



Beacon Sponsors NAMI Convention Welcome Center

Beacon is a proud sponsor of the annual National Alliance on Mental Illness (NAMI) National Convention, held this year in New Orleans, from June 27-30. This is Beacon's 17th consecutive year as sponsor of the convention's Welcome Center.

The theme of the NAMI 2018 convention is "Live. Learn. Share hope." At Beacon, we strive to do just that. We recognize that people with mental illness or addiction disorders benefit greatly from working with others who have lived similar experiences and reached a significant level of recovery. We offer peer and family support services that help individuals and their families by combatting stigma and building resiliency.

The Welcome Center serves as the hub for the convention's 2,000 attendees. Clarence Jordan, Vice President of Recovery and Wellness, is once again at the helm of the Welcome Center, working alongside Beacon peers and clinical staff to provide support to conference attendees. We also ensure access to a licensed psychiatrist for those who need it.

June 2018

Provider Handbook • [Read More](#)

Contact Information • [Read More](#)

In this Issue:

- [Beacon Sponsors NAMI Convention Welcome Center](#)
- [Award-winning EAP Supports Workforce Resilience](#)
- [Colorado Providers: Beacon Managing RAEs in Regions 2 and 4](#)
- [Serving Those who Serve: Coming Out in the Military](#)
- [Appointment Availability Reminder](#)
- [Michigan Providers: Help Promote Hepatitis A Vaccinations](#)
- [ProviderConnect Downtime](#)
- [Reminder - Keep Your Demographic and Appointment Availability Information Current](#)
- [New York Providers: Webinar Opportunities](#)
- [Beacon Lens](#)
- [Webinar Schedule](#)

Contact Us:

Ideas and suggestions for future editions?

PRcommunications@beaconhealthoptions.com.

Do not have internet access and need a hard copy?

Call: 800-397-1630

When asked about the most pressing topic for the 2018 event, Jordan replied, “These are times of demeaning, mean-spirited, disparaging remarks, and fewer resources for effective care. We must be mindful of the fact that, more so than ever, words matter.”

Jordan said that for individuals facing the challenges associated with mental health or substance abuse conditions, words can make the difference between seeking help or not, explaining, “stigma can lead to absolute desolation.”

Under Jordan’s guidance, Beacon deploys strategies to help eliminate personal stigma. We are now developing more effective strategies that to help minimize the effects of structural stigma.

If you are interested in attending this year’s NAMI National Convention, [click here](#) to register. Be sure to visit Beacon in the Welcome Center or stop by booth #301 in the Exhibit Hall. ■



Award-winning EAP Supports Workforce Resilience


A health delivery system experiences disruption every day—lives are saved and lives are lost. The stress on health care providers is unrelenting. We are grateful for our Employee Assistance Program (EAP) provider network and thankful for our EAP clients who choose Beacon to manage their employees’ care.

To protect and support their workforce, one of Beacon’s client partners, Yale New Haven Health System (YNHHS) implemented a comprehensive Employee Assistance Program, or EAP (branded as Employee and Family Resources or EFR) in late 2011. EFR focuses on prevention and resilience, helping employees be more present during the workday, better manage stress, and be more focused, present, and compassionate with their patients.

Award recognizes extensive programming, leadership support, impressive outcomes

The recipient of the Employee Assistance Society of North America (EASNA) U.S. Corporate Award for 2018, YNHHS’s program was selected for its excellence, innovation, and impact in the workplace.

YNHSS is Connecticut’s leading health care system, consisting of five hospitals and a physician group. As a provider of comprehensive, family-focused care in more than 100 medical specialties, YNHHS has more than 6,300 university and community physicians and advanced practitioners. U.S. News and World Report ranks YNHHS among the best hospitals in the United States.



Our EAP currently serves 14 million individuals in the United States, and more than 1 million additional individuals in 80 countries across the globe.

Provided by Beacon, the YNHHS EAP is a six-session, comprehensive EAP with work/life and legal/financial services, in addition to internal resources dedicated to wellness. It includes extensive programming to proactively help employees develop resilience in the face of daily caregiving stresses as well as to respond to disruptive events when they occur.

Key to program success is the support of YNHHS leadership and coordination with other internal stakeholders (Safety, Employee Relations, Occupational Health, Human Resources, Integrative Medicine, Wellness). The EAP continues to evolve its programming, integration, and promotion as it has proven to be an effective partner in promoting and protecting employee health and well-being.

About the Beacon Employee Assistance Program

Beacon is proud to partner with all of its EAP clients. Companies with Beacon as their EAP partner have been the recipient of the EASNA Corporate Award 10 times in the last 14 years.

