



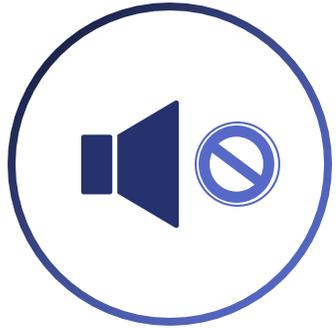
Behavioral Health Integration Advisory Hub Meeting

November 22, 2024

10-11:30 AM EST

Please update your display name
on Zoom to include your name and
organization. Thank you!

Housekeeping



All attendees will enter the meeting on mute



To use the “Chat” function, click the speech bubble icon at the bottom of the screen



Use the “raise hand” function if you wish to speak



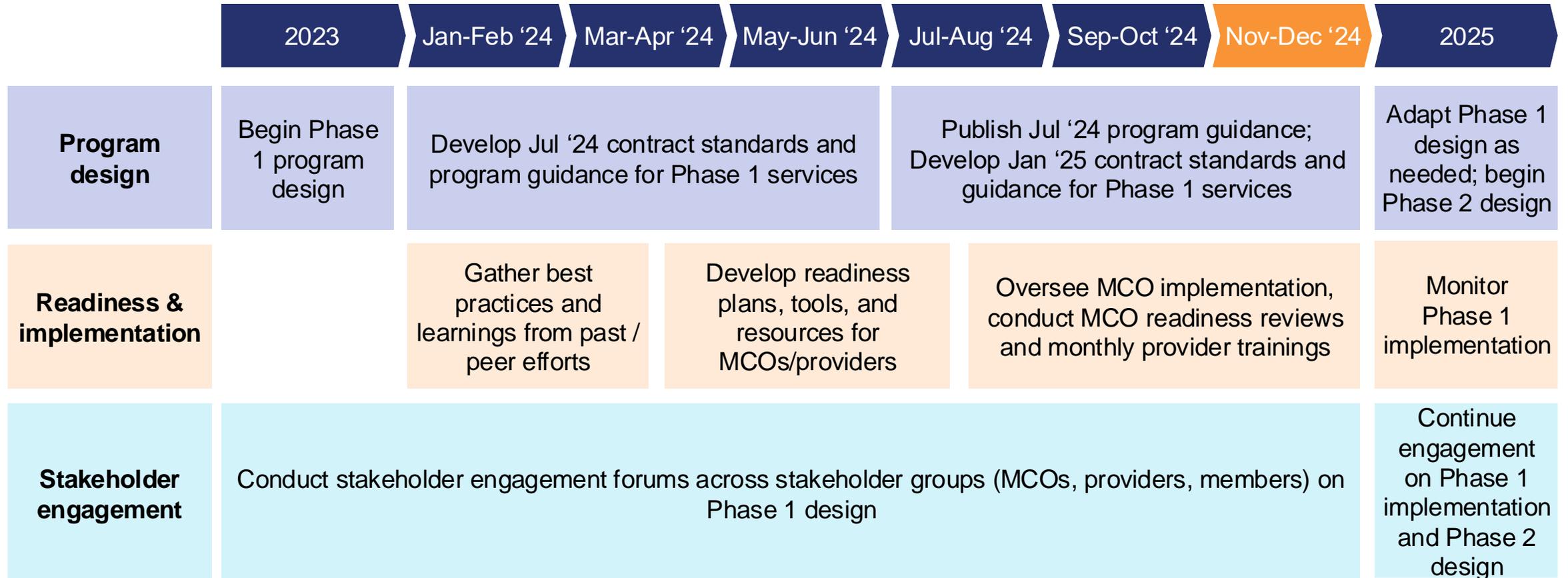
You can enable closed captions at the bottom of the screen

Recall | Timeline for Phase 1 of BH Integration

Phase 1 planning throughout 2023-2024

Phase 1 go-live
Jan 1, 2025

We are here



Addressing questions from September meeting

Responses to many questions from September meeting and more can be found on BH Integration Stakeholder Website

Select participant questions:

- What youth services are included in Phase 1, and which services may be included in future phases?
- Since fee-for-service rates will be the floor for MCOs, will MCOs be required to raise rates if they are adjusted in the middle of a contract period?
- Which Phase 1 services will require prior authorization?

