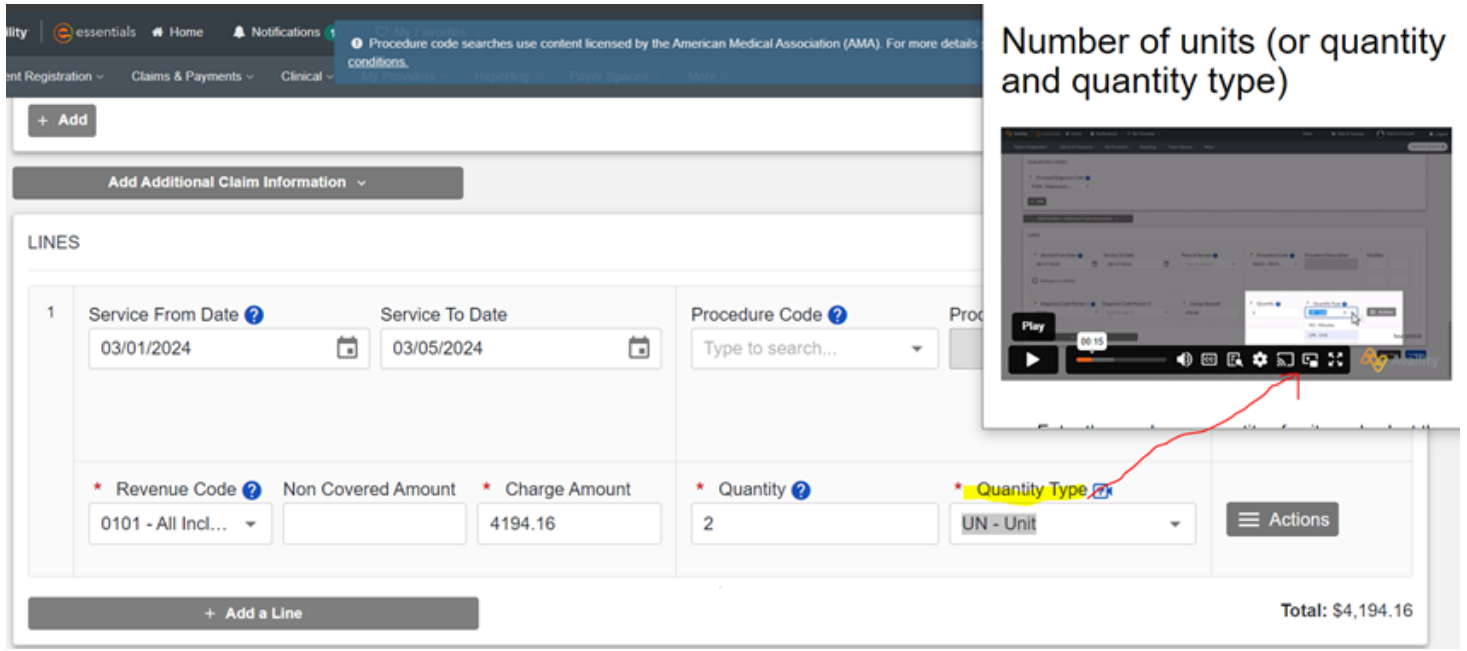
Availity Tips

- Providers should be able to see an updated number of units dropdown.
- Availity has included a video detailing to new unit's process.



Availity Tips

- For Additional Training, Log Into Availity
- Select **Get Trained** under **Help & Training** (Essentials) or **Help & Resources** (Essentials Pro).
- For Availity customer support for Availity products and applications, call 1-800-282-4548.
- For information about Availity product training, view **ALC FAQ** and **ALC User Guide**.

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Claims rejections for dates of service prior to 7/1/2024

- Physical health claims for dates of service prior to 7/1/2024 should be processed as Medicaid Direct claims and submitted to Medicaid Direct via NCTracks.
- For DOS **beginning** 7/1/24, physical health claims for Partners **Tailored Plan** members can be submitted to Partners using the physical health claim submission methods. These claims are processed by CCH.