Beacon's EAP program, with support from our EAP provider network and internal staff, helps employees and their family members cope with life's toughest obstacles and issues of daily living. We partner with organizations to maximize the health and productivity of the workforce by integrating our services with an organization's existing goals and initiatives. We anticipate issues, develop programs, and design policies to suit a client's organizational culture and needs.

To learn more, visit the [Workplace Health and Performance](#) area of our Expertise web page. ■

Colorado Providers: Beacon Managing RAEs in Regions 2 and 4

Beacon is pleased to announce our expanded partnerships for Health First Colorado in the new Regional Accountable Entities (RAE). Starting July 1, 2018, the State of Colorado will begin integrating behavioral and physical health services. Members will be assigned to a RAE based on the region of their Primary Care Medical Provider.

Beacon will serve Region 2 as a delegated entity for Northeast Health Partners (NHP) under the leadership of Sunrise Community Health, Salud Family Health Centers, Centennial Mental Health Center, Inc., and North Range Behavioral Health. We will serve Region 4 Health Colorado with the local, experienced organizations of Valley-Wide Health Systems, Inc., Health Solutions, San Luis Valley Behavioral Health Group, Solvista Health, and Southeast Health Group.

Beacon will continue to process authorizations and claims payments for Medicaid members through dates of service June 30, 2018. For dates of service on or after July 1, 2018, providers should contact the RAE where the member is assigned. Find more information about the regions, including each RAE's contact information, on the [HCPF website](#).



Our Colorado Provider Relations Department will contact providers shortly, on behalf of both RAEs, to assist with the transition from the previous systems of care to the new RAE. Look for email bulletins about the RAE transition from the Colorado Department of Health Care Policy & Financing (HCPF). If you have questions or would like to schedule a meeting, please email our Colorado Provider Relations team at COProviderRelations@beaconhealthoptions.com. ■

Serving Those who Serve: Coming Out in the Military

In the eight years since “don’t ask, don’t tell” was lifted, gay men and women have been free to live openly while serving in the military. The former policy called for immediate discharge of service members who did not hide their homosexuality. Also, two years ago, the ban on openly transgender service members was repealed.

But even with the immediate risk of discharge gone, some lesbian, gay, bisexual, and transgender (LGBT) service members may be reluctant to come out to their superiors and fellow military members. If the uncertainty distresses an LGBT service member under your care, here are some ways to help.

- **Find out about the service member’s concerns.** These may include fear of rejection or harassment. Help her think through and prepare for possible negative reactions.
- **Talk about the potential benefits of living openly.** Members of the LGBT community—including those in the military—report that being open about their sexual orientation or gender identity lifts their self-esteem and allows them to live a fuller life. It also can lead to closer and richer relationships with others.

Members of the LGBT community—including those in the military—report that being open about their sexual orientation or gender identity lifts their self-esteem and allows them to live a fuller life.

When they no longer carry the burden of hiding a secret, they have the energy to refocus attention on other aspects of life, like their job, interests, and goals.

- **Suggest the service member come up with a plan.** He may want to come out to one trusted person or to a few members of his unit. The service member may repeat this scenario several times as he moves into different military assignments, so discuss other possible strategies. For example, the service member may decide to simply live his life as an openly gay man without “coming out” to others about it.
- **Encourage the service member to join an LGBT support group.** Some installations host gay-straight alliances and similar groups.
- **If the service member is harassed or experiences discrimination, encourage her to file a complaint with her command.** Sexual orientation is protected under the Military Equal Opportunity policy.

Many openly LGBT service members say their fellow service members have been very accepting of them. This may be in part because of the diverse nature of the military, which is made up of people from different backgrounds, races, and ethnicities.

Service members also tend to form strong bonds because they must rely on one another in potentially life-threatening situations. In the midst of conflict, a person’s sexuality or gender identity is unlikely to matter.

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. ■

Appointment Availability Reminder

According to Beacon’s Provider Handbook, participating providers are expected to maintain established office hours and appointment access. Beacon’s provider contract requires that the hours of operation of all network providers be convenient to the members served and are not discriminatory.

For example, hours of operation may not be different for commercially insured members vs. public fee-for-service-insured individuals.

Except as otherwise required by a specific client and/or government-sponsored health benefit program, participating providers are required to maintain the following standards of availability for appointments:

- Life-threatening emergency: immediately
- Non-life-threatening emergency: within six hours
- Urgent needs: within 48 hours
- Routine office visits: within ten business days

It is expected that Beacon providers maintain appropriate standards for appointment availability. Additional information is outlined in the “Appointment and Availability Standards” section of the [Provider Handbook](#). ■

Michigan Providers: Help Promote Hepatitis A Vaccinations

Michigan is experiencing the largest hepatitis A outbreak in the U.S. Your help is critical to stop the spread of hepatitis A in our communities. We strongly encourage you to assess, vaccinate, and/or refer people who may be at increased risk of contracting hepatitis A.