Resources available with responses:

- [Behavioral Health Integration Overview and FAQ Pamphlet](#)
- [Claims Training FAQ](#)
- [Achieving Success With Managed Care FAQ](#)
- [Enrollment and Credentialing FAQ](#)

Today's Agenda

- 1 Member engagement update
- 2 Discuss provider readiness plans
- 3 Review MCO readiness plans
- 4 Q&A

Member engagement update

Member engagement overview

Completed and ongoing

- Caregiver interviews
- Sharing standard language with MCOs to send notices to their members
- ☆ Presentations to different stakeholder and advocacy groups (NAMI, DMHAS Planning Council, county leaders, etc.)
- Advocate participation in Advisory Hub meetings
- Provider engagement, including trainings and resources to ensure readiness to serve members

☆ More detail to come

Planned

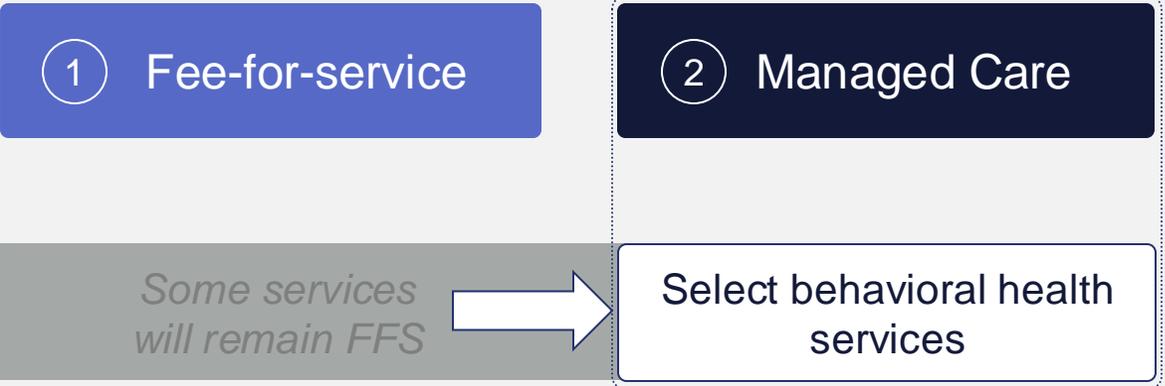
- ☆ Virtual member meeting on Tuesday, December 17
- Partnership with Regional Health Hubs in 2025 to conduct survey, focus groups, and interviews with members
- Partnership with Division of Mental Health and Addiction Services to connect with recovery and wellness centers

Member messaging examples

- Behavioral health integration overview and goals
- Timeline, phases and description of phased rollout
- Impact on members
- Member scenarios

NJ FamilyCare Behavioral Health Integration

Select behavioral health services shifting to managed care



Includes mental health (MH) services and substance use disorder (SUD) services

Improves healthcare delivery and coordination by combining physical and behavioral health services under a single plan

Goals of Integration



Access for members

Increase access to services with a focus on member-centered care



Whole-person care

Integrate behavioral and physical health for whole person care, with potential to improve healthcare outcomes



Care coordination

Provide appropriate services for members in the right setting, at the right time

Phase 1: Outpatient behavioral health services

Mental Health (MH) Services

Mental health therapy / counseling

This service might be used by someone struggling with stress, anxiety, or depression

Mental health partial hospitalization

This service could be used after a mental health crisis requiring daytime treatment

Mental health partial care

Someone might need this for regular daytime mental health support without staying overnight

