



# Provider Webinar, 2017

Moda Behavioral Health

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# Navigating Moda Health

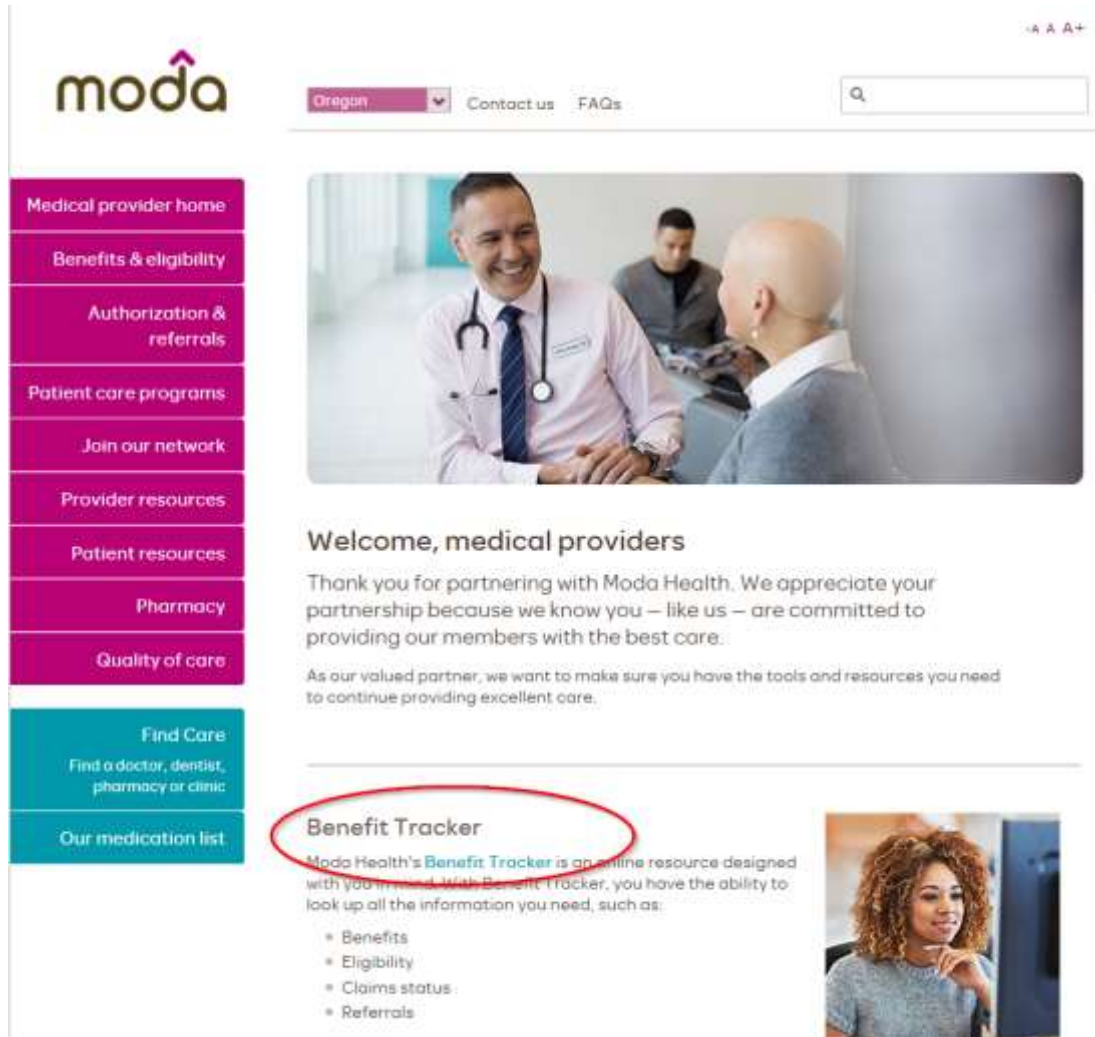
Who's who and what's what



# [www.modahealth.com](http://www.modahealth.com)

The screenshot displays the Moda Health website interface. At the top left is the **moda** logo. To its right is a location dropdown menu set to **Oregon**, followed by navigation links for **About Moda**, **Community**, and **Contact us**. A search bar is located on the right side of the top navigation. In the top right corner, there are font size controls: **-A A A+**. On the left side, a vertical menu contains several options: **I'm a member**, **I'm an employer**, **I'm a producer**, **I'm a provider** (highlighted with a blue box), **Medical providers <** (highlighted with a blue box), and **Dental providers**. Below these are three teal buttons: **Shop for a plan**, **Find Care** (with subtext: **Find a doctor, dentist, pharmacy or clinic**), and **Our medication list**. On the right side, a vertical blue button labeled **Feedback** is visible. The background of the page features a photograph of a woman with curly hair smiling as she shows a smartphone to a young child.

