

In this Issue:

- [Highlight: Minority Mental Health Awareness Month](#)
- [Provider Relations](#)
- [Quality Management](#)
- [Applied Behavior Analysis \(ABA\)](#)
- [Beacon Lens](#)
- [Upcoming Webinars and Contacts](#)



Minority Mental Health Awareness Month

Each year millions of Americans face the reality of living with a mental health condition. Mental health conditions do not discriminate based on race, color, gender or identity. Anyone can experience the challenges of mental illness regardless of their background. However, background and identity can make access to mental health treatment much more difficult. [National Minority Mental Health Awareness Month](#) was established in 2008 to raise awareness and improve access.

Taking on the challenges of mental health conditions, health coverage and the stigma of mental illness requires all of us. In many communities, these problems are worsened by barriers to care, cultural stigma and lower quality care (NAMI, 2019). To read more please visit [the National Alliance on Mental Illness \(NAMI\)](#) website.

To watch NAMI's three-part docuseries please go to web link [Strength Over Silence: Stories Of Courage, Culture and Community](#).

STIGMA!

Ending Stigma

Matters to an individual with a behavioral health condition or substance use disorder.

Stigmatizing language

perpetuates negative perceptions, while “person-first” language focuses on the person, not the disorder.

Provider Relations: Updates

New Authorization Enhancements Available in Provider Portal

This spring we introduced new authorization request features on ProviderConnect. Providers can access these new features in multiple ways:

- The new *Prior Authorization Listing* link on ProviderConnect home page
- Upon starting an authorization or notification request from the Member Demographic screen or via the *Request an Authorization/Notification* link.

Providers can sort, find a prior authorization, and initiate a concurrent review, step/transfer, or discharge for the selected prior authorization. In addition, they can request a new initial review from this page.

For additional details about these new features, review the ProviderConnect User Guide.

Anthem, Inc. to Acquire Beacon Health Options

Recently, Anthem announced it has entered into an agreement to acquire Beacon. Through its affiliated companies, Anthem serves more than 78 million people, including over 40 million within its family of health plans.

This transaction currently does not alter any Beacon or Anthem provider agreements. Both companies will continue to abide by our respective physician and health care professional contracts. It will be business as usual for you and your patients.

Upon completion of this transaction, which is expected to be sometime near the end of 2019, we will operate as a wholly owned subsidiary within Anthem’s Diversified Business Group, which focuses on innovative solutions and care delivery models to personalize and integrate care for those with complex and chronic conditions.

Provider Alerts

- Maryland Department of Health [Response to IOP and PHP Lab Transmittal](#) & [Q and A Concerning SUD Lab and IOP-PHP Services](#).
- Maryland Department of Health [Area of Focus: CPOC Data Shorts](#) - April 2019, Vol. 7, Issue 1.

What is Stigma?

The term is used in association with elements such as labeling, stereotyping, separation, status loss, and discrimination co-occurring in a power situation which allows these components to unfold.

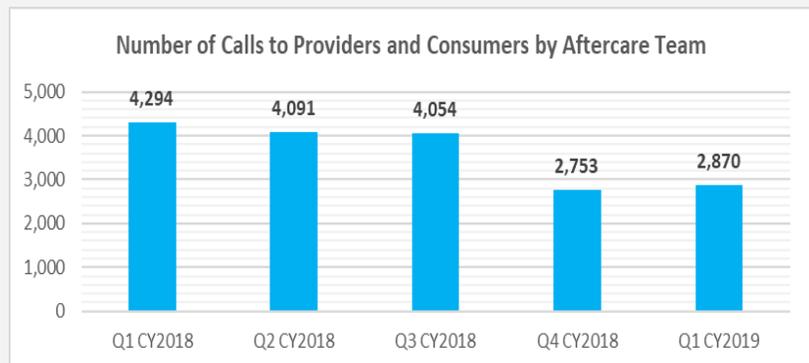
Quality Management: Outcome Based Standard

Follow-up after a Behavioral Health Hospitalization

Follow-up care after discharge from an inpatient care setting is vital to optimal clinical outcomes. An outpatient visit post discharge is recommended to ensure the consumer's successful transition to the community and that gains made during hospitalization are not lost. Timely follow-up care assists consumers with integration of treatment plan goals and helps health care providers monitor the effectiveness of prescribed medications.

The expectation is that consumers have their first outpatient appointment after an inpatient discharge ideally within seven days and within 30 days at the latest. To ensure that appointments are kept, Beacon staff may reach out to either the practitioner office or consumer directly. Success requires ongoing collaboration among the facility, practitioner, consumer and Beacon.

