

Welcome to Beacon Health Options online Webinar

We will begin in few minutes

All lines will be on mute during the presentation

Please use Q&A and Chat functionality in Webex to send any questions during the presentation

Thank You



Claims Testing for CFTSS

Spring 2019

Agenda



1 Beacon Health Options – Who We Are

2 How to Bill Beacon

3 Claims Testing

4 Online Resources

5 Contact Information

Chapter

01

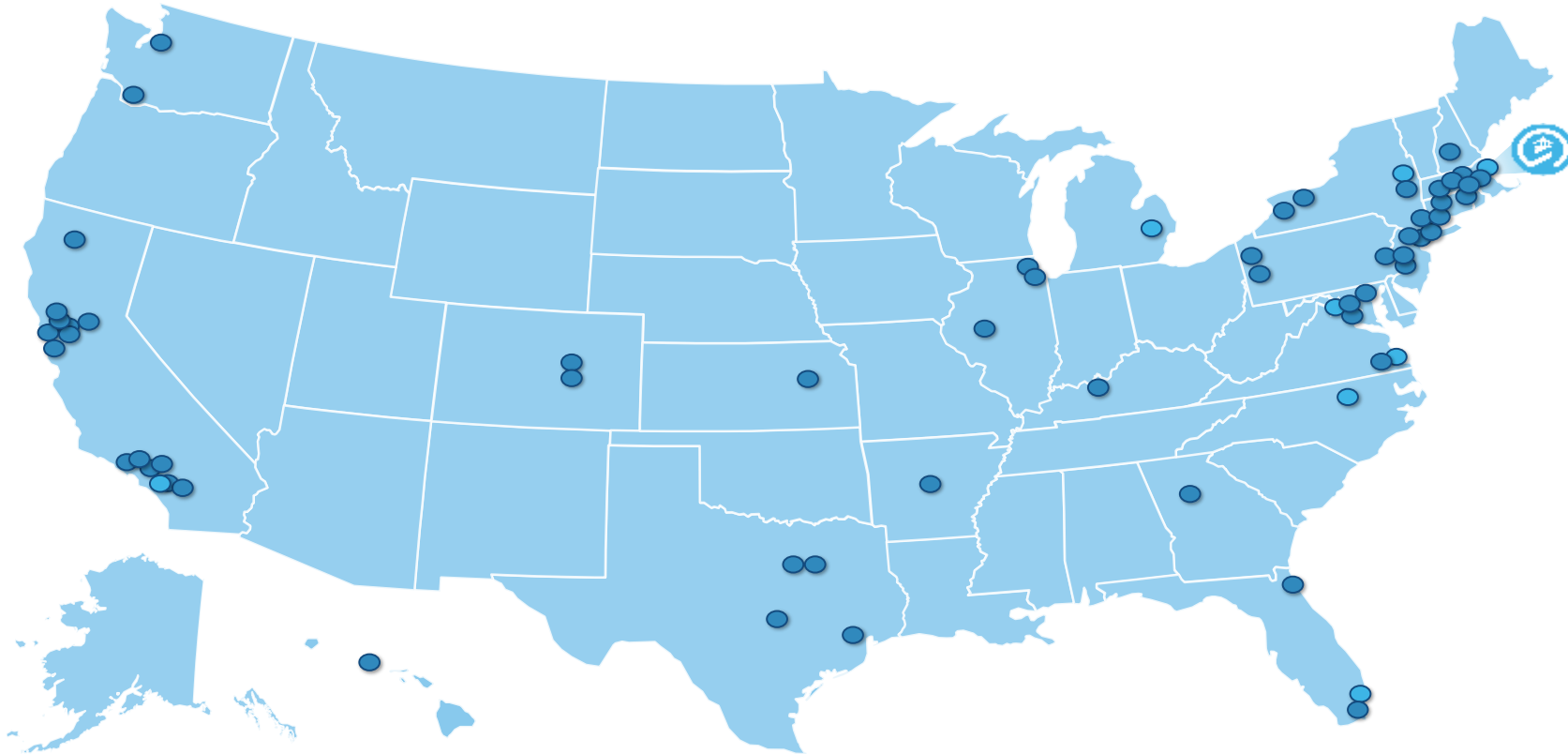
“We help people live their lives to the fullest potential.”

