

Health Plan 
of San Joaquin

 Mountain Valley
Health Plan



Transition of Behavioral Health Go Live 10/1/2024

September 25, 2024

Meeting Agenda

Topics	Facilitator
Welcome	Provider Services
Behavioral Health Operations	Catrina Rodriguez
Health Plan Resources	J'neen Abramjian
Open Discussion	All
Closing	Provider Services



Behavioral Health and Social Work

Transition of Behavioral Health

Catrina Rodriguez , MSW

Director, Behavioral Health and Social Work





Scope of Transition

- Effective October 1, 2024, all behavioral healthcare services will be managed and coordinated by Health Plan
- The phone number for members to call will remain the same as printed on the back of member ID cards: **1-888-581-7526 (PLAN)**
TTY 711

Referrals:

- Referrals **for non-specialty mental health services**: Members are able to access without an authorization and can utilize our network of providers by choosing a provider through our online provider directory (please see <https://www.hpsj.com/find-a-provider/>)
- Referrals for **behavioral health treatment, also known as applied behavioral analysis**: Carelon will continue to assist with new referrals up until September 15, From that date forward, you can submit your referrals to Health Plan.





Continuity of Care

- For Mental Health services
 - For Providers who are contracted and credentialed with us, they are able to continue to see the member and will bill us directly starting 10/1/2024
- For Behavioral Health Treatment/Applied Behavioral Analysis
 - For Provider agencies that are contracted and credentialed with us, they will receive a Continuity of Care authorization, with the following:
 - Authorization start date: 10/1/2024
 - Authorization End Date: [last Carelon Authorization End Date]+6 months
 - NOTE:
 - Supervision code is changed from H2012 to H0046





Behavioral Health & Social Services

External Number:

Behavioral Health Customer Service: 1-888-581-7526

(was previously answered by Carelon)

Internal Teams:

Mental Health/Substance Use Disorder CM
Behavioral Health Treatment (BHT/ABA) CM
Social Services CM

Email Inboxes:

bhcm@hpsj.com

BHTReferral@hpsj.com

SocialServices@hpsj.com



Provider Services

Behavioral Health Resources

J'neen Abramjian, MHA

Manager, Provider Relations





Onboarding Material Content

Provider Services will provide new provider training during the month of October. Your Provider Services Representative will contact you to schedule the training.

The training will include the following topics:

- History, Background, Vision, Mission, and Values
- Covered Services
- Medi-Cal Member IDs
- Eligibility Verification – AEVS (DHCS Portal) and DRE (Health Plan Portal)
- Provider Rights and Provider Responsibilities
- Provider Directory Maintenance
- Provider Alerts and Updates
- Secure Methods for Sharing Information
- Patient Rights and Responsibilities
- Advance Directives
- DHCS/DHMC Timely Access Standards
- Mandatory Annual Training, C&L, SPD, FWA, HIPAA, EPSDT, and DEI





Material Content - Continued

- Medical Management
- Health Effectiveness Data and Information Set (HEDIS)
- Initial Health Assessment (IHA)
- Clinical Guidance
- Child Health and Disability Prevention (CHDP)
- Preventive Health Care Services and Early Periodic Screening, Diagnostic, and Treatment (EPSDT)
- Blood Lead Screening
- Authorization Process
- Durable Medical Equipment
- Referral Form – Disease Management, Complex Management, and Care Management
- Health Education Resources
- Member Incentives
- Mental Health, Substance Use Disorder, and Behavioral Health Treatment
- CalAIM - Enhanced Care Management / Community Support
- Grievance / Appeals
- Claims Information and Submission
- Provider Disputes and Resolutions
- Provider Services Contact





Health Plans Home Page

Site: <https://www.hpsj.com/providers/>

The screenshot shows the HPSJ Provider Area website. At the top, there are two browser tabs: 'San Joaquin Health Plan Team' and 'HPSJ Provider Area'. The address bar shows 'hpsj.com/providers/'. The website header includes the logos for 'Health Plan of San Joaquin' and 'Mountain Valley Health Plan', a language selection menu (English, 中文 (简体), Español), and a search bar. A navigation menu contains links for Home, About Us, Members, Providers, News Room, Careers, Login, and Contact Us. The main content area features a 'Transition from Carelon to Health Plan's Behavioral Health Services' announcement, a 'DRE Login' form with fields for Username and Password, and a 'Provider Network' section. Below these are buttons for 'Forms', 'Pharmacy', and 'Find a Provider'. A customer service banner states that representatives are available Monday-Friday from 8:00 a.m. to 5:00 p.m. On the right, a 'Provider Alerts' section lists several notifications, including an important one about 'Change Healthcare Payments Notification - Update 2'.