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Electronic Funds Transfer for Claims

Behavioral Health Claims	Physical Health Claims
Partners EFT process: Please contact Partners Vendor Group for EFT and banking information set: vendorsetup@partnersbhm.org	Payspan: A Faster, Easier Way to Get Paid (PDF) https://www.payspanhealth.com/nps To contact Payspan: Call 1-877-331-7154, Option 1 or email providersupport@payspanhealth.com Monday thru Friday 8:00 am to 8:00 pm est. Providers must register with each line of business (LOB): there will be registration codes specific for Partners. Payspan offers monthly training sessions for providers covering the following topics: How to Register with Payspan (New User) How to Add Additional Registration Codes to an Existing Payspan Account How to navigate through the Payspan web portal How to view a payment How to find a remit How to change bank account information How to add new users Registration information can be found through CCH: https://network.carolinacompletehealth.com/training

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Claims Reconsideration Process

- Partners works diligently with Providers to resolve their issues; however, there are times when a Provider is dissatisfied with a Claims Processing outcome.
- If dissatisfied with the Claims Processing outcome, Providers can complete the **Reconsideration Form** listed below.
- Claims Analysts will review claims submitted on the form for accuracy and provide the research outcome.
- If dissatisfied with the outcome of the Claims Reconsideration, Providers have the option to **File a Grievance/Complaint**.

Email claims reconsideration review form to claimsdepartment@partnersbhm.org.
The form is located at https://providers.partnersbhm.org/claims-information/.
A grievance can be submitted if provider is unsatisfied with the outcome of the claim review. https://providers.partnersbhm.org/grievance- incident-reporting/.

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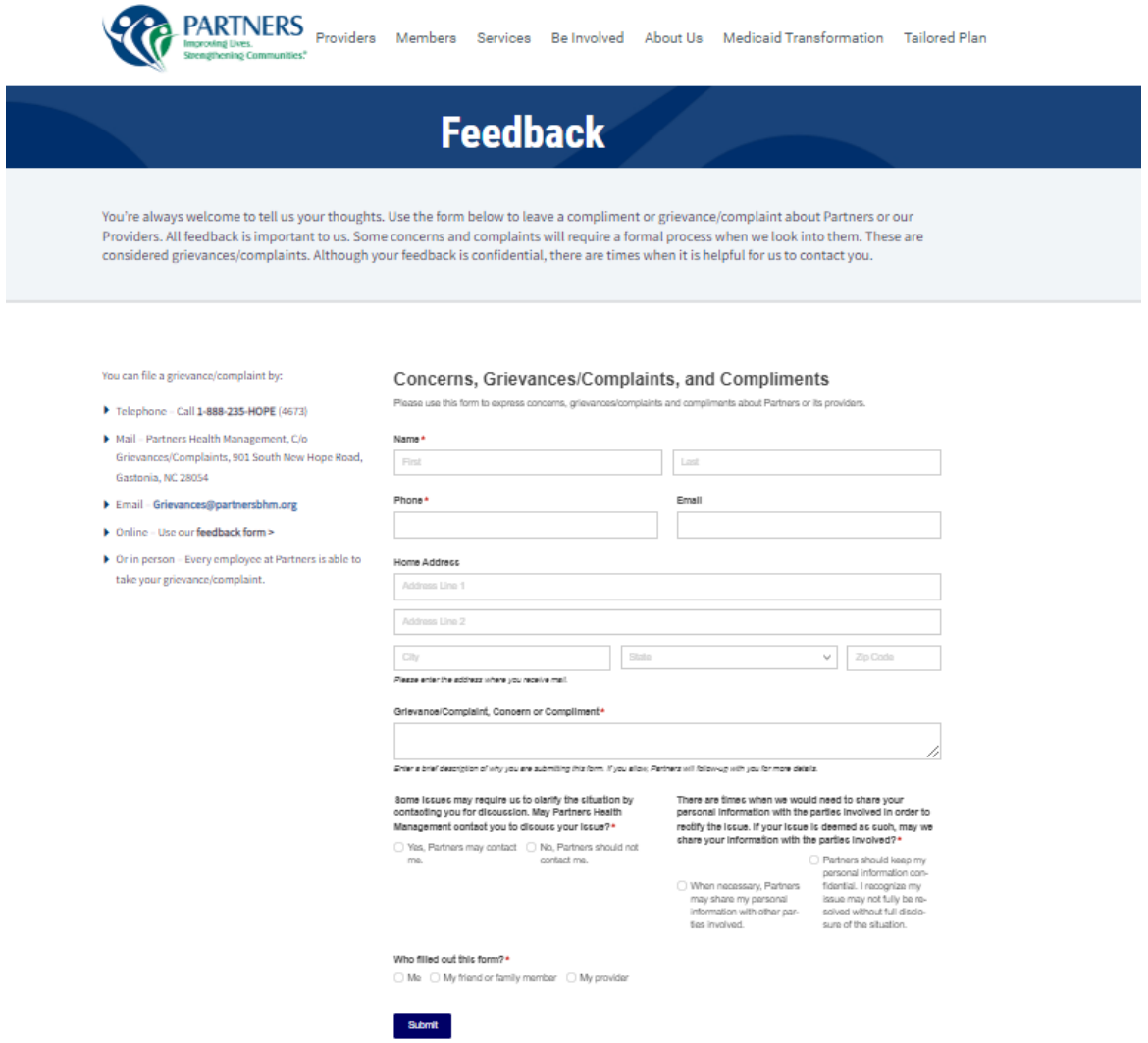
Ways Providers Can File a Grievance

