Behavioral Health Redesign

Training for providers in Molina Healthcare's network



Ohio Medicaid Behavioral Health Redesign Initiative

The Redesign Initiative is an integral component of Ohio's comprehensive strategy to rebuild community behavioral health system capacity

The Initiative is based on key Medicaid behavioral health reforms implemented in four steps:

Elevation

Financing of Medicaid behavioral health services moved from county administrators to the state.



Expansion

Ohio implemented Medicaid expansion to extend Medicaid coverage to more low income Ohioans, including 500,000 residents with behavioral health needs.

Modernization

ODM and OhioMHAS are charged with modernizing the behavioral health benefit package to align with national standards and expand services to those most in need

Integration

Post benefit modernization, the Medicaid behavioral health benefit will be fully integrated into Medicaid managed care.

BH Redesign Changes Support the Treatment of Mental Illness

Efforts

✓ Expanding Mental Health (MH) Benefit package

- ✓ Adding family psychotherapy both with and without the patient
 ✓ Adding primary care services, labs & vaccines
- ✓ Adding coverage for psychotherapy, psychological testing
- ✓ Adding evidence based/state best practices:
 - Assertive Community Treatment adults with SPMI
 - Intensive Home Based Treatment youth at risk of out of home placement
- Expanding community based rehabilitation: Therapeutic Behavioral Services & Psychosocial Rehabilitation & maintaining coverage of CPST
- ✓ Maintaining prior authorization exemption for second generation antipsychotic medications when dispensed by physicians with a psychiatric specialty and in the standard tablet/capsule formulation
- ✓ Expanding eligibility for children's respite care

Medicaid Mental Health Benefit – Current Benefits



Medicaid Mental Health Benefit - New Benefits

Assertive Community Treatment (ACT)

Comprehensive team based care for adults with SPMI



Intensive Home-Based Treatment (IHBT)

Helping SED youth remain in their homes and the community



Screening, Brief Intervention and Referral to Treatment (SBIRT)

Screening and brief interventions for substance use disorder(s)



Psychological Testing

Neurobehavioral, developmental, and psychological



Therapeutic Behavioral Service (TBS)

Provided by paraprofessionals with Master's, Bachelor's or 3 years experience



Psychosocial Rehabilitation (PSR)

Provided by paraprofessionals with less than Bachelor's or less than 3 years experience

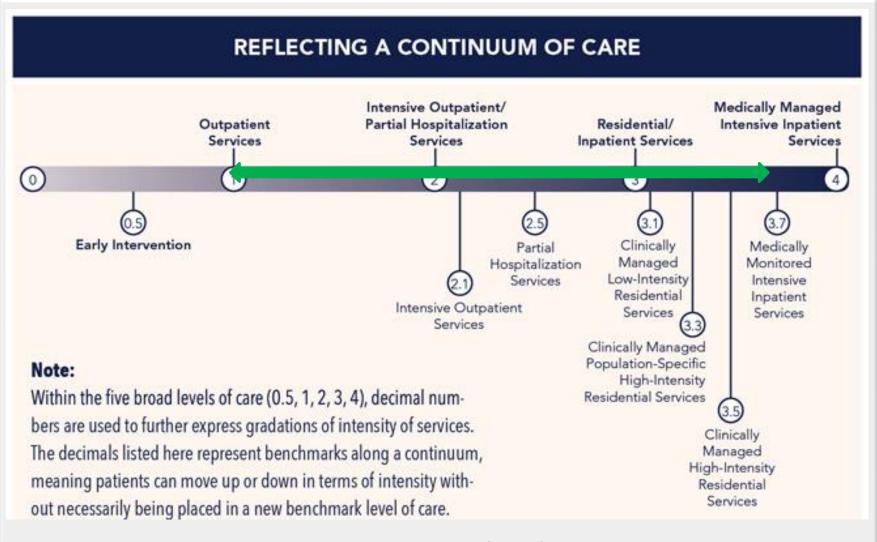


Respite for Children and their Families

Providing short term relief to caregivers



American Society of Addiction Medicine (ASAM) Levels of Care



The green arrow represents the scope of Ohio's Medicaid BH Redesign.