Providers Section

Select Behavioral Health Services

The screenshot shows a web browser window with the URL hpsj.com/providers/. The page features logos for Health Plan of San Joaquin and Mountain Valley Health Plan. A navigation menu includes links for Home, About Us, Members, Providers, News Room, Careers, Login, and Contact Us. The 'Providers' menu is expanded, showing three columns of links:

- PROVIDER TOOLS**
 - Access Standards
 - Forms & Documents
 - Look and Learn's
 - Non-Contracted Providers
 - Post Stabilization Information for Hospitals
 - PlanScan Newsletter
 - Provider Alerts
 - Provider Incentives
 - Provider Manual
 - Provider Trainings
 - Provider COVID-19 Updates
 - Population Needs Assessment
- INFORMATION**
 - Adverse Childhood Experiences (ACEs) Screening Initiative
 - Behavioral Health Services** (circled)
 - CaAIM
 - Clinical Practice Guidelines
 - Code of Conduct and Business Ethics
 - Community Resources
 - Continuity of Care
 - COVID-19 Provider Information
 - Dispute Resolution
 - Facility Site Reviews
 - Grievances & Appeals
 - Intermediate Care Facilities (ICF)
 - Sub Acute Services and Support
 - Join Our Network
 - Performance Results
 - Provider FAQ's
- PHARMACY**
 - Pharmacy Announcements
 - Medication Coverage Policies
 - Formulary
 - Pharmacy Policies and Procedures





Mental Health, Substance Use Disorder and Behavioral Health Treatment

Members can access mental health and substance use disorder services without a referral.

They can go online or call the number on the back of their card.

The Plan offers assistance to access care through Customer Service and Behavioral Health Care Management team for our member's access to mental health, substance use disorder services and behavioral health treatment (also known as applied behavioral analysis).

Referrals

Alpine, El Dorado, San Joaquin, Stanislaus

Non-specialty mental health services, for all ages:

- Individual, family and group mental health
- Psychological testing to evaluate a mental health condition
- Lab work, drugs, and supplies
- Drug therapy monitoring

Behavioral Health Customer Service: 1-888-581-7526
Email: bhcm@hpsj.com

Specialty Mental Health Services and Substance Use Disorder Services

- Counseling
- Crisis Intervention
- Psychiatric Medication Management
- Inpatient Psychiatric Hospitalization
- Substance Use Disorder Treatment

Medi-Cal members can self-refer, and/or providers can offer these resources to their patients so their patients can contact:

Alpine ACCESS Line: **1-800-318-8212 (24/7)**
(530) 694-1816 (Monday-Friday, 8am-5pm)

<https://www.alpinecountyca.gov/192/Behavioral-Health-Services>

El Dorado ACCESS Line: **1-800-929-1955**

<https://www.eldoradocounty.ca.gov/Health-Well-Being/Behavioral-Health>

San Joaquin ACCESS Line: **1-888-468 9370**

www.sjcbhs.org

Stanislaus ACCESS line: **1-888-376-6246**

www.stancounty.com/bhrs

Behavioral Health Treatment (BHT) for members under 21 years of age:

- Applied Behavioral Analysis
- Diagnostic Evaluation
- Psychological Assessment

Behavioral Health Customer Service: 1-888-581-7526 (PLAN)

