Contracting with New Directions
Agenda

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INTRODUCTIONS

Darryl Donlin, LCSW, MBA
VP, Network Operations

Joe Salvato, LPC
Interim Director, Network Operations
Date: August 8, 2017

To: Alabama Behavioral Health Providers

Re: New Behavioral Health Network

Dear Behavioral Health Provider,

Since 2013, Blue Cross and Blue Shield of Alabama (“Blue Cross”) has contracted with New Directions Behavioral Health, LLC (“New Directions”) to manage behavioral health benefits for its subscribers. New Directions is obligated to supply a network of behavioral health providers for Blue Cross members. It may choose to contract with a network, or supply its own network. For the past four years New Directions has selected Managed Health Care Administration, Inc. (“MHCA”) to supply the network. New Directions has notified Blue Cross that it intends to replace MHCA's network with its own network, effective October 1, 2017.

Beginning October 1, 2017, any behavioral health provider who wishes to provide covered services on an in-network basis to a Blue Cross subscriber must be in New Directions’ network.

Sincerely,

Darrel Weaver, MD
Vice President Healthcare Network Services
Who is New Directions?

• Since 1995, New Directions has worked with Blue plans, employers, individuals and unions to improve health through positive change.
• New Directions has managed behavioral health benefits for BCBSAL since 2013.
New Directions at a glance

13 million members in fifty states and internationally

7 partnerships with Blue Cross and Blue Shield health plans

2,000+ EAP clients

500+ employees
Network Operations
What we believe

• New Directions and providers are mutually dependent upon each other to achieve success
• Our focus is on local systems of care
• Collaboration is the key to success
  • Provider Collaboration Forums, sharing data, learning from peers about best practices all lead to improved quality
Our goal

• Maintain same reimbursement structure
• Contract with 100% of existing in-network providers
• Ensure BCBSAL members obtain uninterrupted care
• Develop collaborative provider partnerships to improve care delivery
• Be a resource to providers to enable members to have access to community-based services
Key functional roles

Clinical Network Manager
- Clinical + business skill set
- Conducts face-to-face meetings with facilities and providers
- Shares provider analytical reports to improve performance
- Implements strategies to improve quality of care
- Facilitates Regional Provider Forums

Provider Relations Representative
- Conducts provider education and onboarding
- Responds to providers, investigates and resolves problems
- Manages provider data and demographic updates
- Supports CNM in implementing strategies
- Coordinates Regional Provider Forums
Authorizations

• Inpatient and other levels of care (IOP, PHP, Residential) will continue to be authorized per the same current process
• New Directions Medical Necessity Criteria
• Outpatient sessions are not authorized
Contracting Process

• Everything starts with the on-line application
• Application includes survey to identify clinical specialties, ages served and types of services
  • Important for ND to guide care and make referrals
  • Link provided for convenience (10 minute process)
  • Details will appear in ND provider directory
• Outpatient services for EPS and BC members
  • Providers 2 separate fee schedules
• Higher levels of care for EPS only
  • Facilities only 1 rate sheet
• Maintaining same rates for both types of membership
• Mirror existing network
Contracting Timeline

- All applications must be received by **September 1, 2017**
- ND will email contract via Echosign
- Provider needs to electronically sign and return
- ND will email provider Welcome Packet with helpful details about being a ND provider
- **October 1, 2017** go live date
- If a provider does not contract with ND by **October 1, 2017**, rendered care will be classified as out-of-network and claims will be processed as out-of-network
Rates

- New Directions will maintain the same reimbursement structure provided to BCBSAL’s members.
- These amounts are subject to member eligibility, plan requirements, and applicable member cost-sharing amounts.
- The Fee Schedule will be included in the contract from New Directions.
- New Directions will not charge providers an administrative charge for claims processing.
Claims Process

• New Directions will process EPS claims on behalf of BCBSAL
• EPS providers should continue to utilize their current practice management service or software for electronic filing of EPS claims
• For EPS claims with dates of service October 1, 2017 and after, use the New Directions provider ID which is NDX99 when submitting claims electronically
• Claims should be filed electronically as agreed upon in the New Directions provider contract
• BCBSAL will process Blue Choice claims
• Please work directly with your Practice Management System vendor or Clearinghouse to enroll and set up your system to submit Blue Choice and OON EPS claims to BCBSAL.
Credentialing

- New Directions will be completing a network-wide credentialing during the next 6 months
- New Directions utilizes the online version of the CAQH application
- Please make sure your CAQH application is current and up to date for seamless process
- Information frequently overlooked within CAQH that may cause a delay in your credentialing
  - Gap in work history greater than 6 months with no explanation
  - Professional liability insurance certificate not current
  - Lack of explanation/information to any affirmative answers to disclosure questions
  - Information about how you provide 24/7 phone coverage
Member transitions

- Providers that do not contract with New Directions, effective October 1, 2017 will be classified as out-of-network.
- Members have the option to transition to an in-network provider in the New Directions provider network
- New Directions Transition of Care process
Summary

• Effective date of New Directions contract - October 1, 2017.

• After October 1, 2017, behavioral health providers who do not contract with New Directions will be classified as out-of-network.
Question and Answer #1

• Will New Directions accept new providers for the EPS network?
  • Providers who are not currently contracted as an EPS provider may apply to become in-network EPS providers with New Directions and be contacted at a later date if there is a need to add providers to the network.
Question and Answer #2

Will the 24/7 phone number that providers use for the All Kids program remain the same after October 1, 2017?

- No, beginning October 1, 2017, providers should call 877-297-0089 for the ALL Kids program. New Directions offers providers 24/7 telephonic access to a clinician, so they no longer need to page one. (Prior to October 1, providers can use the current All Kids phone number).
Question and Answer #3

Is there a separate BCBSAL FEP rate schedule?

• No, there is not a separate fee schedule for FEP. The Blue Choice fee schedule and rates apply to FEP. Providers will receive a fee schedule that says “Blue Choice” on it. That fee schedule and those rates apply to FEP Claims, as well as Blue Choice claims.
Question and Answer #4

What about BlueCard? Does it have a separate rate schedule?

- Blue Card is a national program that allows members to obtain in-network coverage when they are traveling or living outside of BCBSAL’s service area. When a BCBSAL member uses BlueCard, providers are paid at the in-network rate of the Blue Cross plan where the service is being rendered.
What is the timeline and distribution for claims payments?

• Checks and EOB’s for EPS in-network claims will be issued and mailed by New Directions on a weekly basis. New Directions is working toward establishing electronic funds transfer (EFT) for EPS in-network claims. Additional information will be provided in the near future.

• BCBSAL issues checks and EOB’s for EPS out-of-network paper claims and all Blue Choice paper claims weekly on Thursday. EFT payments will be issued on Mondays. EFT will remain the same for Blue Choice claims submitted to BCBSAL. If providers have EFT set up with BCBSAL, no further action needs to be taken.
Contact info

- Providers may contact New Directions’ Provider Relations team at 888-611-6285 or providerrelations@ndbh.com