Mental health outpatient hospital or clinic services

This is for when mental health treatment is needed, but the person can manage at home

Substance Use Disorder (SUD) Services

Substance use disorder therapy / counseling

This might be used by someone struggling to manage their substance use

Substance use disorder intensive outpatient

This could be used when someone needs frequent recovery support, attending sessions at a treatment center while living at home

Substance use disorder detoxification / ambulatory withdrawal management

This might be needed for safely stopping substance use without staying in a hospital

Substance use disorder partial care

Someone might use this for daily recovery support without needing to stay overnight

Starting Jan 1, 2025: MCOs will provide these behavioral health benefits to NJ FamilyCare members (adults and children)

Note: Outpatient BH services are currently covered by managed care for members enrolled in MLTSS /DDD / FIDE-SNP programs and will be integrated for general managed care population during Phase 1

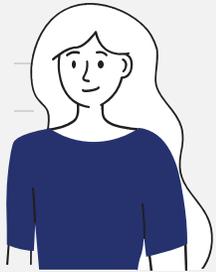
Members
All your
current
behavioral
health services
remain covered

A Member not currently receiving Phase 1 services

- All your current behavioral health services remain covered
- No immediate impact to the services you are receiving
- If you would like to receive Phase 1 behavioral health services in the future, starting January 1, you can find a provider using your MCO's provider directory

B Member currently receiving Phase 1 services

- All your current behavioral health services remain covered
- The Phase 1 services you are receiving will now be coordinated by your managed care organization starting January 1, 2025
- MCOs are required to contract with all willing providers serving their members to minimize any disruptions



Amira

*NJ FamilyCare Member
with an MCO*

Scenario 1: Amira is currently receiving a service that is in Phase 1

- Receiving substance use disorder (SUD) intensive outpatient service with FFS provider
- Receives notice in mail about behavioral health integration
- Amira spoke with her provider about upcoming change
- Provider in network with Amira's MCO
- Authorization for her SUD intensive outpatient service ending February 1
- Prior to February 1, Amira's current provider submits new authorization to MCO to continue Amira's service
- No disruption to Amira's care

Scenario 2: Amira would like to begin a service that is in Phase 2

- Sometime in 2025, Amira wants to start services with an Opioid Treatment Program (OTP), which is a phase 2 service
- Amira can either:
 - Reach out to her MCO / MCO care manager to ask for assistance identifying a suitable FFS provider
 - Search NJ FFS provider directory website to find a provider in her area
- Amira presents her health benefits ID card at her first appointment with the OTP provider
- Provider will verify Amira's eligibility, confirm her coverage, and collect critical patient information
- Amira can start receiving care covered by Medicaid FFS

What can members or caregivers do to be ready for this transition?



Identify the **right numbers to call** (e.g., MCO member services)



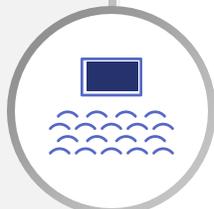
Make sure **you're authorized** to stay informed about your loved one's care



Make sure you or your loved one is on regular **MCO emails** (i.e., registered)



Review the **MCO website**, particularly information on benefits and coverage



Attend **MCO member information trainings** and educational programs

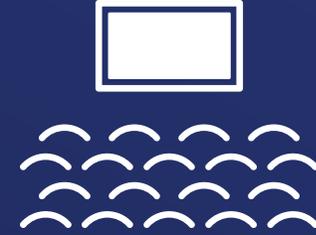
December member meeting

Starting January 1, 2025, select mental health and substance use disorder services under NJ FamilyCare will now be covered by managed care organizations.

We invite all NJ FamilyCare members to:

- learn more about these changes
- what they mean for you; and
- ask questions.

Representatives from the Division of Medical Assistance and Health Services will be presenting



Date: Tuesday,
December 17

Time: 4:30-5:30pm EST

Format: Zoom

[Register here](#)

For discussion

What do you think are the questions or concerns that members will have about BH integration?