Our Commitment



Beacon Health Options – Who We Are

Beacon Health Options serves more than 40 million members across the country



LOCATIONS



Corporate Headquarters



Beacon sites



40 million members



4,500+ employees serving million people

LEADER IN QUALITY

NCQA and URAC accredited

KEY OPERATIONAL AREAS

- Clinical Care
- Utilization Management
- Care Management
- Customer Service
- Information Technology
- Data Analytics
- Reporting
- Administrative Support

LINES OF BUSINESS

- Employer
- Commercial
- Exchange
- Federal
- Medicaid
- Medicare

Our mission drives our commitments to clients, providers, and members

We help people live their
lives to the *fullest potential.*

This shared mission guides our purpose

Everything we do matters and how we do it helps us
improve the lives of those we serve

Beacon's Core Business

- **Mental Health and Substance Use Services**
- We provide members access to a **comprehensive array of treatment and support services** for mental health and chemical dependency conditions.
 - Inpatient and outpatient treatment options, facilities and programs
- **Utilization Management and Care Management** to manage care and costs more effectively
- Development and maintenance of **provider network** through contracting and credentialing
- **Intensive Case Management** for high-risk members

Chapter

02

“We help people live their lives to the fullest potential.”

Our Commitment



How to Bill Beacon Health Options

Who is Involved?

- **Member / Enrollee / Patient:** individual receiving services
- **Provider:** Hospitals, Clinics, Community Mental Health Centers (CMHCs), Individual Practitioners, etc. with whom Beacon contracts to provide the services the member needs
- **Managed Care Plan** is a type of health insurance contracted with health care provider to provide care for its members. Beacon Health Options is managing behavioral health services for the following plans in the New York State



Billing Beacon

For individual claims, small practices providers can use Beacon's online portals

- eService (for Affinity, Amida Care, Metroplus, YourCare, IHA and Crystal Run)
- ProviderConnect (Emblem, VNSNY and MVP)

Both portals are easy to use and Beacon offers training on regular basis.

Billing Beacon

For multiple claims, high volume

- EDI (Electronic Data Interchange): Direct Submission, multiple claims at a time.
Requires following 837/997 format file Generator/Translator
- EDI – Billing Agency Submission: provider submits claims to a billing agency.
Billing agency submits claims to Beacon through EDI Gateway

EDI Testing – submit few claims to ensure files and data are formatted properly.

EDI Production Environment- live claim submission following successful claims submission in testing environment

Chapter

03

Claims Testing

“We help people live their lives to the fullest potential.”

Our Commitment

Services Going Live on 7/1/2019

- Family Peer Support Services for SSI and Non-SSI Children
- CFTSS for SSI Children
 - OLP
 - PSR
 - CPST
- All Current Adult BH Services (ACT, PROS, etc.) for SSI and Non-SSI Children

Services Going Live on 10/1/2019

- HCBS for SSI and Non-SSI Children
- Foster Care Children into Managed Care and will include benefits previously carved in

Claims Testing

- Providers wishing to submit test claims on the Beacon EDI Gateway must have the ability to create 837 EDI claim files.
- Note: Providers need to communicate with a Clearinghouse to facilitate testing.
- Beacon Health Options will work with providers on
 - Getting new test members (if needed) or
 - Guide providers to submit test claims for existing members

Claims Testing

Email a request to Beacon at

- NortheastServiceCenter@BeaconHealthOptions.com

Include the following information

- **Name, phone number, and email address for lead testing contact**
- Provider Name, Provider Address
- Provider NPI, Provider Tax ID number
- Beacon Plan(s) you wish to submit test claims for
- Billing submission details: Direct claim submission via eServices, ProviderConnect, or both portals; Batch submission via ProviderConnect or EDI Gateway; Submission via paper; If you work with a clearinghouse, specify which clearinghouse is being used and a Tax ID

Batch Claim Submission

PROVIDERCONNECT
BEACON HEALTH OPTIONS

Home
Specific Member Search
Register Member
Authorization Listing
Enter an Authorization/Notification Request
Enter a Treatment Plan
View Clinical Drafts
Enter a Special Program Application
Complete Provider Forms
Enter a Comprehensive Service Plan
Claim Listing and Submission
Enter EAP CAF
Manage Users
Enter an Individual Plan
Enter Case Management Referral
Enter a Referral
Review Referrals
Enter Bed Tracking Information
Search Beds/Opening
Weekly Behavior Analysis Measures
EDI Homepage
Enter Member Reminders
On Track Outcomes
Reports
Print Spectrum Release of

Welcome PETER TUMNUS . Thank you for using Beacon Health Options ProviderCor

YOUR MESSAGE CENTER (8 **NEW) Message**

Click on inbox to view your messages

WHAT DO YOU WANT TO DO TODAY?

