SoonerCare Behavioral Health Update

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Letters of Collaboration and Termination

Letters of collaboration and termination have posed problems for some providers. These documents are simple to use and required to enhance treatment and service delivery.

Letter of Termination
The Letter of Termination is signed by the consumer and/or guardian to discontinue prior authorized services with an existing provider/agency when the consumer no longer wishes to receive services from that particular provider/agency. The letter prevents multiple, unused prior authorizations (PAs) from remaining open on the APS and OHCA systems. When APS receives notification from the "new" provider that a termination letter has been signed, APS will notify the existing provider that the PA has been administratively closed. The existing provider may then proceed with closing their agency's records in a timely manner.
The consumer should never be required to sign the termination letter if it will discontinue services the consumer needs and the "new" agency cannot provide similar services.

Collaboration Between Providers
An eligible member/parent/guardian will not be restricted and will have the freedom to choose a behavioral health case management provider as well as providers of other medical care (OAC 317:589-596; CFR for freedom of choice 42 CFR 431.51). It is a requirement that providers will collaborate on behalf of the member's best interests and choice of facility.

When a collaboration letter is needed, the APS CareConnection® request will be returned to the provider for Clinical Correction. The provider needs to respond within 10 calendar days with a notification that they are working on obtaining a collaboration agreement with the other agency. Once the provider notification response is received, the request will be placed on hold for a period of up to 30 days. Providers can extend the 30 day time frame as needed until the collaboration agreement has been completed.

While the letter of collaboration is being sought, providers with existing authorizations will have their authorization numbers temporarily pended until the collaboration is completed. A fax notification will be the sent to the provider indicating the need to complete the collaboration process and that their prior authorization number has been temporarily pended.

For all providers involved, the original request submission date will be issued once the collaboration has been obtained.

In the **"Current"** section of the PA request, providers will need to document that the Letter of Collaboration is on file. The APS CareConnection® request needs to list each agency; how the monthly dollar amount will be split for the level of CAR/ASI/T-ASI indicated; and the date the client/guardian signed.

If an agency does not have a letter of collaboration, one can be found on www.SoonerPro.com.

SoonerCare covers children who receive hospice services. When a child is in hospice they can only receive continued BH services and medication training/support IF these services were initiated prior to the hospice admission, or when needed for other BH issues outside of their terminal illness diagnosis and treatment. Once the child is admitted to hospice APS will need a letter of collaboration to ensure there is no duplication of services.

Points of Interest

- **www.SoonerPro.com** is the APS informational website for Oklahoma behavioral health providers.
- No consumer PHI (Personal Health Information) should ever be placed on this site.
- **"Subscribe"** to receive e-mails, updates and other important information. Find the link on the SoonerPro homepage in the upper right hand corner.

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OHCA's Debbie Spaeth Honored

OHCA's behavioral health services director, Debbie Spaeth, was recently honored at the 30th *Journal Record* Woman of the Year awards gala, which included the 2010 Fifty Making a Difference. The Woman of the Year program is a special tribute to Oklahoma's female business and community leaders.

Spaeth was one of the 50 women selected which included several notables from the health care and nonprofit fields in addition to entrepreneurs, attorneys, city and state officials.

Mary Melon, president and publisher of *The Journal Record* stated, "Oklahoma is fortunate to have these women, who continue to lead and contribute to their communities in significant ways. *The Journal Record* is proud to have the opportunity to honor them in a public way."

Each year, hundreds of nominations are received from all over the state for this program. The 50 honorees are recognized at the Woman of the Year event and in the publication, "Fifty Making a Difference."

Congratulations to Debbie on the well-deserved recognition. Her tireless and continued efforts to improve the quality and delivery of behavioral health services for Oklahoma's consumers is greatly appreciated!

Why Can't I Get My Claims Paid?

What is more frustrating than getting your consumer's paperwork done, the prior authorization approval and then having a claim denied? Pam Raisley, HP field rep, has compiled a list of the most common denials and the resolutions to help you get reimbursement with as few headaches as possible.

Procedure code versus program indicator - **Procedure code billed is not covered under the member's eligibility coverage.** Check the member's eligibility to see if they have coverage for the services billed. If a DMH provider, the member must have a Mental Health and Substance Abuse (MHSAS) number. If a SoonerCare provider, the member must have Title XIX.

Recipient ineligible on date of service. Check eligibility to see if the member is eligible on the date of service in question.

Dates of service not on PA database. Make sure you have requested prior authorization for the services rendered.

Exact duplicate. A claim has already been paid for the date of service on the claim.

PA dollars exhausted. The PA for this date of service has no funds remaining.

Recipient covered by private insurance. Member has private insurance. SoonerCare is the payer of last resort. A claim must be submitted to the primary insurance carrier.

Edit 4300 - Insufficient DMH funds. The funds in your DMH contract (budget) are exhausted for the current month. This claim will automatically process the first of the next month.

Edit 4303, 4304 - Contract source invalid. Billing services must be covered under the submitted contract source code. Valid services can be found in the service/contract source maintenance panel. Example: AA20

Edit 4310 - Services reported but not paid. DMH services that pay using a provider budget detail that has zero dollars allocated will post this information edit.