BH Redesign Benefit Package: Substance Use Disorder (SUD) Services



Substance Use Disorder (SUD) Benefits

Outpatient

Adolescents: Less than 6 hrs/wk Adults: Less than 9 hrs/wk

- Assessment
- Psychiatric Diagnostic Evaluation
- Counseling and Therapy
 - Psychotherapy Individual, Group, Family, and Crisis
 - Group and Individual (Non-Licensed)
- Medical
- Medications
- Buprenorphine and Methadone Administration
- · Urine Drug Screening
- Peer Recovery Support
- Case Management
- Level 1 Withdrawal Management (billed as a combination of medical services)

Intensive Outpatient

Adolescents: 6 to 19.9 hrs/wk Adults: 9 to 19.9 hrs/wk

- Assessment
- Psychiatric Diagnostic Evaluation
- Counseling and Therapy
 - Psychotherapy Individual, Group, Family, and Crisis
 - Group and Individual (Non-Licensed)
- Medical
- Medications
- Buprenorphine and Methadone Administration
- Urine Drug Screening
- Peer Recovery Support
- Case Management
- Additional coding for longer duration group counseling/psychotherapy
- Level 2 Withdrawal Management (billed as a combination of medical services)

Substance Use Disorder (SUD) Benefits

Partial Hospitalization

Adolescents: 20 or more hrs/wk
Adults: 20 or more hrs/wk

- Assessment
- Psychiatric Diagnostic Evaluation
- Counseling and Therapy
 - Psychotherapy Individual, Group, Family, and Crisis
 - Group and Individual (Non-Licensed)
- Medical
- Medications
- Buprenorphine and Methadone Administration
- Urine Drug Screening
- Peer Recovery Support
- Case Management
- Additional coding for longer duration group counseling/psychotherapy
- Level 2 Withdrawal Management (billed as a combination of medical services)

Residential

- Per Diems supporting all four residential levels of care including:
 - clinically managed
 - · medically monitored
 - two residential levels of care for withdrawal management
- Medications
- Buprenorphine and Methadone Administration
- Medicaid is federally prohibited from covering room and board/housing
- Level 2 Withdrawal
 Management (billed as a
 combination of medical
 services OR 23 hour
 observation bed per diem

Coding Changes to Existing Services



MH/SUD Outpatient: Medical Services

Medical Service CPT Codes

99201-99205 – Evaluation and Management, Office, New Patients

99211-99215 – Evaluation and Management, Office, Established Patients

99341-99345 – Evaluation and Management, Home, New Patients

99347-99350 – Evaluation and Management, Home, Established Patients

+99354 - Prolonged service-first hour

+99355 – Prolonged Service-each add. 30 mins

+90833 – Psychotherapy add on, 30 min

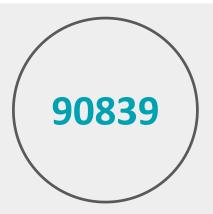
+90836 – Psychotherapy add on, 45 min

+90838 – Psychotherapy add on, 60 mins

+90785 - Interactive Complexity

96372 – Therapeutic Injection

Psychotherapy for Crisis Situations*



A CPT code has been added for psychotherapy for a patient in crisis





When a crisis encounter goes beyond 60 minutes there is an add-on code for each additional 30 minutes

All codes are subject to NCCI edits

^{*} Guidance from - National Council for Behavioral Health, CPT Code Changes for 2013: Impact on Behavioral Health Webinar; November 9, 2012.

Psychotherapy for Crisis Services*



Presenting Problem

- Typically life-threatening or complex and requires immediate attention to a patient in high distress
- Codes include:
 - Urgent assessment and history of crisis state
 - Mental status exam
 - Disposition



Treatment Includes

- Psychotherapy
- Mobilization of resources to diffuse crisis and restore safety
- Implementation of psychotherapeutic interventions to minimize potential for psychological trauma



Codes for crisis services CANNOT be reported in combination with:

- 90791, 90792 (diagnostic services)
- 90832-90838 (psychotherapy)
- +90785 (interactive complexity)
- Time does not have to be continuous but must occur on same day
- Provider must devote full attention to patient and cannot provide services to other patients during time period.
 - * Guidance from National Council for Behavioral Health, CPT Code Changes for 2013: Impact on Behavioral Health Webinar; November 9, 2012.