Email: BHTReferral@hpsj.com

Fax: 209-541-2549

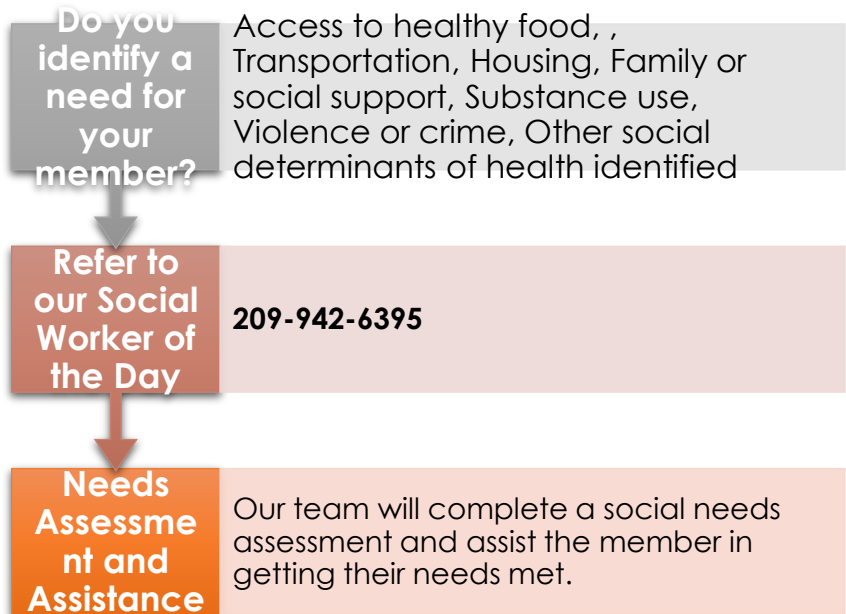
NOTE: BHT requires a prior authorization request to be submitted by the member's Primary Care Provider or a Licensed Psychologist.



Mental Health, Substance Use Disorder and Behavioral Health Treatment



We are here to help. Contact us for any of the following reasons and we will work with you and the member to get their needs addressed.





Provider Portal – Doctor’s Referral Express (DRE)

Health Plan’s online provider portal, DRE, is available 24/7 to providers for beneficial resources.

DRE Link <https://provider.hpsj.com/public/acctdre/default.aspx>

Home Page	Provider Alerts
Medical Authorizations – JIVA	Provider Disputes Resolutions (PDR)
Member Eligibility	Search Claims
Provider Manual	Member Roster
Provider Verification / Data Validation	PCP Assignment Request
Search Procedure Codes	Check Payment



Provider Manual

Health Plan provides comprehensive information for providers.

Provider Manual

<https://www.hpsj.com/provider-manual/>

- Section 10: Claims Submission

This includes Member Billing prohibition

<https://www.hpsj.com/wp-content/uploads/2022/11/Section-10-Claims-Submission.pdf>

- Section 11: Provider Payment

<https://www.hpsj.com/wp-content/uploads/2023/08/Section-11-Provider-Payment.pdf>

- Section 12: Dispute Resolution

<https://www.hpsj.com/wp-content/uploads/2023/06/Section-12-Dispute-Resolution-1.pdf>



Contact Information

Provider Services

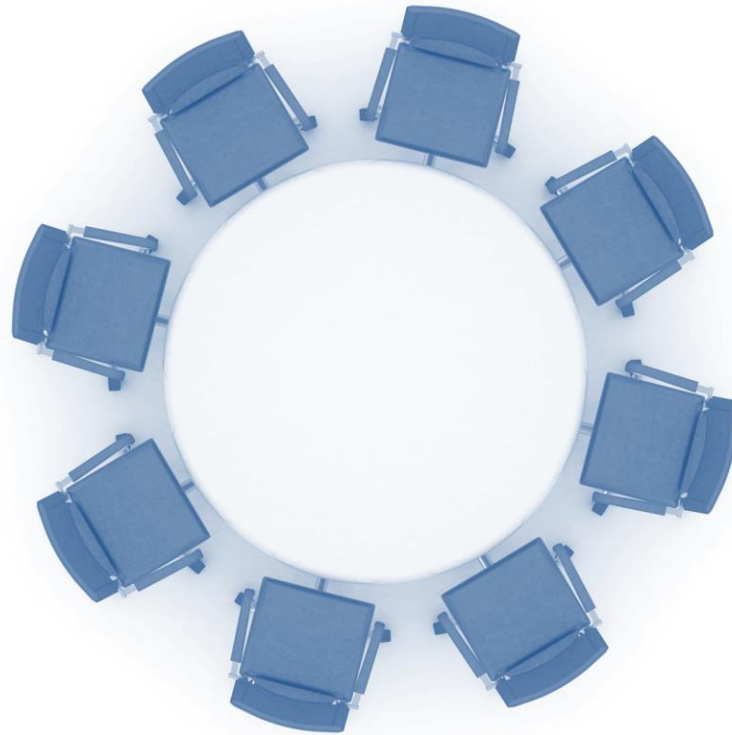
- ❑ Email: providerservices@hpsj.com
- ❑ Call: (209) 942-6340

Contracting Department

- ❑ Email - ContractingDepartment@hpsj.com
For Contract Terms and Language



Open Discussion



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Thank you!