# [www.modahealth.com](http://www.modahealth.com)



The screenshot shows the Moda Health website interface for medical providers. At the top left is the Moda Health logo. To its right is a navigation bar with a dropdown menu set to "Oregon", and links for "Contact us" and "FAQs". A search bar is located on the far right of the navigation bar. On the left side, there is a vertical menu with several categories: "Medical provider home", "Benefits & eligibility", "Authorization & referrals", "Patient care programs", "Join our network", "Provider resources", "Patient resources", "Pharmacy", and "Quality of care". Below these are two teal-colored buttons: "Find Care" (with subtext "Find a doctor, dentist, pharmacy or clinic") and "Our medication list". The main content area features a large image of a doctor smiling and talking to a patient. Below the image is a heading "Welcome, medical providers" followed by a paragraph of text. A red circle highlights the "Benefit Tracker" section, which includes a sub-heading and a list of features. To the right of the text is a small image of a woman looking at a screen.

moda

Oregon Contact us FAQs

Medical provider home

Benefits & eligibility

Authorization & referrals

Patient care programs

Join our network

Provider resources

Patient resources

Pharmacy

Quality of care

Find Care  
Find a doctor, dentist, pharmacy or clinic

Our medication list

Welcome, medical providers


Thank you for partnering with Moda Health. We appreciate your partnership because we know you – like us – are committed to providing our members with the best care.

As our valued partner, we want to make sure you have the tools and resources you need to continue providing excellent care.