Spotlight on Providers

There is a new resource available to women beginning recovery. SOS (Specialized Outpatient Services in Oklahoma City) has recently opened an outpatient/ intensive outpatient sober living environment, Amethyst House. The house is fully furnished and allows women who are new in recovery to have a safe, structured environment to live and participate in services for up to 1 year.

SOS requires each woman have at least 14-30 days of recovery; remain abstinent while in the house; and participate in the following groups:

- Weekly outpatient substance abuse and/or co-occurring counseling.
- Weekly women's therapeutic recovery group.
- Weekly recovery support services (group and/or individual).
- Case Management Services (Includes assistance in finding employment; food stamps, etc. as needed).
- Weekly self-help meetings (AA; NA; CA Alanon and /or CR).
- Participation in random drug testing.

There is a deposit requirement of $125 and a weekly rent of $125. The weekly rent pays for the utilities and all of the therapeutic services in addition to the rent. The additional expense each resident will have includes food, laundry supplies and toiletries.

Please contact James Patterson, ICADC, with any questions at 405-205-8251 or by e-mail at james@okcsos.com

If this venture is successful, a men's sober house will open at a future date.

Alert

When checking consumer eligibility, use the Eligibility Verification System, not APS CareConnection. In OKC, call (405) 840-0650, opt. 1 or toll free, (800) 767-3949, opt. 1. You must have the SoonerCare Provider ID number and EVS PIN. Enter your 9-digit provider number and location code followed by #. Enter your 4-digit EVS PIN followed by #.
Forgot your PIN? Call the OHCA Internet Help Desk at (405) 522-6205 or (800) 522-0114, opt. 2.1.

CALOCUS Assessor List Posted on SoonerPro

The CALOCUS (Child and Adolescent Level of Care Utilization System) is an assessment tool used to arrive at a level of care decision for children and adolescents who may be at risk of out-of-home placement.

To administer the CALOCUS, LBHP providers can be employed by an agency or in private practice; must be individually contracted with OHCA; and attend a certified CALOCUS training to become eligible for SoonerCare reimbursement. Agencies cannot bill or receive a prior authorization (PA) for the CALOCUS. A trained assessor working for an agency can provide the services and obtain the PA under his/her individual provider number, not the agency number.

APS has posted a list of certified CALOCUS assessors on the SoonerPro Web site at www.soonerpro.com; under the "Resources" tab; under "Manuals"; then "CALOCUS Manual and Process Information".

Assessor contact information is listed by location; either county or city, depending on the information submitted by the assessor on the "CALOCUS Provider Information Sheet", found in the same section of the SoonerPro site.

If you took the CALOCUS training and did not complete an information sheet with information you are willing to share on the public Web site, complete the form and fax to APS at 800-762-1639. Include specifics on hours and availability for weekends and holidays.

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Our best wishes to each of you for a happy, healthy and prosperous 2011!

oklahoma health care authority

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APS Healthcare

Did You Know?

Dec. 16 - National Chocolate Covered Anything Day! This holiday is happily celebrated every day at the APS Oklahoma office.

Dec. 25 - Christmas. APS and OHCA offices are closed.

Dec. 27 - National Fruitcake Day. Celebrate by having a slice or two or use this day to wrap it up and give it to someone - anyone.

Dec. 31 - New Year's Eve. APS and OHCA offices are closed.

Jan. 17 - APS Offices will be closed for Martin Luther King, Jr. Day.

For assistance with PA issues, call 800-762-1560.

For assistance with billing issues, call 800-522-0114.

Upcoming Trainings - 2011

Jan. 11 and Feb. 15
Justice and Mental Health Collaborative Program
Lawton, OK

https://ww1.odmhsas.org/regforms/ViewPDF.ashx?formid=866

Jan. 18 and Feb. 22
Justice and Mental Health Collaborative Program
Oklahoma City, OK

https://ww1.odmhsas.org/regforms/ViewPDF.ashx?formid=866

Jan. 21
Working with Children of Incarcerated Parents

brittanieg@northcare.com or 405-858-2748

Jan. 21
Home-based Safety Training

www.glmhc.net

Jan. 25 and March 1
Justice and Mental Health Collaborative Program
Enid, OK

https://ww1.odmhsas.org/regforms/ViewPDF.ashx?formid=866

Jan. 26
Personality Disorders: The Challenges of the Hidden Agenda
Tulsa, OK

www.pesi.com

Jan. 27
Personality Disorders: The Challenges of the Hidden Agenda
Oklahoma City, OK

www.pesi.com

Feb. 8 and March 8
Justice and Mental Health Collaborative Program
Ada, OK

https://ww1.odmhsas.org/regforms/ViewPDF.ashx?formid=866

Feb. 10
An Ounce of Prevention: Mental Health Ethics and the Law
Tulsa, OK

ex-press.CrossCountryEducation.com
Use express number 107240

Feb. 11
An Ounce of Prevention: Mental Health Ethics and the Law
Oklahoma City, OK
ex-press.CrossCountryEducation.com
Use express number 107240

Save the Date

Apr. 7- 8
Fourth Annual Collaborative Behavioral Health Provider Training

Embassy Suites Hotel and Conference Center
Norman, OK