

Behavioral Health Redesign Evaluation

The Departments of Medicaid and Mental Health & Addiction Services are evaluating where we are as a comprehensive system with Behavioral Health Redesign and where we are heading. With the change in administration, this is an ideal time for the departments to listen with new perspective and to address operational and policy challenges and design solutions aimed at best serving Ohioans with mental illness and addiction.

A critical first step is checking in with providers on implementation efforts related to specific issues contained in the January 4, 2019 MITS Bits. In this MITS Bits, the Ohio Department of Medicaid issued guidance related to additional opportunities for one-on-one technical assistance for providers experiencing complications with claims processing and reimbursement. Specifically, “for claims submitted between July 1, 2018, and December 31, 2018, the managed care plans will have until February 1, 2019 to:

- develop a collaborative plan with providers through one-on-one technical assistance to fix claims that have been submitted with errors in order to reprocess those claims; and/or
- pay providers for claims that are being held due to managed care plan system issues.”

The MITS Bits indicated that “in order for these opportunities to be successful, providers who are experiencing hardships or challenges with billing or claims payment must reach out directly to the identified contacts for each managed care plan for one-on-one assistance. The Plans will examine various provider specific strategies to help mitigate these challenges.”

In order to gain a better understanding of where providers are relative to the February 1, 2019 deadline, the Ohio Department of Medicaid will be issuing a very brief survey to providers on the morning of Monday, January 28, 2019. This survey will focus specifically on the technical assistance and claims payment opportunities noted in the two bulleted items above. This survey will be sent to the MITS BITS Listserv. Please note that the survey should be filled out only once for each Federal Tax Identification Number. Given the importance and urgency of BH Redesign implementation, survey responses must be turned around quickly by **5:00 P.M. on Wednesday, January 30, 2019**. The survey will take less than five minutes to complete and will not require any data pulls.

The full January 4, 2019, MITS Bits can be found at <https://bh.medicaid.ohio.gov/Portals/0/Providers/MITS%20BITS%2001042019%20FINAL.pdf>.

Your feedback is important to us. Please watch for the survey on Monday and take five minutes to provide us with your input by Wednesday 1/30/2019.