

**Behavioral Health Integration Advisory Hub Meeting #7 (November 2024)**  
**Summary of Stakeholder Feedback**

The Behavioral Health (BH) Integration Advisory Hub met on November 22, 2024. Facilitators from the Center of Health Care Strategies started the meeting by reviewing the timeline for Phase 1 planning and implementation and addressing questions captured from the September meeting. Meeting participants raised questions and shared feedback on rate negotiation with the managed care organizations (MCOs) and prior authorization policies.

Next, facilitators reviewed the member engagement strategy, which included completed and ongoing presentations and outreach and a sample of prepared materials. Attendees shared the importance of plain language, meeting directly with consumers and members, and sharing materials with providers to help educate members on upcoming changes. The Division of Medical Assistance and Health Services (DMAHS) will host a meeting for members to discuss integration on Tuesday, December 17 from 4:30-5:30pm EST and will incorporate Advisory Hub meeting feedback into the presentation and materials. DMAHS will also continue to engage members after January 1 by collaborating with the state's regional health hubs and other advocates and partners to understand how members are experiencing this implementation.

Additionally, updates were shared on provider readiness activities:

- To date, DMAHS has hosted 4 provider readiness trainings on enrollment and credentialing, achieving success with managed care, claims, and prior authorization. On average, over 500 providers, advocates, MCO, and state representatives have attended each session.
- Additional trainings are scheduled for December and January and will cover NJSAMS, in-person and virtual office hours, and behavioral health care management.
- MCOs are also hosting ongoing trainings for providers regarding integration before and following Phase 1 go-live.
- DMAHS has created a [detailed guidance packet](#) as an ongoing resource for providers.

Providers can register for the remaining readiness trainings and access materials online at the [Behavioral Health Integration Stakeholder Information website](#). Meeting participants shared feedback on the November prior authorization training and outstanding questions on which provider and facility IDs to use for substance use disorder prior authorizations and length of required prior authorizations submitted to MCOs for Phase 1 services. DMAHS appreciates this feedback and will address these questions in upcoming provider trainings and communications.

Following discussion on the provider readiness resources, facilitators shared a brief update on how the State is working with the MCOs to ensure a successful transition. The MCOs meet monthly and quarterly with DMAHS and have participated in a thorough readiness process to test policies, processes, and systems that will be used following go-live. Some of the steps of this readiness process include a desk review and in-person site visit.

To conclude the meeting, quick updates were provided on upcoming stakeholder meetings taking place in December 2024 and January 2025. More information can be found in the meeting slides, which will

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be shared via email with the Advisory Hub email list and posted online. If stakeholders have any questions, they can contact the DMAHS Behavioral Health Unit at [dmahs.behavioralhealth@dhs.nj.gov](mailto:dmahs.behavioralhealth@dhs.nj.gov). The next meeting of the Advisory Hub will take place on January 24, 2025, from 10am to 11:30am EST.