



## **Behavioral Health Services Only (BHSO) FAQ (From Molina Medicaid)**

Molina Healthcare of Washington (Molina) would like to provide answers to frequently asked questions regarding members covered by the Behavioral Health Services Only (BHSO) benefit.

### **What is BHSO coverage?**

BHSO enrollment is for Apple Health members whose physical health benefits are covered by a different plan, such as Medicare, as primary insurance. BHSO enrollment ensures everyone who is eligible has access to behavioral health benefits. Through BHSO, members get coverage for their specialty behavioral health care (mental health and substance use disorder treatment) needs. Under the BHSO line of business, providers can bill Molina for high-acuity behavioral health services and bill ProviderOne for low acuity behavioral health services.

### **How can a provider verify a member's enrollment in BHSO?**

There are two steps to verifying a client's BHSO enrollment in ProviderOne:

- Under client Eligibility Spans, check the client's type of coverage, or Benefit Service Package. It must include Categorically Needy Program (CNP) or Alternative Benefit Plan (ABP).
- Under Managed Care Information, check which plan covers their benefits, listed in the Plan/Primary Care Case Management (PCCM) Name column (i.e., "[Molina Healthcare] Behavioral Health Services Only").

### **Who can be enrolled in BHSO coverage?**

The Health Care Authority will automatically enroll members in BHSO coverage when a person is eligible for behavioral health services under Apple Health but receives their physical health benefit from a different primary insurance. This includes:

- Individuals with primary insurance through Medicare (traditional or Part C).
- Certain individuals who have private insurance coverage.
- Individuals in foster care who receive their medical care through Apple Health without a managed care plan (also known as fee-for-service).

### **Is telehealth covered by BHSO?**

In accordance with Health Care Authority's telehealth policies, Molina Healthcare offers visits to BHSO members if the provider offers over-the-phone or video communications appointments. Telehealth, also known as telemedicine visits, must be HIPAA-compliant (private), interactive, and real-time audio and/or video communications.

### **Additional Resources:**

For more information on how to identify the correct payer for low acuity and high acuity services, go to <https://www.hca.wa.gov/assets/billers-and-providers/providers-identify-payer-table.pdf>

The Health Care Authority Mental Health Services Billing Guide can be located at the following website: <https://www.hca.wa.gov/assets/billers-and-providers/mental-health-svcs-bg-20220101.pdf>

Apple Health (Medicaid) telemedicine policy and billing

<https://www.hca.wa.gov/assets/billers-and-providers/Telemedicine-policy-and-billing-08012022.pdf>

Thank you for your continued service to Molina Healthcare members.