Beacon's Aftercare Team, led by Patricia Clark-Barnes, assists consumers with after care appointments following an inpatient mental health or substance use disorder hospitalization discharge. Below are the number of calls made by the Aftercare Team over the last five (5) quarters. A total of 15,192 calls were made to providers and consumers during CY2018.



Previously, the rates for these measures in CY2016 were 44.6% (7-day) and 68.8% (30-day). Following the targeted interventions of the Aftercare Team that started in CY2017, both metrics notably improved for CY2018 as indicated below.

Measure	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Follow-up 7 days	49.8%	50.4%	51.6%	50.3%
Follow-up 30 days	73.4%	72.9%	74.6%	72.7%

**Results specific to the Maryland Engagement Center*

LANGUAGE MATTERS!

Say this:

- Person with a substance abuse disorder
- Person living in recovery
- Person arrested for a drug violation
- Had a setback
- Maintained recovery

Not that:

- Addict, junkie, druggie
- Ex-addict, straight/clean
- Drug offender, jailbird
- Relapsed
- Stayed clean

Applied Behavior Analysis: MABA Summer Symposium

In response to feedback from clinicians around the state, the Maryland Association for Behavior Analysts (MABA) reached out to Josh Carlson and Sara Daugherty to request that Beacon participate in MABA's first Summer Symposium for Board Certified Behavior Analysts (BCBAs) around the state who are working in the field.

Each of the topics presented directly aligned with the requests of providers in the Maryland Medicaid network. Dr. Jane Barbin, of Behavioral Directions, presented on techniques and strategies for effective school consulting. Dr. Christine Accardo, of The Schafer Center, spoke passionately about the importance of staying true to the tenants of Applied Behavior Analysis and keeping up with the research available to providers.

The final presenter was Beacon's Clinical Supervisor, Sara Daugherty. Sara presented on a topic that is very important to Beacon: bridging the gap between providers and insurance. The topic was chosen to support providers in their efforts to get the "right services to the right child at the right time." The talk was extremely well received and sparked a great deal of conversation amongst the attendees.

Beacon Health Options would like to thank MABA for the opportunity to take part in this symposium and is eager to continue the discussion on behalf of the providers and families seeking quality ABA services around Maryland.

Interested in Being a Provider? Contact Josh Carlson, Provider Quality Manager—MD Autism Services at abamarylandproviderrelations@beaconhealthoptions.com to discuss any specific questions related to the benefit.

Beacon Lens:

Beacon is helping 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:

- [Beacon Health Options offers questions to ask and answer during Mental Health Awareness Month.](#)

Upcoming Webinars and Beacon Contacts: ProviderConnect

These webinars are designed to review the system and support Beacon's E-Commerce Initiative for network providers. Find a complete list of webinar training dates at the [Provider Training and Education page](#).

Sample Webinars
Applied Behavior Analysis Training
ProviderConnect for Mental Health Providers
ProviderConnect for Substance Use Disorder Providers
Supported Employment and the Core Service Agency
Supported Employment for the DORS Counselor
ProviderConnect for PRP Providers
The Beacon System: Reporting for any Behavioral Health Provider
The Beacon System: Claims Processing for any Behavioral Health Provider
An Introduction to IntelligenceConnect (<i>a tool for providers to generate reports</i>)

Important Contacts	Phone #
Customer Service (24-hour line) <i>cCaims, eligibility, and authorization inquiries</i>	800-888-1965
EDI Helpdesk Support <i>Username and passwords, direct claim submission inquiries, Reports and ProviderConnect tech support</i>	888-247-9311 from 8 a.m. to 6 p.m. ET, Monday through Friday
Applied Behavior Analysis (ABA) Josh Carlson, Provider Partnership Manager abamarylandproviderrelations@beaconhealthoptions.com	410-691-4067
Provider Relations Department marylandproviderrelations@beaconhealthoptions.com	410-691-1711
Maryland Reconsideration and Grievance grievances@beaconhealthoptions.com	410-691-4049
Maryland Department of Health (MDH) Behavioral Health Provider Enrollment mdh.bhenrollment@maryland.gov Behavioral Health policy inquiries mdh.mabehavioralhealth@maryland.gov Telehealth inquiries mdh.telemedicineinfo@maryland.gov	
Automatic Health Systems (AHS) Maryland Medicaid provider enrollment updates, changes or questions ePREP.health.maryland.gov	844-463-7768
Payspan info@payspan.com providersupport@payspanhealth.com https://payspan.com/about/	General: 877-331-7154 Provider Support: 877-331-7154 ext. 1