MH and SUD Crisis Services by Licensed Practitioners

Guidance for Licensed Practitioners Providing Crisis Services

Licensed practitioners may provide crisis care regardless of:

- Whether or not the individual is on their case load; or
- Whether or not the individual is a current patient with the agency (i.e., not requiring a recommendation of care).

90839

Psychotherapy for crisis; first 60 minutes

MD/DOs and psychologists

All other licensed practitioners*

+90840

Psychotherapy for crisis; each additional 30 minutes

MD/DOs and psychologists

All other licensed practitioners*

90832

Based on Medicare, can be billed with a UT crisis modifier if crisis service does not reach 31 minutes

MD/DOs and psychologists

All other licensed practitioners*

* Review supervision requirements for billing guidance

Psychotherapy for Crisis Services*

- 90839 Psychotherapy for crisis; first 60 minutes
- +90840 Each additional 30 minutes
- Used to report total duration of face-to-face time with the patient and/or family providing psychotherapy for crisis
- Time does not have to be continuous but must occur on same day
- Provider must devote full attention to patient and cannot provide services to other patients during time period.

- 90839 (60 min) used for first 30-74 minutes
- Reported only once per day
- +90840 (each additional 30 min) report for up to 30 minutes each beyond 74 minutes
- Example: 120 min of crisis therapy reported:
 - 90839 X 1
 - +90840 X 2
- Less than 30 minutes reported with codes 90832 or +90833 (psychotherapy 30 min)

^{*}Guidance from - National Council for Behavioral Health, CPT Code Changes for 2013: Impact on Behavioral Health Webinar; November 9, 2012.

National Correct Coding Initiative (NCCI)



Your Extended Family.

National Correct Coding Initiative

National Correct Coding Initiative Overview



- Required by the Affordable Care Act
- Goals: Assure practitioners work within scope, control improper coding, prevent inappropriate payment by Medicare and Medicaid.
- Implemented, governed and regularly updated by Centers for Medicare & Medicaid Services (CMS)
- Providers should check NCCI quarterly updates and adjust IT and billing systems accordingly (next quarterly update April 1)
- Implemented October 1st, 2010, in rest of Ohio's Medicaid program not in BH
- To be implemented for Ohio Medicaid BH providers



What Does This Mean For You?

- NCCI policies are applied as edits (claims denials) to Medicaid health care claims
- Two types of edits:
 - Procedure to procedure edits: Pairs of codes that may not be reported together
 when delivered by the same provider for the same recipient on the same date of
 service. Applied to current and historic claims.
 - Medically unlikely edits: These edits define the maximum number of units of service that are, under most circumstances, billable by the same provider, for the same recipient on the same date of service.

Procedure to Procedure (PTP) Edits Overview

PTP Edits Overview



Defines HCPCS and CPT codes that should not be reported together for a variety of reasons. The purpose of the PTP edits is to prevent improper payments when incorrect code combinations are reported.

Medicaid PTP (including those that can be overridden by specific modifiers), MUE edits and other relevant information can be found at: https://www.medicaid.gov/medicaid-chip-program-information/by-topics/data-and-systems/national-correct-coding-initiative.html



What Does This Mean For You?

For PTP edits that have a Correct Coding Modifier Indicator (CCMI) of "0," the codes should never be reported together by the same provider for the same beneficiary on the same date of service. If they are reported on the same date of service, the column one code is eligible for payment and the column two code is denied. For PTP edits that have a CCMI of "1," the codes may be reported together only in defined circumstances which are identified on the claim by the use of specific NCCI-associated modifiers.

Where services are "separate and distinct." it may be necessary to override the procedure-to-procedure edit using a specific modifier. Documentation must support "separate and distinct" services.



What is an example?



Example 1: The same physician performs a psychotherapy service and E&M service on the same day to the same client (significant and separately identifiable services). NCCI will not allow the psychotherapy code 90834 to be billed with an E&M office visit code 99212, as there are separate add-on codes (+90833, +90836, and +90838) for psychotherapy services provided in conjunction with E&M services. This cannot be overridden with the modifier.

NCCI Medically Unlikely Edits (MUEs)





MUEs define, for each HCPCS / CPT code, the maximum units of service (UOS) that a provider would report under most circumstances for a single beneficiary on a single date of service.