- Intake Points: Any Partners staff may receive provider grievances via the following methods:
  - Telephone – Call 1-888-235-HOPE (4673)
  - Mail – Partners Health Management, c/o Grievance/Complaint, 901 South New Hope Road, Gastonia, NC 28054
  - Email – Grievances@partnersbhm.org
  - Online –Feedback form https://www.partnersbhm.org/feedback/
  - In person – Every employee at Partners is able to receive your grievance or complaint.
  - ProviderCONNECT (Provider Portal)



Partners will provide providers any reasonable assistance in completing forms and other procedural steps.

ProviderCONNECT

File a Grievance/Complaint

/ Additional Resources / File a Grievance/Complaint

Grievances (also called concerns or complaints) are defined as "an expression of dissatisfaction about matters involving the MCO or MCO Provider Network." Grievances/complaints are expressions of dissatisfaction about any matters other than an "action" (summarized as Utilization Management Department decisions to deny, reduce, suspend or terminate any requested services).

Anyone at Partners can receive a grievance/complaint. Grievances/complaints may be submitted via telephone, mail, email, Partners' website, or in person.

The Legal Department is responsible for assigning grievances/complaints to appropriate staff or departments for resolution. The Legal Department also tracks, monitors, and ensures that the grievance/complaint is resolved. Timelines regarding resolution are available in the **Provider Operations Manual**.

If the person filing the grievance/complaint is a member or recipient, or is someone acting by or on behalf of a member or recipient, and would like to request an extension to the resolution of the grievance/complaint, the request* should be submitted either in person, by calling 1-877-864-1454, or in writing to the following address:

Partners Behavioral Health Management
c/o Grievances
901 South New Hope Road
Gastonia, NC 28054
**Include the grievance/complaint reference number located at the top of the Grievance Acknowledgement letter in the request.*

Please remember that:

- Any person or organization has the right and ability to bring a grievance/complaint.
- Upon enrollment and upon request, the grievance/complaint process must be shared with all enrollees and families of enrollees accordingly.
- Additionally, Providers must inform enrollees and families that they may contact Partners directly about any grievance/complaint.
- Providers must publish and make available the toll-free Partners' Customer Services number for enrollees and family members, along with the telephone number for the Disability Rights of North Carolina.
- Partners has a standardized appeal process for grievances/complaints that is outlined in the **Provider Operations Manual**.
- Providers must keep documentation on all grievances/complaints received, including dates received, the issues included in the grievances/complaints, and resolution information.
- Any unresolved grievances/complaints should be referred to Partners.

If you have questions regarding this process, please call 1-877-864-1454 or email **Grievances@PartnersBHM.org**

Grievance/Complaint Online Form

Please use this form to express concerns, grievances/complaints and compliments about Partners or its providers.

Name *

First | Last

Phone * | **Email**

Home Address

Address Line 1

Address Line 2

City | State | Zip Code

Please enter the address where you receive mail.

Grievance/Complaint, Concern or Compliment *

Enter a brief description of why you are submitting this form. If you allow, Partners will follow-up with you for more details.

