



Beacon's Provider Service Line Goes National

Beacon is in the process of transforming its business to drive an improved provider experience and is focused on creating a more seamless and centralized service model to provide non-clinical support for our providers.

We recently moved to a universal National Provider Services Line phone number. This line has been in place for several years at Beacon and many of our providers already use it today. By increasing the scope of this line, we are able to better assist you on the first call, enhance call quality, reduce the number of transfers needed to resolve inquiries, and boost provider satisfaction overall.

January 2019

Provider Handbook • [Read More](#)

Contact Information • [Read More](#)

In this Issue:

- [Beacon's Provider Service Line Goes National](#)
- [Form 1099 on the Way](#)
- [Attest to Your Information in CAQH—Even if it Hasn't Changed](#)
- [Serving Those Who Serve: Help Military Families Make Healthy Changes](#)
- [Save the Date for NatCon19: March 25-27](#)
- [Online Access: Provider Resources](#)
- [NY Providers: Preceptorship for Substance Use Providers and Hepatitis C](#)
- [ABA Providers: New CPT Codes in Use](#)
- [New Psychological Testing CPT Codes](#)
- [Go Green: Register for Electronic EOPs](#)
- [Beacon Lens](#)
- [Enrollment Required for Continued Medicaid Network Participation](#)
- [Webinar Schedule](#)

Contact Us:

Ideas and suggestions for future editions?

PRcommunications@beaconhealthoptions.com.

Not have internet access and need a hard copy?

Call: 800-397-1630

The National Provider Services Line is a dedicated team focused on meeting providers' credentialing and contracting needs. In addition, they are able to assist with demographic updates, TIN/NPI edits, the setup of new providers, and other general requests. Should a call reach the National Provider Services Line that cannot be handled by a representative, they will transfer you to someone who can assist you.

The National Provider Services Line phone number is 800-397-1630, which is open between the hours of 8 a.m. to 8 p.m. ET. Any phone numbers you are familiar with have not been disconnected at this time; instead, these numbers are being redirected based on the prompt selected when you call Beacon. Throughout the year, some phone numbers will be phased out as providers become more familiar with the National Provider Services Line. ■

Form 1099 on the Way

Tax season is beginning!

Beacon will send IRS Forms 1099 MISC and INT to pay-to vendor addresses by the end of January 2019. The forms are generated for providers who were issued total payments of \$600 or more in 2018.

Please note: Beacon has many different legal entities. Providers may receive multiple forms if total payments of \$600 or more were issued from different legally recognized entities within our organization.

Each form will be sent in a separate envelope, and all will be mailed by Jan. 31, 2019.

If you have questions, please contact our 1099 Hotline at 703-390-4936. This is a voice mailbox monitored by our Finance Department, and all calls will be returned within three business days. ■

Attest to Your Information in CAQH—Even if it Hasn't Changed


Throughout the year, Beacon has encouraged individual practitioners to participate with CAQH, as it is the fastest way to update demographic information and remain compliant. CAQH ProView™ is an industry-standard solution to capture and share health care self-reported information that 1.4 million health care providers use today.

We are happy to report that 98 percent of our practitioners use CAQH ProView, however, more than 10 percent of those providers have not attested in the last six months. What does this mean? While your information may not have changed, Beacon doesn't know this. The risk to you is that Beacon uses CAQH information to update its provider directories. If your information is not up to date, you may be removed from our provider directory, placed in an inactive status, or removed from the network for failing to attest. This may impact referrals, utilization management, and claims processing.

Please take the time to attest to your information in CAQH, even if nothing has changed. For more information, visit the [Credentialing section on our Administrative Forms page](#) and read our CAQH Credentialing Frequently Asked Questions. In addition, you can [visit CAQH directly](#) or email providerhelp@proview.caqh.org. ■

Serving Those Who Serve: Help Military Families Make Healthy Changes

The new year is an opportunity to turn over a new leaf. Many people resolve to eat better and exercise more. But as easily as resolutions are made, they can be broken.

A photograph of a person in military-style clothing climbing a red rope net. The person is seen from the side, reaching up with their right hand. The net is made of thick red ropes forming a diamond pattern. The background is a clear blue sky with some green foliage visible at the bottom right.

Remind the families you work with that they will feel more energized and focused when they eat well and exercise regularly.

There are ways you can help service members and their families meet their goals to get healthy. Remind them of the link between physical health and emotional well-being. When they feel the positive effects of healthy changes, they'll be motivated to continue. Also, be sure the service members and their families know about the free health and wellness coaching offered by Military OneSource.