What Does This Mean For You?

Medically Unlikely Edits will review anything that, from a medical standpoint, is unlikely to happen. MUEs <u>cannot be overridden</u> with the 59, XE, XS, XP, XU modifiers.

For more information:

August 2010 (Questions and Answers Section 6507 of the ACA, NCCI Methodologies) September 1, 2010 (State Medicaid Director Letter [SMD] 10-017) September 29, 2010 (CMS letter to The National Medicaid EDI Healthcare Workgroup) April 22, 2011 (SMD 11-003)

CMS website: http://www.medicaid.gov/medicaid-chip-program-information/by-topics/data-and-systems/national-correct-coding-initiative.html



What is an example?

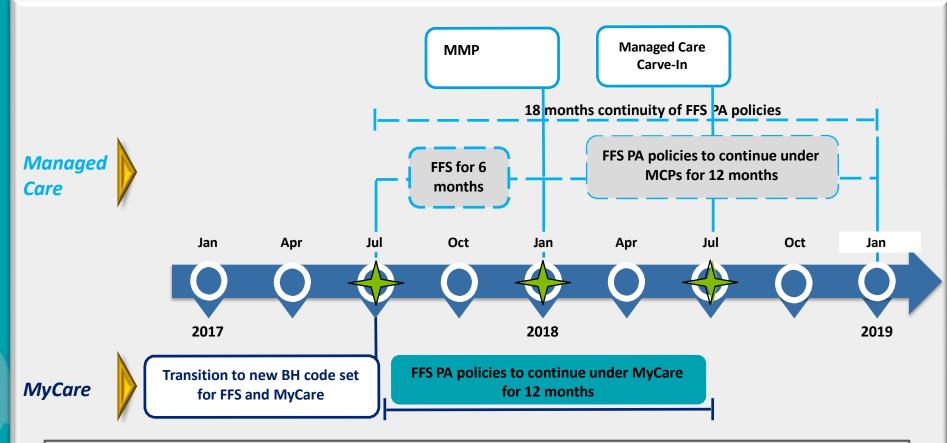


Example 1: The same licensed independent social worker (LISW) performs two diagnostic evaluations (2 units of 90791) with the same client on the same day. NCCI will deny the second evaluation, as it is medically unlikely that one client would need two complete diagnostic evaluations in the same day.

Benefit Administration Timeline, Policies, and Program Integrity



Timeline: 2016 - 2019



- Plans will follow state benefit administration policies for one year.
- MCP year is administered on a calendar year basis (Jan-Dec).
- Any prior authorizations approved by Medicaid prior to carve-in will be honored by the plans, and the plans will assume the responsibility for the prior authorization process when authorizations under FFS expire.







ALWAYS Prior Authorized: Assertive Community Treatment (ACT)

DESCRIPTION

Assertive Community
Treatment (ACT)



CODE

H0040

Prior
Authorization
Requirement

ACT must be prior authorized per person and all SUD services (except for medications) must be prior authorized for ACT enrollees.

ALWAYS Prior Authorized: Intensive Home Based Treatment (IHBT)

DESCRIPTION

Intensive Home Based Treatment (IHBT)



CODE

H2015

Prior
Authorization
Requirement

IHBT must be prior authorized and a maximum of 72 hours can be authorized per authorization.

ALWAYS Prior Authorized: SUD Partial Hospitalization (PH) Level of Care (LoC)

DESCRIPTION

SUD PH LoC

20 or more hours of SUD

services per week per adult or
adolescent



CODES

Combination of CPT and HCPCS codes

Prior Authorization Requirement SUD PH LoC must be prior authorized for an adult or adolescent to exceed 20 hours of SUD services per week.

Services With Prior Authorization - Per Billing Provider



Prior Authorization: Psychiatric Diagnostic Evaluation

DESCRIPTION

Psychiatric Diagnostic Evaluation



CODES

90791 – with out medical 90792 – with medical

Prior
Authorization
Requirement

1 encounter per person per calendar year per code **per billing provider** for 90791 and 90792. Prior authorization may be requested to exceed the annual limit.

