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Provider Notice

To: Family-Based Mental Health Provider Network
From: Scott Daubert, VP Operations
Date: March 17, 2014
Subject: PC-15 Billing for Travel: No-Shows in Family-Based Mental Health Services

Claims Payment and Clinical Policy Clarification

Question/Issue:

Is billing for travel allowed when the client / family is a “no-show” for a scheduled appointment for Family-Based Mental Health Services?

Source Documentation / References:

Mental Health Bulletin OMH-91-19: Transmittal of General Family-Based Mental Health Services Program Issues. Issue Date 2/27/92.

HealthChoices Behavioral Health Program Standards and Requirements
Appendix BB: Regulations and Policies Not Applicable to HealthChoices Behavioral Health Program.

PerformCare Answer/Response:

Original clarifying information for Family-Based Mental Health Services under the fee-for-service program was disseminated in 1992 under Mental Health Bulletin OMH-91-19, which is in a Q&A format. In that document, Question 47 on page 9 states that in situations where there is a no-show, *“If there is a documented, planned appointment, the team or team member travelling to that appointment, may bill MA for the total amount of the travel time.”*

However, Appendix BB of the Program Standards and Requirements is a compendium of regulations, portions of regulations and Bulletins which were reviewed and identified as not applicable to the operation of the HealthChoices Medicaid mandatory managed care program approved through the Section 1915(b) waiver provisions of the Social

Security Act.

Appendix BB lists the regulations and policies not applicable to HealthChoices Behavioral Health. The following portions of OMH-91-19 are included on page 2 of Appendix BB:

OFFICE OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES BULLETINS:

OMH-91-19 Transmittal of General Family-Based Mental Health Services Program Issues

P.2, #7

P.8, #40

P.9, #46,47

P.11,#56,57

P.12,#62

P.13,#67,70

P.14,#72-75

P.16 #1

Therefore, since P.9, #47 is specifically excluded from the HealthChoices Behavioral Health program, travel to no-show appointments is not considered billable to PerformCare