Benefits of Healthy Habits

Regular exercise and a healthy diet lead to better overall well-being. Remind the families you work with that they will feel more energized and focused when they eat well and exercise regularly. Other benefits include:

- Better sleep
- Improved mood
- Reduced risk of developing illnesses such as diabetes, heart disease, and certain cancers

Tips to Share

Encourage those in your care to examine the habits that are holding them back. Oftentimes a simple change will produce healthy results. Examples are to swap after-dinner dessert for fresh fruit (even for a few nights each week) or to take a walk after dinner instead of flopping on the couch.

Military OneSource Health and Wellness Coaching

Military families are eligible for health and wellness coaching from Military OneSource. Coaches work with participants to help set goals and put plans in place to reach them. They also motivate participants and hold them accountable as they work toward their goals. Military families in your care should know that coaches:

- Will not tell them what to do, analyze problems, give advice, or prescribe solutions
- Consider the participant to be the expert in his or her own life
- Do not address specific symptoms and pathology

Coaching sessions last 45-50 minutes and are offered over the phone, online, or by video. For information on how to get someone you work with started on health and wellness coaching, visit the [Military OneSource website](https://www.beaconhealthoptions.com).

Help make the new year a healthy one for military families in your care!

Providers can learn more about military culture by accessing the Center for Deployment Psychology's comprehensive military culture [online course](#) for health care professionals.

If you are interested in providing non-medical counseling to military service members and their families through Military OneSource, please email us at mosproviderrelations@militaryonesource.com. ■

Save the Date for NatCon19: March 25-27

The National Council for Behavioral Health will hold its annual conference from March 25-27 in Nashville, TN.

This year's conference is a special one, as NatCon19 celebrates the Council's 50 years of service, support, and success in the behavioral health industry while ushering in a new era of innovation. Registration includes admission to more than 120 engaging sessions led by top thought leaders and experts on mental health and addiction, access to an exhibit hall boasting over 350 organizations including Beacon, opportunities to earn continuing education credits from more than 19 national and state professional associations, and more.

Please visit Beacon at Booth #841 and meet some of our expert presenters and panelists covering some of the industry's most pressing behavioral health concerns: Peer Support, Parity Accreditation, Access to Medication-Assisted Treatment (MAT), First Episode Psychosis Specialty Care Programming, ER Diversion, and more.

For additional details and links to the registration page and hotel reservation page, please [visit the event website](#). ■

Online Access: Provider Resources

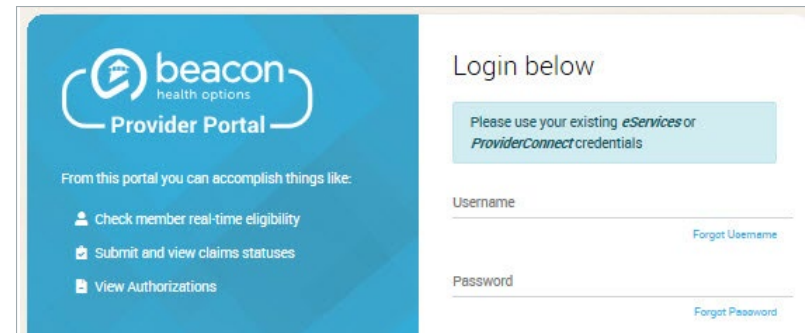
Provider information is accessible through the [Beacon Health Options Provider dashboard](#).

General Information

All general information, such as provider portals, forms, and tools, is accessible through the Provider Dashboard and the Provider Menu. This menu is present on the right side of every page within the Providers' area of the website.

Provider Portal

There is now a single point of entry to access our provider portals. Continue to use ProviderConnect or eServices credentials to log in to our portal. This is the first step toward unifying the provider portal experience.



Network-Specific Pages

The Network-Specific Information page contains additional resources for certain health plans, contracts, and lines of business.

We are continually working to improve your experience with Beacon and with our website. ■

New York Providers: Preceptorship for Substance Use Providers and Hepatitis C

The New York State Department of Health AIDS Institute is partnering with Erie County Medical Center (ECMC) to host a hepatitis C (HCV) preceptorship program targeting substance use providers and addiction specialists. This program aims to increase capacity in substance use treatment programs to provide on-site HCV treatment to those most likely living with the disease. The lead provider for this preceptorship, Dr. Anthony Martinez, is trained in addiction medicine and hepatology. He is also an HIV specialist.

The HCV preceptorship will allow for training in the clinical evaluation and management of patients with HCV and co-occurring substance use disorders in a high risk, urban clinic. The multidisciplinary team at ECMC's Hepatology Clinic is comprised of physicians trained in both the management and treatment of HCV and addiction medicine and social workers specialized in serving people with HCV and addiction. Patients are provided services for poly-substance dependence with a special emphasis on opiate dependency, and HCV.