Prior Authorization:

Screening, Brief Intervention and Referral to Treatment (SBIRT)*

DESCRIPTION

Screening Brief Intervention and Referral to Treatment (SBIRT)



CODES

G0396 - 15 to 30 minutes

G0397 – greater than 30 minutes

Prior
Authorization
Requirement

One of each code (G0396 and G0397), per billing provider, per patient, per calendar year. Prior authorization may be requested to exceed the annual limit.

*Can not be billed by provider type 95 (SUD treatment programs)

Prior Authorization: Alcohol and/or Drug Assessment

DESCRIPTION

Alcohol and/or
Drug Assessment by an
unlicensed practitioner



CODE

H0001

Prior
Authorization
Requirement

2 hours (2 units) per person per calendar year per billing provider. Does not count toward ASAM level of care benefit limit. Prior authorization may be requested to exceed the annual limit.

Services With Prior Authorization - Per Medicaid Enrollee



Prior Authorization: Psychological Testing

DESCRIPTION

Psychological

Testing



CODES

96101 – psychological testing by a psychologist/physician

96111 – developmental testing, extended

96116 - neurobehavioral status exam

CODE

96118 - neuropsychological testing by psychologist/physician

Prior Authorization Requirement Up to 12 hours/encounters per calendar year per Medicaid enrollee for 96101, 96111, and 96116.

Up to 8 hours per calendar year per Medicaid enrollee for 96118.

Prior authorization may be requested to exceed the annual limits.

Prior Authorization: SUD Residential (Non-Withdrawal Management)

DESCRIPTION

SUD Residential



CODES

H2034

H2036

Prior
Authorization
Requirement

Up to 30 consecutive days without prior authorization per Medicaid enrollee.

Prior authorization then must support the medical necessity of continued stay; if not, only the initial 30 consecutive days are reimbursed.

Applies to first two stays; any stays after that would be subject to prior authorization.

Services with No State-Defined Benefit Limits



No Benefit Limit: RN/LPN Nursing Services*

DESCRIPTION

RN/LPN Nursing Services (MH)

DESCRIPTION

RN/LPN Nursing Services (SUD)





CODES

H2019 (RN) H2017 (LPN)

CODES

T1002 (RN) T1003 (LPN)

*This is a change according to March 17, 2017 newsletter (previous prior authorization guidance was set at 24 hours (96 units) combined per year per Medicaid enrollee)

No Benefit Limit: Mental Health

DESCRIPTION

Therapeutic Behavioral Services



CODE

H2019

DESCRIPTION

Psychosocial Rehabilitation



CODE

H2017

DESCRIPTION

Community Psychiatric Support Treatment



CODE

H0036

No Benefit Limit: Psychotherapy



Services will accrue to ASAM outpatient, IOP, and PH levels of care.

No Benefit Limit: E&M (Medical) Visits

DESCRIPTION

Evaluation and Management – Office Visit

DESCRIPTION

Evaluation and Management – Home Visit



CODES

99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215

CODES

99341, 99342, 99343, 99344, 99345, 99347, 99348, 99349, 99350

Services will accrue to ASAM outpatient, IOP, and PH level of care hours.

No Benefit Limit: SUD Withdrawal Management

Residential SUD Treatment Programs

DESCRIPTION

Level 3-WM All Staff

DESCRIPTION

Level 2-WM All Staff

* Level 2-WM RN/LPN Services



CODES

H0010 or H0011 - Per Diem

CODE

H0012 – Per Diem H0014 – Hourly (up to 4 hours)

Outpatient SUD Treatment Programs

DESCRIPTION

* Level 2-WM RN/LPN Services



* Level 1-WM RN Services

* Level 1-WM LPN Services



CODE

H0014 – Hourly (up to 4 hours)

CODE



T1002 (RN) T1003 (LPN)

^{*} Note: Per diems cover all services provided by medical and clinical staff. When RN/LPN hourly or 15 minute services are provided, services provided by other medical staff are billed using evaluation and management coding. Services provided by clinical staff are billed accordingly. Level 1 RN/LPN services will be subject to prior authorization after 24 hours.

No Benefit Limit: Group MH Day Treatment

DESCRIPTION

Group MH Day Treatment (Adult and Youth)



CODES

H2012/HQ – **Hourly H2020** – **Per Diem**

Only one "per diem" day treatment unit will be paid per day per enrollee.

