

**Behavioral Health Integration Advisory Hub Meeting #6 (September 2024)
Summary of Stakeholder Feedback**

The Behavioral Health (BH) Integration Advisory Hub met on September 27, 2024. Facilitators, including leaders from the Divisions of Mental Health and Addiction Services (DMHAS) and the Division of Medical Assistance and Health Services (DMAHS), shared an update on the timeline for integration of phase 1 services.

Next, facilitators reviewed the confirmed transition period policies related to network adequacy, access, continuity of care and prior authorization. These policies are detailed in the slides from the meeting. Participants asked questions regarding turnaround times for prior authorizations and related denials, as well as acceptable formats for submission. The state has prepared a pamphlet and FAQ document that addresses some of these specific questions.

Additionally, more information was provided on policies that will be added to the MCO Contract in January 2025. These policies address numerous categories, including care management, quality monitoring, and payment. Advisory Hub member feedback from the July 2024 meeting informed time and distance standards for MCO provider network adequacy, cultural competency and sensitivity standards, and the fee-for-service rate minimums. Provider and advocate participants shared questions and comments about current rates and opportunities to negotiate for higher rates in the future. DMAHS is exploring this topic in the coming months and acknowledges the provider experience during and following the transition to managed care.

The meeting also highlighted progress on using NJSAMS for substance use disorder prior authorization requests, which will be required by all MCOs in January 2025. The scope and process of using this platform was shared with participants and will be discussed in more detail in an upcoming provider readiness training on November 21, 2024.

Facilitators continued the meeting by discussing provider readiness plans and ongoing support for stakeholders leading up to and following phase 1 go-live. A summary of the discussion is below.

- **Monthly trainings:** Monthly trainings in collaboration with MCOs on key topics to help providers better understand contract standards and processes. Sessions for October through December will cover claims, prior authorization, and outstanding questions.
- **Provider readiness forum:** A forum to equip providers with essential information and advice for a smooth transition to managed care. This forum will take place on Wednesday, October 16 to support behavioral health fee-for-services providers transitioning to managed care or providers who are new to NJ FamilyCare/Medicaid.
- **Provider readiness guidance packet:** Step-by-step guidance for each major topic, a readiness checklist, and links to other resources to prepare providers for go-live and serve as an ongoing reference. This packet will be made available to providers soon.

Providers can register for the remaining readiness trainings and access materials online at the [Behavioral Health Integration Stakeholder Information website](#).

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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 participate in a thorough readiness process to test policies, processes, and systems that will be used following go-live.

To conclude the meeting, quick updates were provided on upcoming stakeholder meetings. In addition to the provider readiness trainings, DMHAS will engage with different partner organizations to discuss the upcoming transition and host a member-centered virtual meeting in December 2024.

More information 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, please contact the DMAHS Behavioral Health Unit at dmahs.behavioralhealth@dhs.nj.gov. The next meeting of the Advisory Hub will take place on November 22, 2024 from 10:00 – 11:30 am ET.