



PROVIDER ALERT

Maryland Medicaid/Behavioral Health Administration Authorization To Disclose Substance Use Treatment Information For Coordination Of Care (also known as a Release of Information or ROI): Review During Audit

JULY 7, 2016

On March 28, 2015 Beacon Health Options updated the initial authorization screens within the ProviderConnect system to incorporate a short “pop-up” check box where providers should indicate if they have a **Maryland Medicaid/Behavioral Health Administration Authorization To Disclose Substance Use Treatment Information For Coordination Of Care (ROI)** form signed by their consumers for substance use disorder (SUD) services.

During provider audits recently conducted by Beacon, it has come to the Department’s attention that some providers have not been maintaining copies of the original *ROI* in their consumer’s medical records. These documents are subject to review during audit and providers found to be out of compliance may be subject to corrective actions beyond the normal auditing Performance Improvement Plan (PIP). Noncompliance with this item may carry a federal fine of “not more than \$500 in the case of a first offense, and not more than \$5,000 in the case of each subsequent offense” (42 CFR §2.4). Such a criminal adjudication could jeopardize the offending person’s ability to participate in federally-sponsored programs, such as Medicaid and Medicare.

For a review of the appropriate ROI process, please see the below overview:



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Providers need to complete a short “pop-up” check box option at the beginning of the authorization process and have an ROI form signed by the consumer for substance use disorder (SUD) services. All Maryland Medicaid SUD programs/providers and mental health providers providing substance use treatment to a consumer must request a ROI prior to the provision of SUD services. The form will allow Beacon Health Options to release authorizations and claims data to the participant’s MCO and coordinate the participant’s care with any provider, primary care or otherwise, as indicated on the form

As a reminder, the “pop-up” boxes are:

1. All mental health providers *requesting mental health services only* should check the first box and select “OK”.
2. SUD Programs or those providers providing SUD treatment should review with the consumer the ROI, expressing the need for coordination of care, and ask the consumer to sign the ROI:
 - i. If the consumer signs the ROI, check the second box and enter the date the ROI was completed. Select “OK”. (Once the ROI is on file, the “pop-up” box will no longer show on the screen for any further authorizations unless the consumer revokes the ROI or one year’s time has passed.)
 - ii. If the consumer is offered the ROI and refuses to sign it, the program/provider should check the third box and select “OK”.
 - iii. If the provider has not offered the ROI, the provider should check the fourth box and select “OK”.



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The “pop-up” box will show on all authorization requests until Beacon Health Options has a valid response on file. Once an ROI is checked received, the “pop-up” box will no longer be displayed. Beacon Health Options requests that providers ensure the ROI form is legible and complete to include the consumer’s name, date of birth and address, as well as the consumer’s Maryland Medicaid ID number, and is retained in the consumer’s medical record.

The ROI is designed to be valid for one year. At the end of March, 2016, the forms started “resetting” themselves. For example, if a form was signed on April 2, 2015, at the next visit on or after April 2, 2016, the “pop-up” box is presented again. Providers should have the consumer sign a new form

(<http://maryland.valueoptions.com/provider/forms/admin/Authorization-Disclose-Substance-Use-Treatment-Information-Coordination-Care-Form.pdf>), mark the appropriate box on the pop-up and maintain the new ROI in the consumer’s medical record.

As a reminder, here is the screen shot of this process as a reference for providers:



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Figure 1: Release Of information Consent Pop Up:

Release of Information Consent x

All Maryland Behavioral Health providers are encouraged to present and gain consent for their consumer's Release of Information (ROI) in order to improve coordination of care. Substance Use Providers and Mental Health Providers providing substance use treatment, are required to use the Department of Health and Mental Hygiene-approved AUTHORIZATION TO DISCLOSE SUBSTANCE USE TREATMENT INFORMATION FOR COORDINATION OF CARE located on the ValueOptions Maryland website (<http://maryland.valueoptions.com>). By gaining your consumer's consent, you are increasing access to that individual's healthcare needs, helping to avoid medication or treatment conflicts and aiding in their wellness and recovery. Please review and select the appropriate response below:

- I am requesting only mental health services for this individual and no ROI is required
- I presented an ROI to the consumer and he/she provided consent
- I presented an ROI to the consumer but he/she did not consent
- I did not present an ROI to the consumer for his/her consent