The CDC recommends vaccination for all children and anyone who wants to be protected against the virus. Please ensure that children in your care receive both routinely recommended doses of hepatitis A vaccine. About 4 in 10 Michigan children have only received a single dose.



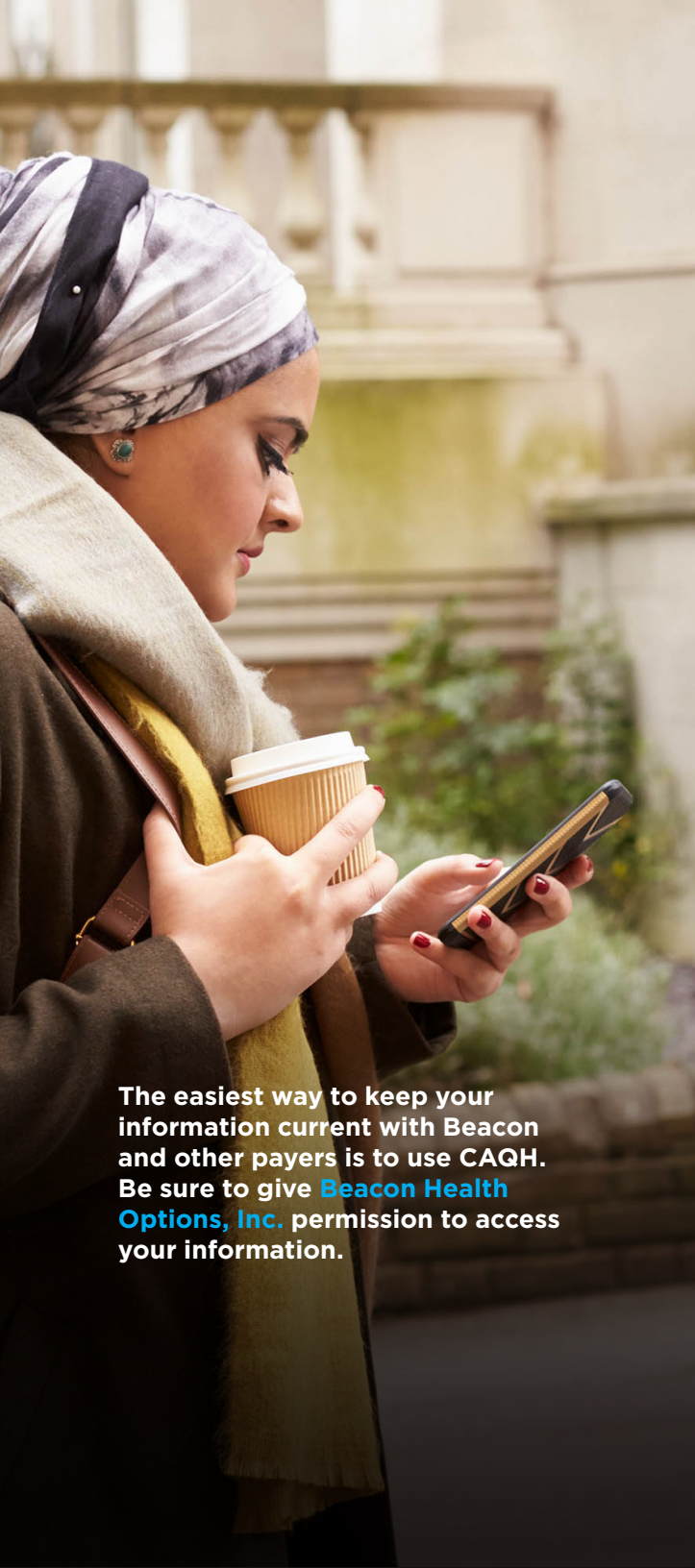
Visit the [Total Health Care Network-Specific page](#) to download resources and find more information about local health department and immunization clinics. ■

ProviderConnect Downtime

Throughout the year Beacon conducts routine maintenance on our ProviderConnect application in an effort to enhance your experience.

ProviderConnect and Military OneSource ProviderConnect will be unavailable June 23-24, 2018, to perform standard maintenance. During this time, both ProviderConnect and Military OneSource ProviderConnect applications may be unavailable for a period of time.

While system downtime occurs on the weekends to minimize interruption to normal operations, we do regret any inconvenience you may experience during this process. We look forward to serving you better through these scheduled enhancements. ■



The easiest way to keep your information current with Beacon and other payers is to use CAQH. Be sure to give **Beacon Health Options, Inc.** permission to access your information.