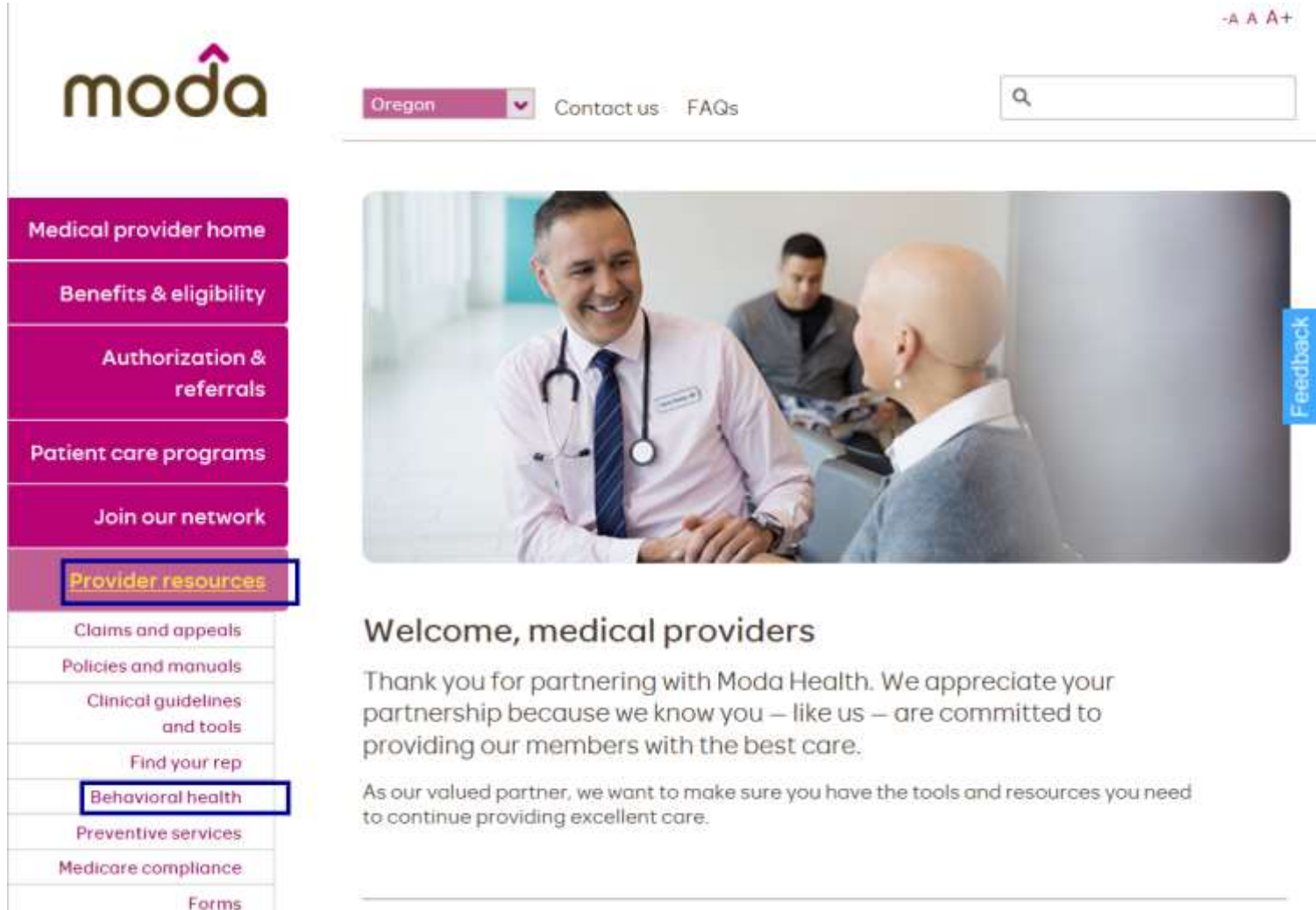
**Benefit Tracker**

Moda Health's **Benefit Tracker** is an online resource designed with you in mind. With **Benefit Tracker**, you have the ability to look up all the information you need, such as:

- Benefits
- Eligibility
- Claims status
- Referrals



# [www.modahealth.com](http://www.modahealth.com)



The screenshot shows the top portion of the Moda Health website. On the left is a vertical navigation menu with several items, including 'Provider resources' which is highlighted with a blue box. The main content area features a large photograph of a doctor smiling at a patient, with a 'Feedback' button on the right side of the image. Below the image is a heading 'Welcome, medical providers' followed by a paragraph of text. At the top right, there is a search bar and a dropdown menu set to 'Oregon'. A font size adjustment icon is also visible in the top right corner.

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Oregon

Contact us - FAQs

Feedback

Medical provider home

Benefits & eligibility

Authorization & referrals

Patient care programs

Join our network

**Provider resources**

Claims and appeals

Policies and manuals

Clinical guidelines and tools

Find your rep

**Behavioral health**

Preventive services

Medicare compliance

Forms

Feedback

## Welcome, medical providers

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# [www.modahealth.com](http://www.modahealth.com)

## Medical Necessity

[Moda Health Commercial Medical Necessity Criteria](#)

## Moda Health Provider Networks

Moda Health offers provider participation in multiple networks in order to meet the needs of its members, from large employer groups to individual subscribers. Participation in each network may be limited due to the number of providers who are currently in the network, and geographical location of the practice.

To view a complete list of Oregon Individual, small group and large group plans and networks, please visit our [networks](#) page.

If you are a new provider without an established relationship with Moda Health and you would like more information on how to become contracted, please visit our [Become a provider](#) page.

## Contact Moda Health Behavioral Health

Moda Health Behavioral Health Customer Service

Local: 503-624-9382

Toll-free: 800-799-9391

Authorization and Treatment plan requests

Fax: 503-670-8349

Moda Health Behavioral Health

P.O. Box 5817

Portland, OR 97228-5817

## Find Your Provider Services Representative

Provider Services Representatives help translate and define contract language and contracting requirements driven by Administrative Rules and Federal Regulations. They help to identify the root cause of claim issues, trends and participate in developing solutions.

To locate your region's Provider Services Representative, visit our [Find Your Rep](#) page.

# Who's who at Moda

- Behavioral Health Customer Service
  - Benefits, eligibility, claims
  - 800-799-9391 (among others, depending on line of business, but this number will always work)
- Behavioral Health Clinical Team
  - Care Coordination, Utilization Management, Case Management
  - 855-294-1665 (for provider use)
  - Fax 503-670-8349
- Contracting and Provider Relations
  - Moved in 2016 from Clinical Team to Moda's Contracting/PR teams
  - Varying contacts; See Moda website, "I'm a provider"



# Authorizations

## Services requiring authorization

- MH/CD Inpatient
- MH/CD Residential
- MH/CD Partial Hospital Program
- Intensive Outpatient
- ABA
- TMS
- Services not on your fee schedule

For authorizations: Fax (503) 670-8349. Phone (855) 294-1665

# Credentialing

- Credentialing ≠ Contracting
- Delays and problems in 2016 and 2017 related to an unsuccessful vendor relationship
- In-house again as of 8/1/2017
- State Common Credentialing Solution (anticipated Q3, 2018)
- Contact: [credentialing@modahealth.com](mailto:credentialing@modahealth.com) or 855-801-2993

