

UPDATED ONLY FOR LOGO AND BRANDING**Provider Notice**

To: HealthChoices Network Providers
From: Don Stiffler, Provider Relations Manager
Date: July 23, 2010
Subject: AD 10 110 Compliance and Billing Reminders MH Partial Hospitalization, MH Outpatient, CRR, BHRS, FBMHS and Concurrent Services

Please be certain to ask Members what services they are receiving at intake and on a regular basis thereafter. This practice will assist in better coordination of care for the Member and assure the Member is not receiving duplicate services from another provider or through a program that is funded to provide multiple services as a part of ongoing service delivery. Some services are considered to be comprehensive and may provide duplicative components, such as CRR Host Home and Mental Health Partial Hospitalization Services (MH PHP). A specific service description drives CRR Host Home services thus service delivery varies from program to program. Additionally, therapy services and medication management are included as part of the MH PHP Program. If at any time you are unsure if a service might be considered duplicative, please contact your Provider Relations Representative for guidance.

Programs delivering comprehensive services are expected to ensure that all included services are delivered. We recognize, however, that from time to time Members have unique and specialized needs that warrant additional services (i.e. specialized outpatient therapy). There may also be instances where Members are requesting a second opinion and in such cases the provider should include this information as part of the evaluation. Please note that additional services should not be performed without prior approval from the Clinical Care Manager (CCM).

As you know, PerformCare will disallow the payment for mental health outpatient services when the Member is receiving services from a mental health partial hospitalization program anytime during MH PHP, unless there is a unique need or circumstance which results in CCM approval. Additionally, PerformCare may deny some combinations of services delivered on the same day per memo regarding "Duplication of Service Clarification" dated May 29, 2009.

PerformCare also audits BHRS and FBMH services to ensure that duplicative services were not provided to the Member/family at the same time or same location without the appropriate documentation. When improper claims are discovered, PerformCare will disallow both claims through a retrospective audit and claim adjustment.