

## Behavioral Health Redesign Brief: Trading Partner Testing Begins

Medicaid trading partners submitting electronic claim files on behalf of non-hospital<sup>1</sup> behavioral health providers (MITS provider types 84 and 95) may begin sending test files May 10<sup>th</sup>.

We are continuing to work closely with stakeholders to ensure a successful implementation and have made some recent and significant policy changes towards that goal. As the result of those changes, ODM will conduct internal testing the week of May 1. Testing will be opened on May 10<sup>th</sup> to a select group of providers that expressed interest in early testing. Testing will open for all providers later that same week. Our goal is to minimize system errors resulting from these recent policy changes and minimize provider frustration.

**Please review and follow the specific guidance below regarding the content and structure of test files. Test files that do not adhere to this format cannot be processed.**

Trading partners should submit test files as early as they are ready in order to assure successful implementation on July 1, 2017.

### Testing and File Parameters:

Files must be sent to this site: <https://mft-qa.oxi.arcaas.com/mailbox>

- Test site is available 24 hours per day.
- Up to 5,000 claims may be submitted per file.
- Dates of service on claims must be anytime within the range of **January 1, 2017 – March 31, 2017**. MITS will then forward those claims to dates of service July 1 in order to invoke the new programming.
- DO NOT submit any claims for services that require prior authorization, for example: ACT, IHBT, SUD Partial Hospitalization, and SUD residential.
- NCCI edits will NOT be operational in the test environment, but will be effective July 1.
- Rendering practitioners identified on claims MUST be actively enrolled in MITS and affiliated with their employing agency.
- Test files must comply with the coding and policy guidance on [bh.medicaid.ohio.gov](http://bh.medicaid.ohio.gov)

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<sup>1</sup> Hospital providers will be receiving specific information in a forthcoming communication.

## **Trading Partner Technical Assistance and Support**

ODM in partnership with DXC technology (formerly known as Hewlett Packard Enterprises) will offer several levels of technical assistance and support to trading partners in submitting and reviewing their test files. Levels of support are as follows:

### **1. For test files that fail EDI processing:**

Trading partners should contact the DXC technology EDI Support Desk by calling the Medicaid Provider Hotline (1-800-686-1516) and selecting Option 4 for EDI related issues or by email at [OhioMCD-EDI-Support@dxc.com](mailto:OhioMCD-EDI-Support@dxc.com)

**EDI Support Desk will be available the following times:**

**Monday-Friday 7:30am-7:00 pm**

**Saturday 8 am – 1:00 pm**

### **2. For test files with claims errors:**

Trading partners can contact the ODM Policy "Rapid Response Team" by calling the Medicaid provider hotline 1-800-686-1516 and selecting Option 9 (behavioral health claims issues) OR send email to [BH-Enroll@medicaid.ohio.gov](mailto:BH-Enroll@medicaid.ohio.gov).

**Rapid Response Team will be available the following times:**

**Monday-Friday 7:30am-7:00 pm**

**Saturday 8am-1pm**

**When calling for technical assistance, please be ready to provide the following information:**

- Agency NPI or Medicaid ID
- Trading Partner number
- ICNs for claims requiring technical assistance

### **Trading Partner Testing with My Care Plans:**

ODM is still finalizing EDI file testing details with Ohio's MyCare plans. More detailed information about EDI file testing timelines and file parameters will be provided as soon as possible.