No Benefit Limit: SUD Intensive Outpatient (IOP) and Outpatient (OP) Levels of Care (LoC)

DESCRIPTION

SUD IOP LoC

6-19.9 hours of SUD services per week per adolescent

9-19.9 hours of SUD services per week per adult

DESCRIPTION

SUD OP LoC

Less than 6 hours of SUD services per week per adolescent

Less than 9 hours of SUD services per week per adult



CODES

Combination of CPT and HCPCS codes



All codes are subject to NCCI edits

No Benefit Limit: Crisis Services

DESCRIPTION

Psychotherapy for Crisis

DESCRIPTION

SUD Individual Counseling provided to Patients in Crisis

DESCRIPTION

MH TBS or PSR provided to Patients in Crisis

DESCRIPTION

RN services provided to Patients in Crisis









CODES

90839, +90840, 90832 UT

CODE

H0004 UT

CODES

H2019 UT or H2017 UT

CODES

MH - H2019 UT

SUD - T1002 UT

Medicaid Covered Behavioral Health Practitioners *

Behavioral Health Professionals (BHPs)								
Medical BHPs	Licensed BHPs		BHPs	BHP Paraprofessionals				
Physicians (MD/DO)	Licensed Independent Chemical Dependency Counselors	Licensed Independent Social Workers	Chemical Dependency Counselor Assistants	Care Management Specialists				
Certified Nurse Practitioners	Licensed Chemical Dependency Counselors	Licensed Social Workers	Counselor Trainees	Peer Recovery Supporters				
Clinical Nurse Specialists	Licensed Independent Marriage and Family Therapists	Licensed Professional Clinical Counselors	Marriage and Family Therapist Trainees	Qualified Mental Health Specialists				
Physician Assistants	Licensed Marriage and Family Therapists	Licensed Professional Counselors	Psychology Assistants, Interns or Trainees	Qualified Mental Health Specialists III				
Registered Nurses	Licensed Psychologists		Social Work Assistants	Individualized Placement and				
Licensed Practical Nurses			Social Worker Trainees	Support-Supported Employment (IPS-SE)				

^{*} When employed by or contracted with an OhioMHAS certified agency/program

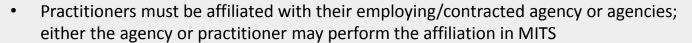
Rendering Practitioners Required to Enroll in Ohio Medicaid,

Rendering Practitioners					
Physicians (MD/DO), Psychiatrists	Licensed Independent Social Workers				
Certified Nurse Practitioners	Licensed Professional Clinical Counselors				
Clinical Nurse Specialists	Licensed Independent Marriage and Family Therapists				
Physician Assistants	Licensed Independent Chemical Dependency Counselors (LICDC)				
Registered Nurses	Licensed Psychologists				
Licensed Practical Nurses					

Exception: Prescribers already registered with ODM as Ordering, Referring or Prescribing providers need not re-enroll.

ADDITIONAL





 Practitioner or agency/agencies may "un-affiliate" rendering practitioners listed above when necessary

Medicare Participation Rendering Practitioners

Rendering Practitioner	Guidance		
Physician	4.60U.G		
Advanced Practice Registered Nurse	A CBHC employing or contracting with any of these rendering providers must bill the Medicare program prior to		
Physician Assistant			
Psychologist	billing Medicaid if the service is covered by Medicare.		
Licensed Independent Social Worker			
Licensed Professional Clinical Counselor			
Independent Marriage and Family Therapist			
Licensed Independent Chemical Dependency Counselor			
Licensed Professional Counselor	A CBHC employing or contracting with		
Marriage and Family Therapist	any of these rendering providers may submit the claim directly to Medicaid.		
Licensed Chemical Dependency Counselor			
Licensed Social Worker			
School Psychologists			

Medicare Certification vs. Medicare Participation

Medicare Certification

- ✓ CMHCs have the option to enroll as an institutional provider to deliver Medicare services such as partial hospitalization.
- ✓ Certification requires accreditation or survey performed by the CMS designated state survey agency (In Ohio, ODH).

