

Provider Notice

To: All IBHS Providers and Prescribers
From: PerformCare
Date: January 24 2022
Subject: IBHS 22 100 Revised IBHS Referral Management Process

This Provider Notice serves to inform Individual and ABA IBHS providers of changes made to the referral management process and the existing, bi-weekly IBHS monitoring process. Specific changes include the following:

- Introduction of the *Intensive Behavioral Health Services (IBHS) Initial Service Capacity Acknowledgment for Individual and ABA IBHS* form, which Members/Families will sign reflecting their decision to decline a transfer and wait for staffing at your agency.
 - A copy of this form is attached to this Provider Notice and will also be available on the PerformCare website
- Providers are no longer responsible for facilitating transfers if a Member/Family/Guardian still awaiting IBHS assessment staffing chooses to transfer. Instead, the Member's Written Order/BPE will be faxed to PerformCare, who will now assist the Member/Family/Guardian in identifying a new provider and manage referrals.
- PerformCare will compare Written Orders received (for Members who request a transfer) against provider capacity on the PerformCare website daily. PerformCare Care Connectors will outreach to providers reporting capacity to make referrals.
- PerformCare Care Connectors will continue bi-weekly outreach to Providers for case updates on a Provider's referral list if Member/Family/Guardian declines transfer.

Attached to this memo is a copy of the new provider IBHS Monitoring and Referral process. This process will take effect on 3/1/2022 for all Members, regardless of the time lapse since receipt of a Written Order. Individualized provider training via Zoom is available upon request. Please contact your Account Executive with any questions or to request an individualized process training.

cc: Lisa Hanzel, PerformCare
Scott Suhring, Capital Area Behavioral Health Collaborative
Missy Reisinger, Tuscarora Managed Care Alliance
PerformCare Account Executives

Capital Members: 1-888-722-8646 Franklin/Fulton Members: 1-866-773-7917
Providers: 1-888-700-7370 Fax: 1-855-707-5823
Mailing Address: 8040 Carlson Road Harrisburg, PA 17112

Individual and ABA IBHS Provider Monitoring and Referral Process
(All HealthChoices Counties)

Background: When a Member's Individual/ABA IBHS Provider of Choice is unable to begin an IBHS assessment at the time the Written Order/Best Practice Evaluation is received, PerformCare and the provider will engage in a joint monitoring process. PerformCare and the chosen Individual/ABA IBHS provider will also work to facilitate transfers for Members when the IBHS assessment has not started and the Member/Family/Guardian wishes to transfer to another provider.

Processes 1 and 2 outline the joint monitoring and transfer process that PerformCare and the provider network will implement when the Provider of Choice is unable to begin services.

1. Process 1: The provider of choice is unable to begin IBHS upon receipt of a Written Order and the Member/Family/Guardian opts to remain with the original IBHS provider of choice.

1.1. Once an Individual/ABA IBHS provider receives a Written Order or Best Practice Evaluation (BPE) and determines they cannot begin the IBHS assessment within (7) calendar days, the following steps must be completed:

1.1.1. *The provider completes the IBHS Written Order/BPE Receipt Notification assessment in Jiva, which includes the following fields:*

- 1.1.1.1. Provider of Choice
- 1.1.1.2. Provider Location County
- 1.1.1.3. Date of Written Order/Best Practice Evaluation
- 1.1.1.4. Date Written Order/Best Practice Evaluation Received
- 1.1.1.5. Services Recommended

1.1.2. The Member/Family/Guardian completes the *PerformCare (IBHS) Initial Service Capacity Acknowledgement* form affirming they are declining a transfer and prefer to wait for staffing at the chosen provider.

1.1.2.1. The Provider will submit the form along with the initial IBHS request submission.

1.2. On a bi-weekly basis, PerformCare Care Connectors will share with each provider a list of all Members for whom an *IBHS Written Order/BPE Receipt Notification* assessment in Jiva was completed.

- 1.3. Within (2) business days of receiving their list, providers will provide an update to PerformCare for each Member including:
 - 1.3.1. Provider staffing capacity and timeline for completing the IBHS assessment.
 - 1.3.2. Provider overall capacity to accept new Members, if applicable.
 - 1.3.2.1. Providers should contact PerformCare Care Connectors when able to accept new Members.
 - 1.3.3. If a Member/Family/Guardian later decides to transfer to another provider, refer to Step 2.
 - 1.4. The process of providing bi-weekly updates will continue until the provider is able to begin the IBHS assessment. At this point, the provider will:
 - 1.4.1. Provide an assessment start date to the Care Connector via bi-weekly IBHS monitoring.
 - 1.4.2. Complete the *IBHS Assessment Registration* assessment in Jiva.
- 2. Process 2: The provider of choice is unable to begin IBHS upon receipt of a Written Order and the Member/Family/Guardian opts to transfer to another IBHS provider. This could occur before or after the assessment/ITP is completed, but prior to an IBHS approval. In this instance, PerformCare will take the lead in monitoring the Member and managing referrals to another provider of choice.**
- 2.1. If the provider of choice receives the Written Order and determines they are unable to staff the assessment, the provider must notify PerformCare that the Member/family/guardian wants to transfer within seven (7) calendar days. Notification will occur by means of faxing (1-855-707-5823) the Written Order/BPE.
 - 2.1.1. The provider of choice must also notify PerformCare if they cannot staff the recommended services after the assessment is completed and the family wants to transfer.
 - 2.2. On a daily basis, PerformCare Care Connectors will review provider capacity on the PerformCare website.
 - 2.2.1. For providers who have not updated their capacity on the PerformCare website weekly, PerformCare Care Connectors will outreach to that provider to inquire as to their capacity and remind them to update the website capacity report.
 - 2.3. In the event a provider reports having capacity** on the website, PerformCare Care Connectors will outreach to that provider and attempt to match a Member's IBHS prescription to their reported capacity.
 - 2.3.1. If a match is found, the Care Connector will fax the Written Order/BPE or complete request (if applicable) to the provider.

- 2.3.1.1. In the event the matched provider receives a referral and then determines they cannot meet the Member's treatment needs, the provider will return the referral/Written Order to PerformCare by contacting the referring Care Connector. At this time, Process 2 will restart.
- 2.4. Providers are also encouraged to contact the PerformCare Care Connectors and request a referral any time they have capacity to accept new Members.
- 2.5. Note: If, following an IBHS approval, a Member/Family/Guardian requests a transfer, PerformCare policy CM-CAS-057 Children's Service Provider Transfer Process should be followed

**** For the purpose of this IBHS referral process, capacity is defined as a provider's ability to staff at least a portion of the BA/BC-ABA/BC/MT as prescribed in the Written Order.**