Some issues may require us to clarify the situation by contacting you for discussion. May Partners Health Management contact you to discuss your issue? *

Yes, Partners may contact me. | No, Partners should not contact me.

There are times when we would need to share your personal information with the parties involved in order to rectify the issue. If your issue is deemed as such, may we share your information with the parties involved? *

When necessary, Partners may share my personal information with other parties involved. | Partners should keep my personal information confidential. I recognize my issue may not fully be resolved without full disclosure of the situation.

Who filled out this form? *

Me | My friend or family member | My provider

Submit

Partners will provide providers any reasonable assistance in completing forms and other procedural steps.

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Partners Provider Communications

- CCHN Physical Health Provider Communications
- Partners Provider Alerts

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Provider Support and Who to Contact

Who	What	How
Partners Customer Service	• Claims questions • Prior Auth questions • Grievances and Appeals • Portal (ProviderConnect) • Member assignment	1-877-398-4145; 7 a.m. to 6 p.m. Monday-Saturday
Carolina Complete Health Network Provider Relations	• Tailored Plan Physical Health Contracting	NetworkRelations@cch-network.com
Carolina Complete Health Provider Engagement	• Payspan • Panel Status • Education	CCHN Provider Engagement Team

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Questions?

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Additional Provider Resources

Inpatient Claims Submission Tips

- Physical Health Claims
  - Physical Health claims uses the primary diagnosis on inpatient claims to determine the claim is physical health vs. behavioral health and processes the claim accordingly.
  - If an inpatient claim has a primary diagnosis for physical health but the member also received behavioral health services during the stay, the claim will be processed using the appropriate DRG for the full stay.
- Behavioral Health Claims
  - Behavioral Health claims uses the primary diagnosis on inpatient claims to determine if the claim is behavioral health vs. physical health. If an inpatient claim has a behavioral health primary diagnosis, the claim will be processed at the per diem rate for the room and board revenue code.

Outpatient Claims Submission Examples

- Child presents for an EPSDT Well Child Check and the PCP also manages ADHD diagnoses

Service Line CPT Code	Service Line Primary Diagnoses Code
99393	Z00129
99401	F909
99213	F909
92551	Z00129

- Adult member sees their PCP for ADHD management and has a cough. The PCP runs a COVID test during the visit.

Service Line CPT Code	Service Line Primary Diagnoses Code
99214	F909
87636	R051

- Today, these claim scenarios today are billed to Medicaid Direct, and July 1, 2024, they will be processed by Carolina Complete Health for Partners' Tailored Plan providers.
- Please use the physical health claim submission steps outlined on Slide 13.

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How to File Claims as an OON Provider

- OON Providers must submit all first-time claims for reimbursement no more than one hundred eighty (180) calendar days from the Date of Service, or in the case of a health care provider facility, within one hundred eighty (180) calendar days after the date of the member's discharge from the facility. See page two for OON Provider Claim Submission guidance.
- Providers should use the appropriate paper claim form type (CMS 1500 or UB 04) and submit to:
  - Partners Health Management
  - PO Box 8002
  - Farmington, MO 63640-8002
- OON Providers who have an EDI/Clearinghouse claim submission process, may submit physical health claims to Payer ID 68069.

Note for Home Health and Community Based Personal Care Services: OON Providers subject to EVV requirements, must submit claims through Electronic Visit Verification (EVV). Partners utilized HHAeXchange as the EVV vendor. Please view the Partners EVV Welcome Letter for additional details on connecting with the HHA portal.

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Payment Expectations

- Providers can expect the first checkwrite by July 9, 2024.
- This checkwrite will include dates of service July 1, 2024, forward.
- Partners will include interest and penalties as part of claims processing according to the contractual agreement.
- The payment will be reflected on the Remittance Advice/Explanation of Payment using Claim Adjustment Reason Code (CARC) 225 – Penalty or Interest Payment by Payer.