How can we best promote the December member meeting?

What opportunities and communications channels should we explore to improve public communication of BH Integration?

Please respond in the chat or raise your hand to share!

Discuss provider readiness plans and ongoing support

Monthly Trainings | DMAHS provider trainings /events conducted to date



Enrollment & Credentialing

September 25

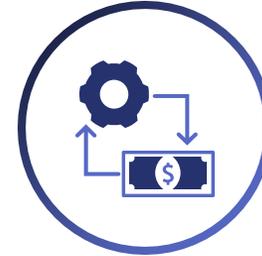
- Credentialing standards and processes across MCOs
- Introduction to MCO credentialing teams and processes
- NJ Medicaid enrollment process with a live demo



Achieving Success with Managed Care

October 16

- Tips for success in managed care
- Insights from experienced providers on managed care



Claims & Billing

October 24

- Claims submission and reimbursement policies for MCOs
- Key topics: billing codes, clean claims, common errors, appeals



Prior Authorization

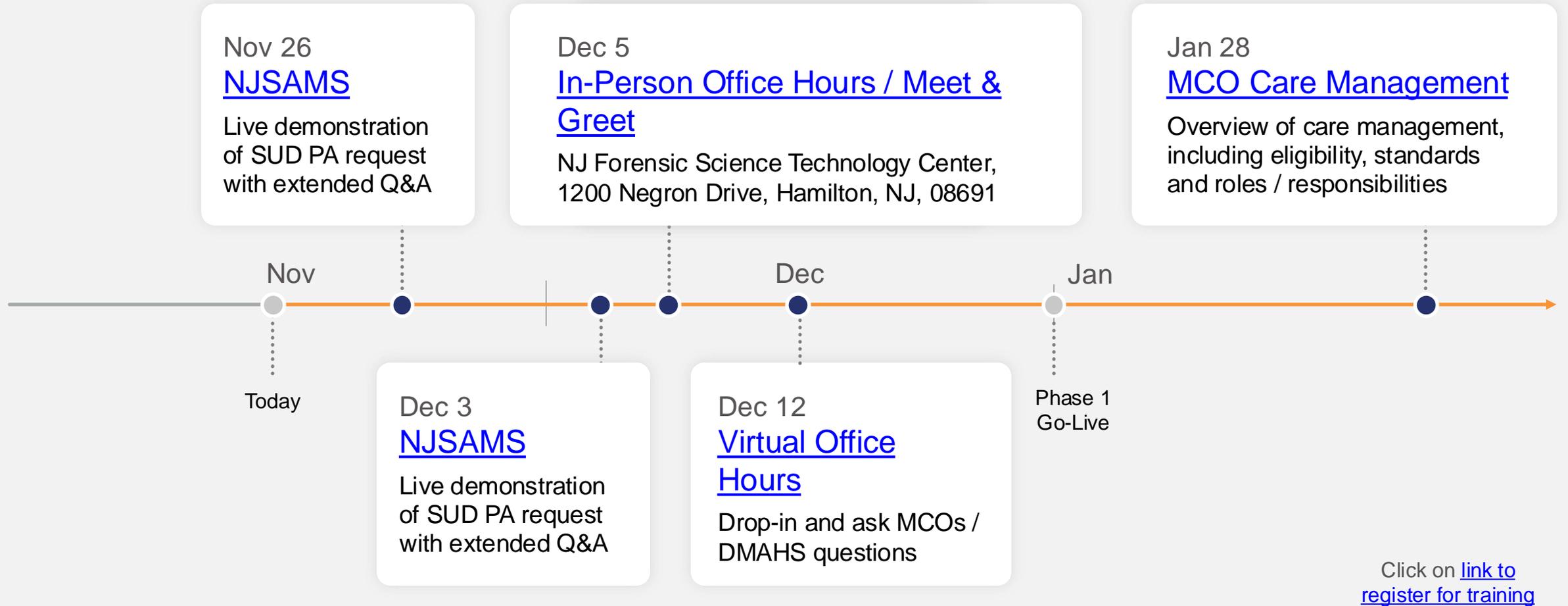
November 21

- PA requirements and processes for BH services through MCOs
- Clarification of PA services, required fields, and turnaround times
- NJSAMS for SUD PA

Over 500 attendees for each training, representing providers, advocates, MCOs, and state agency representatives!