- ▶ [Link/Unlink Accounts](#) **NEW**
- ▼ [Eligibility and Benefits](#)
 - [Find a Specific Member](#)
 - [Register a Member](#)
- ▼ [Enter or Review Authorization Requests](#)
 - [Enter an Authorization/Notification Request](#)
 - [Enter an Individual Plan](#)
 - [Enter a Special Program Application](#)
 - [Enter a Comprehensive Service Plan](#)
 - [Enter a Treatment Plan](#)
 - [Review an Authorization](#)
 - [Update Monthly Wage Information](#)
 - [View Clinical Drafts](#)
 - [Weekly Behavior Analysis Measures](#)
- ▶ [Enter Member Reminders](#)
- ▶ [Enter Case Management Referral](#)

Batch Claim Submission

The screenshot shows the 'PROVIDERCONNECT' interface for 'BEACON HEALTH OPTIONS'. On the left is a navigation menu with 'Home', 'Submit Batch File', 'Search Files', and 'Exit'. The main content area is titled 'EDI Transactions' and contains two columns of instructions and buttons. The 'Submit Batch File' button is circled in red. Below the instructions is a note about account activation and a signature requirement. Further down are two tables: 'Previous Claims File Batch Submissions' and 'Incoming Files'.

PROVIDERCONNECT
BEACON HEALTH OPTIONS

Home
Submit Batch File
Search Files
Exit

EDI Transactions

Batch Submission. To submit files, select the "Submit Batch File" button below.

Search Files. To find and review the status of submitted files, select the "Search Files" button below.

Submit Batch File Search Files

***Note:** In order to activate your Provider account, please complete the [Account Request Form](#) and return it to Beacon Health Options.
****Signature must be on file.**

Previous Claims File Batch Submissions

Submission #	Result	Date Received
0058040348	Failed Validation	01/04/2008 3:03:01 PM
0057190346	Passed Validation	01/02/2008 4:52:54 PM

Incoming Files

File Name	Date Posted
004a120313	06/01/2005 05:11:49 PM

Batch Claim Submission

PROVIDERCONNECT
BEACON HEALTH OPTIONS

Home
Submit Batch File
Search Files
Exit

Submit Batch File - Step 1 of 4

To submit a claims batch file, begin with step 1 below.
Required fields are denoted by an asterisk (*) adjacent to the label.

* Form Type

Next Cancel

Batch Claim Submission

The screenshot shows the 'Submit Batch Claim - Step 2 of 4' page. On the left is a navigation menu with links for Home, Submit Batch File, Search Files, and Exit. The main content area contains instructions: 'Next, enter information in the fields below. This information will be used to validate the actual file that is received in Step 3 of this process. Required fields are denoted by an asterisk (*) adjacent to the label.' Below this are two required input fields: '* How many claims are in this file?' with an example '(ex. "35889")' and '* What is the total dollar amount?' with an example '(ex. "35889.00")'. At the bottom, there are 'Next' and 'Cancel' buttons, with the 'Next' button circled in red.

PROVIDERCONNECT
BEACON HEALTH OPTIONS

Home
Submit Batch File
Search Files
Exit

Submit Batch Claim - Step 2 of 4

Next, enter information in the fields below. This information will be used to validate the actual file that is received in Step 3 of this process.
Required fields are denoted by an asterisk (*) adjacent to the label.

* How many claims are in this file? (ex. "35889")

* What is the total dollar amount? (ex. "35889.00")

Batch Claim Submission

PROVIDERCONNECT
BEACON HEALTH OPTIONS

Home
Submit Batch File
Search Files
Exit

Submit Batch Claim - Step 3 of 4

Enter the batch file to upload or click Browse to search your local hard drive. Click Upload to begin batch file transfer. This file should be formatted in the [pre-defined](#) format.

Required fields are denoted by an asterisk (*) adjacent to the label.

* Upload file
(Select a file from your local hard drive)

Note:

- only text and Zip files may be uploaded.
- All files must be at least 50 bytes in size.
- Compressed files may be uploaded and can contain uncompressed text files up to 1GB in size.
- Compressed files cannot be password protected.

For more information on compressing your files using ZIP, please visit the [WinZip](#) site if you are using a PC or the [MacZip](#) site if you are using an Apple computer.

All files will be scanned using McAfee VirusScan to ensure processing by our systems.