Durable Medical Equipment

- Tailored Plans offer the same physical health services as Standard Plans and Medicaid Direct.
- For a Partners Tailored Plan member, you can request authorization for DME using the ProAuth tool in ProviderCONNECT.
- DME billed on a medical claim must be submitted to Partners using the physical health submission methods. CCH will process the claims. This includes CPT codes on applicable DME Fee Schedules.
- DME billed at Pharmacy Point-of-sale, i.e. Diabetic Supplies on the PDL, are managed through Partner's Pharmacy PBM, CVS Caremark®.
- When submitting a claim for manually priced DME items, an invoice must be attached to the claim for reimbursement review.
- Providers must use the correct modifier for DME services as applicable for the services rendered.
- Relevant DME clinical coverage policies include:
  - Physical Rehabilitation Equipment and Supplies, 5A-1 (PDF)
    - For guidance in reference non-invasive osteogenic stimulation, please refer to policy titled Osteogenic Stimulation, NC.CP.MP.194 (PDF)
  - Respiratory Equipment and Supplies, 5A-2 (PDF)
    - Prior approval is required prior to the initiation of oxygen therapy and for continuation of active oxygen therapy on at least an annual basis.
  - Nursing Equipment and Supplies, 5A-3 (PDF)
  - Orthotics and Prosthetics, 5B (PDF)

Resource: Partners Physical Health DME Provider Guide

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Provider Resources

Learn More About Partners Health Management

- https://www.partnersbhm.org/tailoredplan/
- https://www.partnersbhm.org/tailoredplan/providers/manuals-forms-and-policies/
- https://www.partnersbhm.org/wp-content/uploads/partners-quick-reference-guide.pdf
- https://www.partnersbhm.org/tailoredplan/pharmacy/
- https://www.partnersbhm.org/tailoredplan/providers/provider-training-materials/
- https://providers.partnersbhm.org/claims-information/

- NC DHHS Tailored Plan Toolkit

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Tailored Plan Transportation Services

Non-Emergency Medical Transportation (NEMT)

Non-Emergency Medical Transportation (NEMT) is the new name for your transportation benefits under the Tailored Plan.

Members and/or their guardian will need to use **Modivcare**, Partners' transportation vendor, to access this service.

Tailored Plan Members: Call Member Services at **1-888-235-4673** and choose the "Transportation" option starting May 16, 2024, to schedule rides that will begin July 1, 2024.

What appointments are covered?

- Medical, dental and vision
- Behavioral health
- Prescription pick-up following Primary Care Provider (PCP) appointments
- Women Infants Children (WIC)
- Non-medical appointments such as educational classes and weight-control classes, including Weight Watchers

https://www.partnersbhm.org/tailoredplan/members/tailored-plan-transportation-services/

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Contracting with Partners Tailored Plan

- Physical Health Providers may enter a contract with Partners Tailored Plan through our physical health partner, Carolina Complete Health
- Please initiate your contract with the Contract Request Form
- You may also reach out to the Carolina Complete Health Network team via email at: networkrelations@cch-network.com

Note: Prior to contracting, providers must be credentialed with NC Medicaid. NCTracks is the system of record for provider enrollment data.

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Medical Home Fees and Common Questions

- **Where can practices find their Medical Home fee Capitation Reports?** Payspan portal. Providers are receiving training on how to navigate reports available on Payspan by CCHN, our provider team. Via Payspanhealth.com. For providers not yet enrolled, visit https://www.payspanhealth.com/nps and click register or contact Payspan: Call 1-877-331-7154, Option 1 – Monday thru Friday 8:00am to 8:00pm EST. Also see attached guide. Using Payspan to Access Medical Home Payments (PDF)
- **What system or portal do they need access to, to obtain said reporting? What section of that portal should they be directed to?** In Payspan, under Payment details, click View, then Download CSV. Open the excel document and save a copy for your records.
- **On what date of the month is the enrollment count for the Medical Home PMPM payment captured?** 1st of the month
- **When does your plan project that these payments will be made to practices each month? i.e., 15th of each month, by the first of the month, etc**. 20th of each month. First couple of months may be close to end of the month.
- **What type of monthly reporting is provided with each payment? Can practices download copies of these reports for their records?** Payspan reports are available for practices to review payments.
  - What details are provided in this report to assist practices with balancing their finances? See next slide.

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Medical Home Fees and Common Questions

Report Details Available in Payspan

PayerName
PaymentNumber
PaymentDate
TotalPaymentAmount
PayeeName
PayeeTIN
LOB
PCPName
PCPNPI
MemberProduct
MemberName
MemberID1
MemberID2
MemberCOVDate
MemberMonths
CAPPaymentAmount

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