Presentations, recordings, FAQs available on [BH Integration Stakeholder Information page](#)

Monthly Provider Trainings | Upcoming DMAHS sessions



Click on [link to register for training](#)

Monthly Provider Trainings | MCOs also have ongoing trainings for providers regarding BH Integration

Upcoming MCO BH Integration trainings

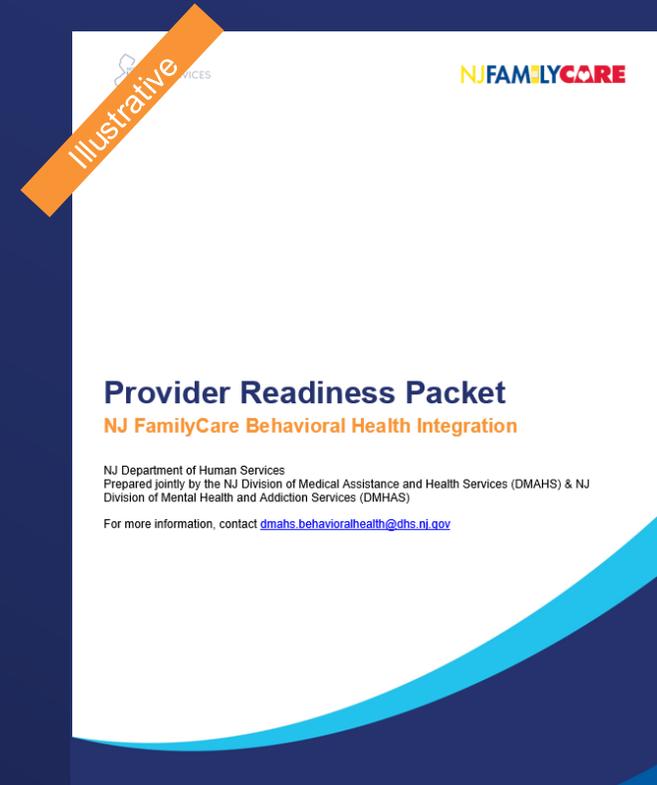
Aetna	Fidelis Care	Horizon	United	Wellpoint
<p>Integration Overview for BH providers new to ABHNJ</p> <ul style="list-style-type: none"> • Dec 04, 12-1pm • Dec 11, 12-1pm • Jan 15, 12-1pm 	<p>Behavioral Health Integration Overview</p> <ul style="list-style-type: none"> • Nov 26, 4pm • Dec 5, 9am • Dec 16, 3pm • Jan 7, 10am • Jan 30, 3:30pm 	<p>Behavioral Health Integration Training</p> <ul style="list-style-type: none"> • Dec 11, 11am (Prof Ancil) • Dec 17, 1pm (Prof Ancil) • Jan 8, 10am (Prof Ancil) • Jan 16, 3pm (Prof Ancil) 	<p>Provider Orientation:</p> <ul style="list-style-type: none"> • Dec 3, 2-3:30 pm • Dec 19, 11-12:30pm • Jan 7, 10-11:30am • Jan 15, 2- 3:30pm 	<p>NJ Medicaid BH Carve-in Provider Orientation:</p> <ul style="list-style-type: none"> • Dec 12, 3pm • Dec 16, 3pm • Dec 18, 11am • Jan 14, 11am • Jan 23, 2pm