© 2017 Beacon Health Options® ProviderConnect v5.08.00

Batch Claim Submission

Submit Batch Claim - Step 4 of 4

Results:
File successfully uploaded.

A report on the outcome of your submission will be sent to the registered internet e-mail address when the processing is complete. Please verify email address below.

Submission # **00000001**

Date/Time Received **8/18/2005 11:01:39 AM**

Important: Please print this page for future reference.

Email correspondence will be sent to:
fname.lname@valueoptions.com

Your file is currently in queue position 1 of 1 and should be processed in approximately 2 minutes.

*Note: Passing the format verification process is not a guarantee of claim(s) payment. Claim(s) payment is contingent upon the accuracy of the data submitted.

You may receive an explanation of benefits (EOB) denying payment if actual claim data is invalid or if the member is ineligible.

Additional EDI Information

Companion Guide

- [Link to Beacon's Companion Guide](#)
- Shows our specific batch file requirements

Reprocess and Voids

- We Accept frequency indicators of Original (1), Replacement (7), and Void (8)
 - Corrected claims can be completed as a replacement claim
 - Replacement and Voided claims require original claim number

Payer ID

- **FHC & Affiliates (for Emblem, VNS, MVP members)**
- **963116116 (for member from MetroPlus, Affinity, AmidaCare, IHA, YourCare, Crystal Run)**
- **Migrated into Edifecs – Combined BHO & BHS - BEACON963116116**
- Clearinghouses may provide their own 5 digit payer ID for submission
- Contact your clearinghouse to see what payer ID is needed

Test Claims via Paper Claim Submission

Paper Claim Submission for all Beacon plans

Beacon Health Options

Attn: EDI Help Desk

P.O Box 1287

Latham, NY 12110

Chapter

04

“We help people live their lives to the fullest potential.”

Our Commitment

Online Resources

Beacon Health Options Website

- Beacon offers webinars every month to providers
- Topics include
 - Billing
 - Using eServices
 - ProviderConnect
 - Adverse Incidents reporting
 - HEDIS Measure Overview
 - Follow-up After Hospitalization

Online Resources

EDI Gateway” 837 Companion Guide link

https://s21151.pcdn.co/wp-content/uploads/Beacon_FutureState_Companion_Guide-092018.pdf

NYS Billing Guide

https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/billing.htm

Beacon Health Options Website



Our website has additional resources to providers.

A screenshot of the content area of the Beacon Health Options website. It features four columns: 'For Members', 'For Providers', 'Our Services', and 'What's New'. Each column has a short paragraph of text and a 'LEARN MORE' button. The 'For Providers' button is highlighted with a red circle, and a red arrow points from the text 'Our website has additional resources to providers.' to this button.

For Members
Putting people at the center, we built a strong network of doctors, nurses, advocates, and mentors filling members' health needs.
[LEARN MORE](#)

For Providers
Our providers are vital to the services we offer our 45 million members so they can live their lives to the fullest potential.
[LEARN MORE](#)

Our Services
For 30 years, we have focused on behavioral health care and its natural extensions, such as EAPs and Work/Life services.
[LEARN MORE](#)

What's New
Stay up to date on industry perspectives and policy guidance or request information about our organization.
[LEARN MORE](#)

Chapter

05

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Our Commitment

Network Operations and Contact Information

Contact Information

Training related requests/questions

NY Provider Training

nyptrainings@beaconhealthoptions.com

Thank You

Contact Us



	Beacon Health Strategies	Beacon Health Options (formerly ValueOptions)
Website and EDI	<p>eServices Phone: 866-206-6120 eServices@beaconhealthoptions.com</p> <p>Electronic Data Interchange Phone: 888-204-5581 EDI.Operations@beaconhealthoptions.com</p>	<p>EDI Helpdesk Monday through Friday, 8 a.m.-6 p.m. ET</p> <p>Phone: 888-247-9311 e-supportservices@beaconhealthoptions.com</p>
PaySpan	<p>PaySpan Registration Provider Support Monday through Friday, 8 a.m. – 8 p.m. ET Phone: 877-331-7154 providersupport@payspanhealth.com</p>	<p>Unable to locate your registration code?</p> <p>Email: corporatefinance@beaconhealthoptions.com Reply will be received within three business days</p>
Provider Relations	<p>Provider Relations Phone: 844-265-7592 Provider.Relations@beaconhealthoptions.com</p>	<p>National Provider Services Line Monday through Friday, 8 a.m.-8 p.m. ET Phone: 800-397-1630 Regional Provider Relations Team</p>

Q & A