Medicare Participation

- ✓ CBHCs (MH, SUD or both) have the option to enroll as a group practice.
- ✓ Eligible practitioners employed by CBHCs should also enroll as individual practitioners (to be listed as the rendering provider on claim).
- ✓ Once the Medicare Administrative Contractor (MAC) has received an application it has 60 days to review and approve or deny it. In Ohio, the MAC is CGS Administrators LLC.

Reporting Supervisor on Claims



Reporting Supervisor on Claims - General Supervision

Reporting Supervisor on Claims

In response to stakeholder feedback, identification of a practitioner's supervisor on a Medicaid claim will be OPTIONAL for practitioners working under general supervision.

Practitioners for CPT/HCPCS:

Licensed professional counselor

Licensed chemical dependency counselor II or III

Licensed social worker

Licensed marriage and family therapist

Psychology assistant, intern, trainee

Practitioners for HCPCS:

Psychology assistant, intern, trainee

Chemical dependency counselor assistant

Counselor trainee

Social worker assistant

Social worker trainee

Marriage and family therapist trainee

Qualified mental health specialist

Care management specialist

Peer recovery supporters

Unlicensed Practitioners Under Direct Supervision Providing CPT-Coded Services

Practitioner Providing the Service	Billing Provider Field	Supervisor field	Rendering field	Practitioner Modifier
Chemical dependency counselor assistant	Agency NPI	Direct Supervisor NPI	Blank	U6
Counselor trainee	Agency NPI	Direct Supervisor NPI	Blank	U7
Social worker trainee	Agency NPI	Direct Supervisor NPI	Blank	U9
Marriage and family therapist trainee	Agency NPI	Direct Supervisor NPI	Blank	UA

In these instances, Medicaid claims must include the supervisor's NPI in the supervisor field on the claim in order for payment to be processed for the CPT code. The practitioners listed above are unable to perform these services without the direct supervision of an independently licensed practitioner.





IT Resource Documents – BH.Medicaid.Ohio.Gov

- Services Billable to Medicare (Final Version) Identifies those codes that require third party billing as well as those that do not
- Supervisor Rendering Ordering Fields Identifies what information is in these fields for all CPT and HCPCS codes
- Services Crosswalk Details what codes can be billed on same date of service
- **ACT-IHBT** What is allowed to be billed with these two new services, what is not allowed and what requires prior authorization
- **Dx Code Groups** Allowable diagnoses for behavioral health services
- Limits, Audits and Edits Includes benefit limits as well as audits to limit some combination of services on same day
- EDI/IT Q-and-A Contains responses to questions received from EDI/IT work group

Checklist for BH Redesign Go-Live

BH Providers should complete these steps prior to Go Live for BH Redesign:

- **☑** Practitioners Required to Enroll in Medicaid
 - Obtain NPI
 - Complete your Ohio Medicaid enrollment application see instructions and webinar training on this posted here http://bh.medicaid.ohio.gov/training
 - Respond quickly to any communication from Ohio Medicaid regarding your application
 - Once enrolled, the practitioner must be "affiliated" with their employing agency
- Medicare: Agencies and Practitioners should enroll to ensure readiness. See MITS BITS here:

 http://mha.ohio.gov/Portals/0/assets/Planning/MACSISorMITS/REVISED-mits-bits-medicare-enrollment-4-22-16
 rev.pdf
- **☑** IT Systems
 - BETA Testing Open Oct. 25 until Nov. 30, 2017
 - Existing trading partners may begin submitting test EDI files.
 - New trading partners will be accepted after the migration has been completed.
 - Trading partner testing region will be open 24/7.
 - See extensive IT guidance on BH.Medicaid.Ohio.gov and
 - Provider staff and your IT System Designers should participate in IT Work Group Meetings
- **☑** Train all staff on BH Redesign changes
 - Attend trainings
 - Watch webinars
 - Study documents at BH.Medicaid.Ohio.gov

Contacts:

Molina Healthcare Provider Call Center:

Phone (855) 322-4079

BH Provider Services Email Address:

BHProviderServices@MolinaHealthcare.com

BH Redesign Website:

http://bh.medicaid.ohio.gov

Molina Healthcare of Ohio Website:

http://www.molinahealthcare.com/providers/oh

Thank you **Any Questions?**