

Behavioral Health Integration Advisory Hub Meeting #8 (January 24, 2025)
Summary of Stakeholder Feedback

The Behavioral Health (BH) Integration Advisory Hub met on January 24, 2025. Facilitators from the Center of Health Care Strategies started the meeting by reviewing the timeline for integration and the services planned for each phase. Representatives from the Division of Medical Assistance and Health Services (DMAHS) then provided an update on Phase 1 services, which were implemented on January 1, 2025. As a part of monitoring, several meetings take place with DMAHS staff and the managed care organizations (MCOs) to address issues experienced by members and providers and communicate critical updates. Some early successes shared include system updates to NJSAMS, credentialing a high percentage of active fee-for-services Phase 1 providers, and reports of timely processed and paid claims. Early challenges that were also discussed related to prior authorization, inconsistent communication of member and provider policies from MCO representatives, and some examples of erroneous claims denials.

Next, facilitators provided space to collect feedback from members, caregivers, providers, and advocates on Phase 1 implementation. The feedback collected was categorized under the following topics:

- **Education on transition:** Participants suggested creating and sharing materials with members and stakeholders to increase awareness of the transition of services to managed care and its key implications for members.
- **Communication with MCOs and DMAHS:** Participants shared that the MCOs and the DMAHS team have been responsive to any outreach on issues.
- **Access to care and reimbursement rates:** Participants continue to share concerns on provider rates and report limited opportunities to negotiate higher rates with the MCOs. Administrative costs have increased because of the transition, and providers do not want these costs to result in reduced access to care.
- **NJSAMS:** While systems updates were successfully implemented on January 3 to enable reporting from NJSAMS to MCOs for SUD prior authorization, some providers have reported being confused about submission timelines, attachment of treatment plans to prior authorization (PA) requests, and features related to recovery court. Providers also feel communication with MCOs during NJSAMS PA processing can be quite fragmented due to multiple systems of communication.
- **Claims and billing:** Some claims have been erroneously denied by the MCOs – while this is being resolved, providers are receiving conflicting messages on next steps. Providers continue to have questions on appropriate billing codes for Phase 1 services and reported issues submitting claims for services like mental health partial care transportation and adolescent intensive outpatient psychotherapy (IOP). Additionally, participants had questions regarding how to bill members without an active MCO in the Medicaid management information system (NJMMIS) or those with presumptive eligibility; the state confirmed that claims for these members should be submitted through as fee-for-service. There was also considerable

**Behavioral Health Integration Advisory Hub Meeting #8 (January 24, 2025)
Summary of Stakeholder Feedback**

discussion on reimbursement policies for interns providing services. DMAHS is hosting a training in February 2025 discussing claims and billing, building off of a [training](#) from October 2024.

- **Eligibility and authorizations:** Concerns were raised that some providers have not been able to secure eligibility and authorizations for members that have presumptive eligibility. Questions were asked regarding when prior authorizations are needed for certain services. Information is available [online](#) and will be discussed in a March 2025 prior authorization refresher training, building off of a [training](#) from November 2024.

Additionally, updates were shared on provider and member resources, which can all be found online on the Behavioral Health Integration Stakeholder Information website. Available provider resources include a readiness packet, points of contact document, overview and FAQ pamphlet, and provider training recordings, presentations, and FAQs. For members, materials are available from a December 2024 meeting, and an overview and FAQ document are being finalized by an internal workgroup. DMAHS will continue to host trainings in the first quarter of 2025, as well as update materials as feedback is collected. Stakeholders can also register for the trainings and access former training materials on the [Behavioral Health Integration Stakeholder Information website](#).

To conclude the meeting, quick updates were provided on upcoming stakeholder meetings taking place through March 2025.

More information on this Advisory Hub meeting can be found in the meeting slides, which will 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. The next meeting of the Advisory Hub will take place on March 28, 2025, from 10am to 11:30am EST.