The preceptorship will allow Substance Use Providers/Addiction Specialists to shadow Dr. Martinez in his clinic, interact with his multidisciplinary team, and learn about the latest HCV treatments.

Preceptorship Learning Objectives:

1. Increase knowledge of current HCV medication therapy for patients with HCV and/or HCV/HIV co-infection;
2. Develop skills for the management of HCV infection among persons with co-occurring substance use disorders;
3. Describe the management of addiction disorders, particularly opiate dependency; and

4. Identify key elements of a multi-disciplinary team to manage persons with HCV and substance use disorders.

The program offers flexibility and has open enrollment. The program is available now through March 31, 2019.

ECMC will cover all travel-related expenses, and a one-year membership to the American Association for the Study of Liver Disease (AASLD) is included.

To register, contact Mary Goodspeed, RN, at marygoods@cs.com or 716-997-2009. ■

ABA Providers: New CPT Codes in Use

In September, the American Medical Association (AMA) announced the release of the 2019 Current Procedural Terminology (CPT®) code set, including codes for Applied Behavior Analysis (ABA). These new AMA Category I codes became effective Jan. 1, 2019.

Beacon is providing updated guidance to reflect the new coding structure. For more information, visit our [Network Specific page](#). Note: Some health plans or states may follow a different adoption timeline for the Category I codes.

Upcoming Webinar: ABA 2019 CPT Code Changes

Beacon invites you to join us for one an upcoming ABA 2019 CPT Code Change webinar.

The webinar is available in three sessions for your convenience:

- **Tuesday, Jan. 29, 2019 from 3-4 p.m. ET**
- **Wednesday, Jan. 30, 2019 from 1-2 p.m. ET**
- **Thursday, Jan. 31, 2019 from 10-11 a.m. ET**

CPT® is a registered trademark of the American Medical Association. ■



Beacon has the ability and responsibility to help shape the conversation about behavioral health. Through the Beacon Lens blog, we respond rapidly to pressing and controversial areas in behavioral health today to help drive real, effective change. Here are some of our recent posts:

- [Cutting-edge rating system for addiction treatment heralds new era of transparency](#)
- [Retail therapy: The best health care is local](#)
- [Culturally sensitive trauma-informed care: Healing the mind through the heart](#)
- [Two Beacon programs help to shape American health care landscape](#)
- [One of the toughest endeavors: Changing health behavior](#)
- [I feel your pain: Suicide's impact on the mental health professional](#)

You can subscribe for email notifications for the blog by visiting the site directly. We look forward to your commentary.

If you have a topic suggestion, email: beaconlens@beaconhealthoptions.com.

Together, let's lead the conversation on behavioral health! ■

New Psychological Testing CPT Codes

Effective Jan. 2019, the AMA introduced new CPT codes for psychological and neuropsychological testing services. The codes reflect differences between test administration and scoring performed by a psychologist or neuropsychologist versus the same services performed by a technician, as well as a new code for computer-based test administration.

Codes 96101 through 96103 and 96118 through 96120 will no longer be accepted for claims with dates of service after Dec. 31, 2018. Please refer to the AMA's 2019 CPT Code Book for all valid codes and associated coding guidelines.

[APA Practice Central](#) has a webpage with more details about the coding changes, as well as a tip sheet describing each code. In addition, a frequently asked questions document is highlighted on our [Provider Spotlight](#). ■

Go Green: Register for Electronic EOPs

Beacon will expand its Go Green efforts to include all plans serviced by Beacon's provider network by the end of January 2019. To standardize the way providers receive payment notification, we will move to electronic remittance advice and discontinue printing and mailing Explanation of Payments (EOPs), also known as Provider Summary Vouchers (PSVs), for all providers.

Many of our providers are already receiving EOPs and PSVs electronically, and the goal is for all of our providers to Go Green. Beacon is fully supporting a Go Green initiative with our payment reimbursement vendor, Payspan®. The solution enables online accessibility to remittance advice and straightforward reconciliation of payments to reduce costs, speed secondary billings, and improve cash flow.

If you have already registered to receive electronic EOPs or PSVs and electronic funds transfer (EFT), we want to thank you and no action is required. However, if you are still receiving paper remittance advice in the mail, we strongly encourage you to [register with Payspan](#). To receive your EOPs and PSVs in 2019, you must register.

Electronic EOPs and PSVs are available for download and printing from the Payspan website. This applies to providers receiving either paper checks or EFT. However, if you are not currently registered for EFT, this is also the perfect time to take action and skip trips to the bank to cash checks.

