

Behavioral Health Advisory Committee Meeting Minutes

August 20, 2024

1:30pm

Walker Building Room 100/Remote option

Present attendees:

Julie Wolter, Lynn Stanley, Scot Wilson, Holly Stevens, Katja Fox, Jason Aziz, Alex Feldvebel, Maureen Brooks, Michelle Heaton, Morgan Harris, Stefanie Reardon (alternate), Sabrina Dunlap, Brenda Halsey, Meghan Shea, Ryan Aquilina, Ben Bradley, Nancy Fennell, Beth Salvi Hudgins, Lindsay Nadeau,

Remote attendees (signed in to MS Teams):

Heidi L. Kroll, Nyhan, Keith, D.J. Bettencourt, Tina Launhardt, Judy L. Tasker, Christine Miller, Tracie Bouchard, Amanda S. Boulay, W. Martin, Lauren Neu, Steve Arnault, Carolyn Lewis, Sarah Gagnon, Riverbend CMHC, Mik Oyler - Aerie Healthcare, Lisa Weldon, Susan Richardson, Christopher B. Kennedy, Lana Martin, Alicia A Muellner, Lucy Hodder, Susan Pierce-Casper Denise Rysinger, Ali Huddy

Summary:

Item	Description	Lead	Notes
1	Opening Statement	Commissioner Bettencourt	Appreciates participation in provider town hall. Wants to emphasize engagement with consumer services, providers may not realize the importance bringing opportunities, we are working on a summary of issues. Some areas we don't regulate. Customer service was discussed as a major area of dissatisfaction. We'd like to see providers participate in other outreach initiatives, webinars, etc.
2	Credentialing Standards and Procedures	Carriers	Michelle covered RSA 420 J;4, requirements, timelines, non-compliance, complaint filing process, and provided Consumer Services webpage and new website information Ambetter/Centene: reviewed provider lifecycle overview, credentialing program oversight, listed Credentialing Program Policies and Procedures (summarized policies on provider manual on their website), Credentialing Sources, Monitoring of Sanctions and Adverse Actions, Delegated Credentialing Anthem: website is where provider goes "Join our Network" for first step. Reviewed overview of Credentialing Process, Credentialing Committees, Recredentialing is completed every 3 years. This process for Carelton is specific to BH providers. Question about contracting timeline vs credentialing. When is it considered "in-network"? Michelle Heaton will check true answer. Contracting vs credentialing – a provider commented that it is often a considerably longer time between the two Sabrina Dunlap offered to have complaints about Carelton to funnel through her Harvard Pilgrim: Reviewed Lifecycle of a becoming a provider, Helpful Hints on to how to join the network, resources and contact links. In

			<p>order to join the network, it goes to contracting first and then credentialling.</p> <p>Cigna: Reviewed steps to join the network, first step is going to Evernorth website and click 'Join the Network'. Contracting happens first before credentialling. Listed types of providers who can be credentialled.</p> <p>UHC/Optum: Screenshared flowchart</p> <p>Contract/payment side is different than qualifications. Specific question will be circulated (Michelle). Does contracting have no time limit? We will follow up on. Why does contracting taking so long? We need to explore this.</p>
3	Proposed Legislation Discussion	All	<p>Holly Stevens – concern of medications for eating disorders are often excluded from coverage (weight loss or weight gain)</p> <p>Lynn Stanley – claw back limits and close that loophole with secondary insurance</p> <p>Public Member: Clarification on credentialled vs on able to bill. Should only be in the contracting phase for a certain amount of time.</p> <p>Michelle will send out the link to 420J to the provisions</p> <p>We try to address concerns/ambiguity to avoid legislation downstream.</p>
4	BH Provider Virtual Town Hall Recap	Commissioner Bettencourt	We will have more follow up on it
5	Public Comment	All	N/A