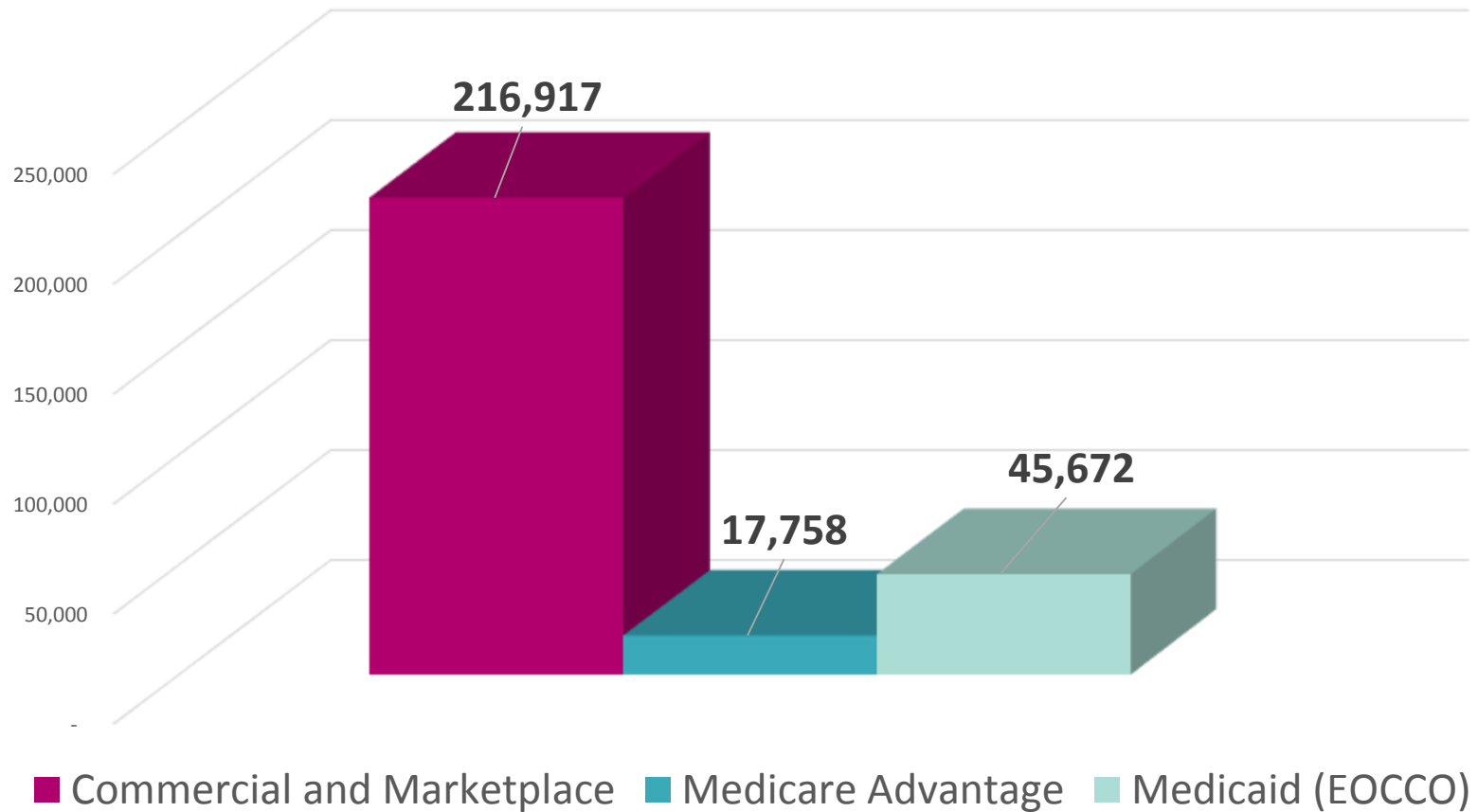
# Moda and you

Contracts, Parity, networks and more.



# Moda Health Membership

Oregon, Sept. 2017



# What we ask of you

- Contract requirements
  - Refer only to in-network providers. This protects your clients from high out-of-pocket expenses.
  - Do not balance bill.
  - Make services available to Moda members
  - Notify us when your practice is full. [bhupdates@modahealth.com](mailto:bhupdates@modahealth.com)
  - Practice in a cost-effective manner.
- Partner with us.

