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2016 HELP Plan Provider Update

May 2016





Provider Enrollment for HELP Plan BCBSMT Provider Network

- Complete the HELP Plan Amendment
- Complete the Credentialing Process
 - CAQH on-line credentialing application
- Complete the Provider Enrollment Process
 - HELP Plan enrollment application form
 - Federal Regulations CFR 455 Subpart E
 - Applies to Healthy Montana Kids (HMK) participation



Physical Health PA Requirements (high level)

- Preauthorization must be requested **before** the Participant's scheduled Inpatient admission
- **All Inpatient Facility Admissions require plan approval.**
- Inpatient surgical procedures
- Selected outpatient surgical
- High Dollar Radiology
- Selected DME, Medical Supply and Prosthetic/Orthotic Services
- Home Health Care
- Outpatient Therapies
- Select specialty and infusion medications

Behavioral Health PA Requirements (high level)

- **All Inpatient Facility Admissions require plan approval.**
- Residential Treatment
- Mental Health and Substance Abuse Partial Hospitalization and Intensive Outpatient
- Psychological Testing and Neuropsychological Testing
- Electroconvulsive Therapy (ECT)



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Prior Authorization Requirements

- Emergency and stabilization services do not require prior authorization
- For the designated medical and behavioral health services, clinicians, nurses and psychiatrists are available 24 hours a day, 7 days a week to provide emergency inpatient prior authorization telephonically.
- All prior authorizations may be obtained through the following processes:

- Telephonic -877-296-8206
- Secured Fax- 406-437-5850



- I-Exchange- on-line at www.bcbsmt.com





Website Information

1. DPHHS: <http://dphhs/mt.gov/helpplan>
 - HELP Plan Evidence of Coverage (EOC)
 - HELP Plan Rules

2. BCBSMT: www.bcbsmt.com/mthelpplan
 - Provider Manual
 - Participant Guide
 - HELP Plan Evidence of Coverage (EOC)
 - Secure Services Provider Portal
 - Eligibility
 - Claims –finalized claims initially





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Participant & Provider Services Center

- 8:00 a.m. – 8:00 p.m., MT, Monday-Friday
- Closed on Weekends and CMS and Montana State Observed Holidays
- Toll-free numbers:
 - Participant 1-877-233-7055
 - Provider 1-877-296-8206





Who to contact?

- Provider Customer Services contact ——— **BCBSMT**
1-877-296-8206
- Pharmacy services contact DPHHS's Drug Preauthorization Unit, Mountain Pacific Quality Health. ——— **DPHHS**
1-800-624-3958
- Dental Services and Eyeglasses ——— **DPHHS**
1-800-624-3958
- Federally Qualified Health Clinic or Rural Health Clinic clinic services ——— **DPHHS**
1-800-624-3958
- Transportation Preauthorization ——— **DPHHS**
1-800-292-7114





Local BCBSMT Provider Representatives

- **Western Region**

- Christy McCauley, 406-437-6068, christy_mccauley@bcbsmt.com
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- **Central Region**

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- **Eastern Region**

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Department of Public Health & Human Services

