

## Behavioral Health Advisory Committee Meeting Minutes

June 18, 2024

1:00pm

Walker Building Room 274/Remote option

Members in attendance: Stefanie Rearden, Julie Wolter, Scot Wilson, Sabrina Dunlap, Kelley Capuchino, Chris Kennedy, Peter Mason, MD, Lucy Hodder, Krista Morris, Michele Merritt, DJ Bettencourt, Jason Aziz, Leigh Curtis, Jennifer Smith, Michelle Heaton

Public in attendance: John Dejoie, Christine Thompson

Remote: Amanda Boulay, Andrea Rancatore, Maureen Belanger, Sarah Cahn, Christina Helms, Christine Cooney, Dr. Tiffany Pierce, Erik Harbeck, Katja Fox, Heidi Page, Holly Stevens, Jamie Kruzel-Thomas, Ryan Aquilina, Scott Sebastian, Shannon Swett, Kathryn Skouteris, Imelda Rivera-Arroyo, Chris Kozak, Brian Harvey

### Summary:

Item	Description	Lead	Notes
1	<b>Opening Statement and Commissioner's Thoughts</b>	Commissioner Bettencourt	<p>Legislative activity for this session was busy. Many bills won't take effect until Jan 2025.</p> <p>NHID is looking to host a virtual Provider Town Hall, open to all providers including BH providers. We are working aggressively to understand the pain points in the system as we move forward to work with the legislature. A two-hour event will likely be in the early evening to accommodate provider schedules. This may inform some of the work of this group.</p> <p>We ask the Providers on this committee to spread the word on this event, including on social media platforms.</p>
2	<b>Carriers report on activities undertaken to implement the instructions in the two bulletins recently issued by the Department</b>	Carriers	<p>a. <i>Bulletin Docket No.: INS 23-038-AB relating to Coverage for Behavioral Health Integration Services</i></p> <p><u>Centene:</u> Ambetter is only in the Individual Market, and as such does not cover as many children. Centene is for Medicaid populations, but communications are well integrated together with other segments, and monthly meetings are held. They have issued a provider notice to draw attention and illustrate the codes they use and distributed a "code tool" (for entering pre-authorization codes). They meet with Community Mental Health Centers monthly, with this as an ongoing agenda item in emphasizing meeting member needs.</p> <p>Care management organization communications are part of regular monthly dialogue.</p> <p><u>HPHC:</u> has done a deep dive into codes, looking at available to pay/issues with reimbursement. Updates are provided in provider</p>

			<p>newsletters, with provider payment policy distributions monthly. These topics will be added to monthly provider trainings as well. Currently contracted with all 10 CMHCs and outreaching to Fast Forward providers.</p> <p><u>Anthem</u>: Meeting held with NFI North and Connected Families recently. Included in discussion was reimbursement vs coverage (benefit design). Noted there are limits of carriers on getting these two Fast Forward entities into network. Will be connecting them with their BH team, and they may choose to enter into contract. Going through fee schedules to see if updates are needed for different type of providers and will update if needed.</p> <p><u>Cigna</u>: Contracted with all the CMHCs. Align with them on codes often. Low utilization and they are doing quarterly claims monitoring to cover all bases.</p> <p><i>b. Bulletin Docket #INS 24-016-AB relating to Coverage for Insureds 21 Years of Age and Younger Who Are Receiving Mental Health Services Provided by State-Sponsored Community Mental Health Providers</i></p> <p><u>Centene</u>: has a system in place to monitor utilization trends, it's a small sample size for this carrier. Is this the case for other practitioners beside CMHCs? Yes, this went out to broader network. Having dialogue with PCPs and those integrated with BH.</p> <p><u>UnitedHealthcare</u>: majority of codes are part of their standard commercial benefit. A few are still being added to benefit. All but one high-fidelity provider has an active contract, and they are attempting to contract with them. Working with providers to capture key codes in their contracts. Kelley Capuchino clarified who is the appropriate contact at UHC with questions.</p> <p><u>Anthem</u>: regular meetings with CMHCs and revisit if updates are needed and what the roadblocks are.</p>
3	<p><b>Carriers' current policies on same day appointments with different providers billing discussion</b></p>	<p>Carriers</p>	<p><u>Centene</u> Two unique codes can be billed on the same day. They see some circumstances of when a same code can be billed twice – separately identified with modifiers for duplicates. Use modifiers when applicable with AMA guidance.</p> <p><u>UnitedHealthcare</u>: same day/same service policy for E&amp;M specialty – two psychiatrists could render two services on the same day. Indicated they adhere to CMS standards. The question was raised re: is there no prohibition on psychiatrist and PCP rendering services on</p>

			<p>the same day? UHC believes this is permissible. Scott will check for clarity.</p> <p><u>Anthem</u>: unaware of same day billing issue/ Center for Life Management doesn't do it bc they get denied. Providers don't want carriers to bundle payments.</p> <p><u>HPhC</u>: can share full policy if anyone would like. Two providers in same facility will be reimbursed with two specialties as long as modifier is attached to the claim.</p> <p>Michelle Heaton: reach out to your Provider Relations at carriers for modifiers if needed. Michelle asked carriers to send their policies and we will distribute to the broader group.</p>
4	<b>Pending Legislation</b>	Commissioner Bettencourt	<p>Michelle Heaton outlined that this summer we expect two areas of focus:</p> <p>1) No Surprises Act for balance billing. Will be effective Jan 1<sup>st</sup>. Sets up state-based resolution process. We will engage in rule making and be issuing guidance.</p> <p>2) Prior Authorization- once enacted, will be effective Jan 1<sup>st</sup>. Tightens up timeframe for PAs need to be approved. We will do rule making and work to implement the law.</p> <p>Next meeting will be held in August. Michelle asked if anyone is looking to bring forth legislation in the next session, let us know and we will add to the that agenda for discussion.</p>
5	<b>Public Comment</b>	N/A	Public Comment not heard, as meeting time ran over.

Next meeting: TBD (likely mid-August). Agenda topics to include a legislative Preview, and credentialing will be also discussed.