Readiness Packet I Detailed guidance on BH integration

An ongoing resource for providers

Contents

- About this guide
- Introduction to NJ FamilyCare
- Overview NJ FamilyCare Behavioral Health Integration
- NJ FamilyCare / Medicaid Enrollment
- Joining Managed Care Organizations
- Coordination of Benefits
- Prior Authorizations (PA)
- Claims
- Care Management
- Best Practices for Success with Managed Care
- Provider Readiness Checklist
- Additional Resources
- Key Contact Information



Available soon

Readiness Packet will be published
on BH Integration website

Seven actions providers can take to prepare for go-live

- 1 Stay up to date on **BH Integration news** and read DMAHS step-by-step topic **guidance** when readiness packet is released in November ([website](#)):
- 2 Register to attend scheduled **DMAHS topic specific trainings** and review materials from past sessions ([website](#)).
- 3 **Enroll** in Medicaid / NJ FamilyCare as soon as possible.
- 4 Create and build your **CAQH¹ profile** to establish a source of truth for credentialing applications
- 5 **Credential** with all MCOs used by your members to avoid delays in access or payment. We encourage you to enroll with all 5 MCOs as members often change plans.
- 6 Attend **MCO specific sponsored trainings**
- 7 **Prepare systems** for updated prior authorization and claims processes

1. Council for Affordable Quality Healthcare

For discussion

What are areas of concern among providers about the transition?

What are the barriers that providers may be experiencing to contracting with MCOs?

What feedback or ideas do you have for provider engagement? How can we best get the word out to make sure providers are informed?

Please respond in the chat or raise your hand to share!

Review MCO readiness plans

We are working closely with MCOs to ensure success

Goals of MCO readiness

- **Validate** that MCOs have effectively implemented required standards and processes
- **Ensure continuity of care** and a smooth integration rollout experience for members
- Reinforce **strong state oversight** of MCOs



Prepare all stakeholders for program launch

What MCOs are already doing to get ready

- **Engaging with DMAHS** 1:1 (monthly) and together (quarterly) for over a year on program design and implementation planning
- **Working to implement** new contract changes / guidance, including building networks of providers, hiring new BH staff, changing prior authorization / claims processes, updating provider trainings, sending out communications to members and providers
- **Participating in DMAHS readiness review process** ([detail on next page](#))

5 components of MCO readiness to prepare for go-live



Implementation workplan

Tactical workplan and reporting tool detailing MCO actions required to implement program building blocks by target deadlines

Continues through go-live



DMAHS response to MCO delays

Multi-step process to address MCO delays / issues leading up to site visit and after, as needed

Continues through go-live



Desk review

September DMAHS review of MCO packet of policies, protocols, and process flows prior to site visit

Complete



MCO site visits and feedback

October/November live DMAHS review of MCO's progress with implementation workplan and testing readiness for go-live

Complete



Program guidance

Detailed documents developed by DMAHS for MCO implementation of contract standards for BH integration

Complete

Description

Status

Next steps

Plan for upcoming stakeholder engagement



Providers

Dec 5: In-person office hours

Dec 12: Virtual office hours

Jan 28: Care management training



Members

Dec: Meeting with and outreach to partner organizations to identify questions about transition

Dec 17: Member information session



Cross-stakeholder

Jan 24: Advisory Hub

Please respond in the chat or email
DMAHS.BehavioralHealth@dhs.nj.gov

Questions?

Important contact information

DMAHS

For further information on NJ FamilyCare’s BH Integration, see:



Dmahs.behavioralhealth@dhs.nj.gov



[Behavioral Health Integration Stakeholder Information Website¹](https://www.nj.gov/humanservices/dmhas/information/stakeholder/index.html)

MCOs

Important contact information for all 5 MCOs can be found in our **MCO Behavioral Health Resource Guide** on the BH Integration Stakeholder Information Website¹



Aetna



Horizon



Wellpoint



Fidelis Care



United

1. <https://www.nj.gov/humanservices/dmhas/information/stakeholder/index.html>

Thank you!