To register for Payspan, either:

- Visit Payspan's [Login and Registration page](#)
- Call Payspan at 877-331-7154

Once you have registered, you will experience many benefits offered by Payspan:

- Access to Payspan's self-service portal 24/7 to review your remittances and reconcile your accounts.
- Receive notice immediately upon payment.
- Choose multiple bank accounts for deposit if desired. No need to limit to a single account.
- No longer worry about a lost check in the mail.
- Mailbox Routing: Route remittance advice images to a free mailbox.

If you still receive paper checks:

- Locate the Registration Code and PIN on the physical paycheck stub.
- You will continue to receive physical checks until each Registration Code and PIN are on file with Payspan.
- Enroll each plan and/or service address/pay-to combination that you have active with Beacon so that all your payments can be issued via EFT. If your information with Beacon changes, or you update or add an address, contact Payspan to add the information to their file.

Again, please do not delay; register to receive your electronic Explanation of Payments and Provider Summary Vouchers today. ■

Enrollment Required for Continued Medicaid Network Participation

In 2018, the Centers for Medicare and Medicaid Services (CMS) required that all providers participating in Medicaid managed care networks be formally enrolled with state Medicaid programs.

In order to provide services to Medicaid members, providers must be enrolled with their state Medicaid program. The Medicaid provider enrollment process ensures appropriate and consistent screening of providers and program integrity. Providers must take steps to continue to provide services to Medicaid members:

Already have an active Medicaid Provider Identification Number

from the state in which you are licensed? You do not need to take any action to enroll.

Not enrolled with your state Medicaid program and don't have an

active Medicaid Provider Identification Number? You must contact your state to enroll. Historic participation in Beacon's Medicaid network does not equate to being enrolled with your state. You must be enrolled in your state's program, in addition to your participation in Beacon's network.

At one time you were a Medicaid provider, and your enrollment has

lapsed? You must contact the state to become re-enrolled.

You must maintain your Medicaid enrollment. If you are not enrolled

with the Medicaid program on a date of service, your claim may be denied and you may be terminated from the Beacon or other Medicaid plans' networks.

If you are applying to Beacon's Medicaid network as a new provider,

you are required to provide your valid and active Medicaid Provider Identification Number as part of the initial credentialing process.

Medicaid Enrollment		
Click the state name to go to that state's enrollment page		
Arkansas	California	Colorado
Connecticut	District of Columbia	Florida
Georgia	Hawaii	Illinois
Kentucky	Maryland	Massachusetts
Michigan	New Hampshire	New Jersey
New York	North Carolina	Pennsylvania
Rhode Island	Tennessee	Texas
Washington	West Virginia	

Each state's enrollment process is different. Please use the links in the table on the following page to get more information about the state(s) where you are licensed.

You may receive notification of this requirement from multiple managed care entities. You only need to submit a single Medicaid enrollment application with your state.

You may be asked by Beacon or another managed care entity to provide evidence of your submission, so we encourage you to retain a copy of the application. ■

Webinar Schedule

In addition to the webinars below, various contracts and health plans may also offer specific trainings and resources. Visit our [Network Specific Info](#) page to learn more.

ProviderConnect Overview

Intended for providers and office staff learning about ProviderConnect for the first time.

- [Tuesday, Feb. 5, 2019 from 1-2 p.m. ET](#)
- [Tuesday, March 12, 2019 from 1-2 p.m. ET](#)

ProviderConnect Authorizations

Designed for providers and office staff who submit authorizations through ProviderConnect.

- [Wednesday, Feb. 6, 2019 1-2 p.m. ET](#)

ProviderConnect Claims

This webinar is designed for providers and office billing staff who submit claims electronically by either batch or directly through ProviderConnect.

- [Tuesday, Jan. 15, 2019 from 1-2 p.m. ET](#)

eServices Overview

Designed to provide an introduction and overview of how to register, use, and submit claims and authorizations through the eServices platform for those health plans that use this portal.

- [Wednesday, Jan. 16, 2019 1-2 p.m. ET](#)

Authorizations in eServices

Designed for providers and office staff who submit authorizations through eServices for Mental Health Acute Psychiatric Services (Inpatient), Mental Health Partial Hospitalization (PHP), and Mental Health Intensive Outpatient (IOP) levels of care.

- [Tuesday, Jan. 15, 2019 from 1-1:30 p.m. ET](#)
- [Tuesday, Jan. 22, 2019 1-1:30 p.m. ET](#)

To view previous webinar slides and recordings, visit our [Webinar Archive](#). For additional trainings and information, view our [Video Tutorials](#). ■