Reminder - Keep Your Demographic and Appointment Availability Information Current

To assure that we are able to contact you with important updates and notifications, to provide accurate referrals for members seeking services, and to stay compliant with Centers for Medicaid and Medicare Services (CMS) and other regulations, we require all providers to keep their demographic data current.

As outlined in the Beacon **Provider Handbook**, you must contact us when any of your demographic, contact or availability information changes. This includes mailing, billing and email addresses, appointment availability, office hours, licensure, etc. This is important for several reasons which impact your practice, including but not limited to:

- Accurate addresses for referrals and claims payment
- Prompt notification of recredentialing deadlines
- Member access to information in provider directories

Universal Updates Via CAQH

The easiest way to keep your information current with Beacon and other payers is to use CAQH. CAQH is a universal, independent, non-profit entity that many payers work with to streamline information updates and the credentialing process for providers. Practitioners may review, update, and attest to the accuracy of their demographic and other information online using CAQH.

Registering for CAQH is easy! Go to the **CAQH ProView™** page to obtain a CAQH ID and complete the CAQH application. Be sure to give **Beacon Health Options, Inc.** permission to pull your application. If you already have a CAQH ID, you will be periodically prompted to attest that your information is current. Take a minute to make any updates and complete the attestation today! ■



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:

- [Mental Illness and Violence – Challenges and Solutions](#)
- [Honoring Mental Health Awareness Month: What Does the Future Look Like?](#)
- [Bridging Access Challenges for Maternal Mental Health in California](#)
- [Telehealth for Autism Treatment: Improved Efficacy, Health, and Cost](#)
- [Benzodiazepines: The Other Epidemic](#)
- [Remembering Daniel: A story told is a story never forgotten](#)

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 York Providers: Webinar Opportunities

Below is our New York team's monthly webinar schedule. Many of these sessions are general enough for any provider to attend; however, some of the information is specific to New York State contracts and lines of business. Registration for all webinars is required.

NYC Webinars	
Adverse Incidents Reporting	
This is an overview cover adverse incidents, types of incidents to report, and how to report them. We will also discuss potential quality of care issues.	
Wednesday, June 20, 2018 from 11 a.m.-12 p.m. ET	Register Now!
Billing/Claims/eServices	
This webinar will cover billing & claims information, how to bill Beacon, how to use our online eServices portal.	
Thursday, June 14, 2018 from 2-3 p.m. ET	Register Now!
PROS/ACT Billing Overview	
This is an overview of PROS and ACT, authorization requirements, and how to bill for these services.	
Wednesday, June 13, 2018 from 11 a.m.-12 p.m. ET	Register Now!
Follow-up After Hospitalization/HEDIS Measure Overview	
This webinar will cover new HEDIS measures for follow up after hospitalization.	
Wednesday, June 20, 2018 from 10-11 a.m. ET	Register Now!
Managed Care 101	
We will cover the basic terminology and provide general guidance on how to work with Beacon.	
Thursday, June 21, 2018 from 11 a.m.-12 p.m. ET	Register Now!
Beacon Provider Orientation	
This is an overview of Beacon Health Options, authorizations, and QMP/HARP, HCBS, PROS/ACT and billing: for providers new to Beacon and Managed Care	
Thursday, June 21, 2018 from 2-3 p.m. ET	Register Now!

For any New York-specific provider training questions, email nyptrainings@beaconhealthoptions.com. ■

Webinar Schedule

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

Looking for information related to a Beacon Health Strategies plan? Visit our [Provider Login](#) page and enter the state and health plan to access resources.

Overview of ProviderConnect

Intended for providers and office staff becoming familiar with ProviderConnect for the first time.

- [Tuesday, July 17, 2018 1-2 p.m. ET](#)
- [Tuesday, August 7, 2018 1-2 p.m. ET](#)

Authorizations in ProviderConnect

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

- [Wednesday, August 15, 2018 2-3 p.m. ET](#)

ProviderConnect Claims

Designed for providers and office billing staff who submit claims electronically by either batch or directly through ProviderConnect.

- [Tuesday, July 10, 2018 1-2 p.m. ET](#)

ProviderConnect Tips and Tricks

Review hot topics and recent enhancements related to ProviderConnect.

- [Thursday, June 28, 2018 1-2 p.m. ET](#)



Giving Value Back to the Provider

This quarterly orientation and refresher webinar provides an overview of our administrative, procedural, and technical systems. In addition, we review Fraud, Waste, and Abuse; program integrity, documentation requirements, and audit preparation.

- [Thursday, September 6, 2018 from 2-4 p.m. ET](#)
- [Friday, September 7, 2018 from 11 a.m.-1 p.m. ET](#)

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