# How we can help

- Our shared goal: Services that help people get better
- Care Coordination
  - Identify in-network resources for people needing a higher level of care
  - Identify in-network providers with specific specialties
  - Find urgent appointments
- Case Management
  - Complex clinical needs, multiple providers, multiple admissions
  - CM supports your treatment plan
  - MI, especially for people in contemplative or pre-contemplative stage
  - Helps people engage more productively with treatment resources

# Telemedicine

## 7.6.21 Telemedicine

Covered medical services, when generally accepted healthcare practices and standards determine they can be safely and effectively provided using **synchronous 2-way interactive video conferencing**, are covered when provided by an in-network provider using such conferencing as long as the application and technology used **meet all state and federal standards for privacy and security of protected health information**. Benefits are subject to the applicable cost sharing for the covered medical services. Out-of-network telemedicine is not covered.

(Source: 2017 standard small group handbook)

# Parity and recent legislation

- State and Federal Parity: Just about everybody is covered.
- Financial Requirements and Non-Quantitative Treatment Limitations (NQTLs)
- SB 860
  - Historical trends and payment equity
  - UM Practices
  - Time based procedure codes
  - Methodologies
- HB 3091
  - Coordination of Care and Case Management



# 2017 Contract Updates

- Many but not all providers received a new contract in 2017 with a rate increase.
- Phased approach—administratively easiest ones first.
- Not done yet:
  - Chemical Dependency
  - Mixed Medical and Behavioral Health
  - Custom contracts

# Networks

- Increasing product specialization has led payers to create a confusing array of networks. Including Moda.
- Generally, we include our BH providers in as many of our networks as possible.
- Your fee schedule (depending on age) says which networks you are in.

# Moda Networks

- **Connexus:** Our bread and butter commercial network.
- **Synergy:** Coordinated Care network west of the mountains.  
(Commercial, OEBC, PEBB)
- **Summit:** Coordinated Care network east of the mountains.  
(Commercial, OEBC, PEBB)
- **Beacon:** Individual members (west)
- **Affinity:** Individual members (east)
- **OHSUPPO:** OHSU employees and dependents
- **CCN:** Small specialty network
- **Medicare**

# Speaking of Medicare

- Completely separate contract. 25 pages instead of 20.
- If you don't have a Medicare contract, we encourage you to get one.
- If you don't know, you can check Find Care
- Medicare excludes these providers, so they are not eligible for a Medicare contract:
  - LPCs
  - LMFTs
  - Chemical Dependency programs

# How to update your info with us

- Note: If you move from a group practice to individual practice, the group's contract does not follow you. Or vice versa.
- Generally speaking, if your Tax ID changes, your contract is not valid at the new Tax ID.
- “Demographic” changes, e.g., address, phone, billing address:
  - [bhupdates@modahealth.com](mailto:bhupdates@modahealth.com)
  - [credupdates@modahealth.com](mailto:credupdates@modahealth.com)
  - [Providerupdates@modahealth.com](mailto:Providerupdates@modahealth.com)

# W-9 and Specialties Sheet

**Patient care programs**

- Join our network
- Provider resources**
- Claims and appeals
- Policies and manuals
- Clinical guidelines and tools
- Find your rep
- Behavioral health**
- Preventive services
- Medicare compliance
- Forms
- Samples
- Workshops
- Provider news
- OEBB Reference Price Program
- Patient resources**
- Pharmacy
- Quality of care
- Find Care**
- Find a doctor, dentist, pharmacy or clinic
- Our medication list**

## Moda Health Behavioral Health provider webinar sessions

Sign up today!

Keeping up with the latest healthcare changes is how we can help build and support healthy communities. Join Moda Health's Behavioral Health team for a live webinar to learn about our 2017 updates and get a glimpse of what's ahead for 2018! Our upcoming webinars will help you understand:

- Credentialing processes
- Contract updates
- Utilization management programs
- House Bill 3001
- Telehealth
- And more!

Sign up for one of the webinar sessions below and reserve your seat today. We look forward to seeing you there!

## Forms

General forms

- [Behavioral health treatment plan](#)
- [W-9 \(Required if you change your Tax ID\)](#)
- [Moda Health Behavioral Health Specialties form](#)

## Clinical guidelines

### Depression

Moda Health has adopted the Institute for Clinical Systems Improvement guideline for treatment of major depression in adults in primary care.

### Adjustment disorder

Recommendations for assessment and treatment of adjustment disorder.

### Outpatient psychotherapy

Moda Health recommends consistent use of outcomes measures in outpatient psychotherapy.

### Attention-deficit/hyperactivity disorder (ADHD) in children and adolescents

Moda Health has adopted the American Academy of Pediatrics clinical practice guideline for the diagnosis, evaluation, and treatment of ADHD in children and adolescents.

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