



Behavioral Health Integration Advisory Hub Meeting

January 24, 2025

10-11:30 AM EST

Please update your display name
on Zoom to include your name and
organization. Thank you!

Housekeeping



All attendees will enter the meeting on mute



To use the “Chat” function, click the speech bubble icon at the bottom of the screen



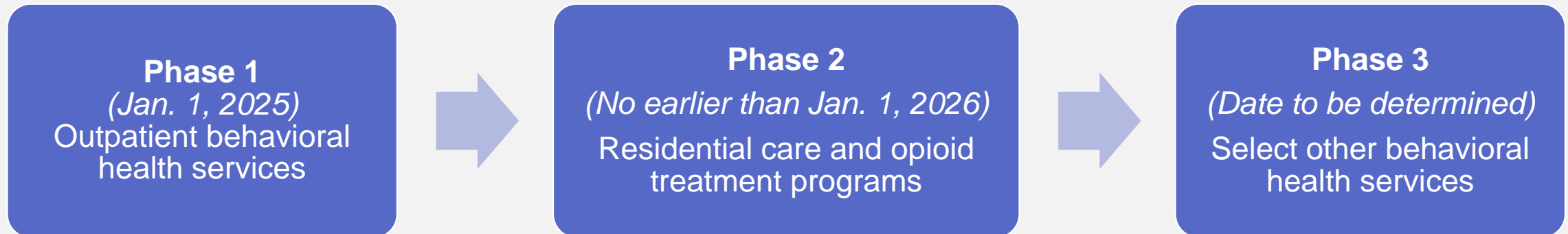
Use the “raise hand” function if you wish to speak



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Behavioral health services transitioning in three phases

- NJ is taking a phased approach to shifting behavioral health services from fee-for-service to be managed by MCOs
- Phase 1 began Jan 1, 2025. Now, BH services in Phase 1 are billed through MCOs, not FFS.
- Phase 2 and Phase 3 services are still billed and reimbursed through FFS.



Planned services for each phase of BH integration

Phase 1– Outpatient BH Services

- MH outpatient counseling / psychotherapy
- MH partial hospitalization
- MH partial care in outpatient clinic
- MH outpatient hospital or clinic services
- SUD outpatient counseling
- SUD intensive outpatient
- SUD outpatient clinic
 - Ambulatory withdrawal management
 - Peer support services
 - SUD care management
- SUD partial care

These services are included in Phase 1, regardless of treatment setting

Phase 2 – Residential & OTP

- Adult mental health rehab (AMHR) / MH supervised residential
- SUD short-term residential
- SUD — medically monitored inpatient withdrawal management
- SUD long-term residential
- Opioid treatment programs (OTPs)

Phase 3 – Additional BH Services

The services to be **considered** for integration in this phase include:

- Opioid Overdose Recovery Programs (OORPs)
- Psychiatric Emergency Screening Services (PESS)
- Behavioral Health Homes (BHHs)
- Community Support Services (CSS)
- Certified Community Behavioral Health Clinics (CCBHCs)
- Targeted case management (TCM):
 - Program of Assertive Community Treatment (PACT)
 - Children’s System of Care (CSOC)
 - Intensive Case Management Services (ICMS)

Today's Agenda

- 1 Phase 1 monitoring update
- 2 Stakeholder feedback for Phase 1 implementation
- 3 Resources and trainings
- 4 Q&A
- 5 Next steps

Phase 1 monitoring update

Priorities of Phase 1 monitoring during transitional period

- Members experience continuity of care
- MCOs grow provider networks and these networks are stable
- Timely prior authorization processes through MCOs and NJSAMS
- Timely claims submission and payment to providers

Established three key weekly MCO monitoring meetings

Three key meetings

BH Integration Go-Live Morning Huddle: A daily standup to identify and resolve Phase 1 implementation issues internally, including feedback from providers and members

MCO 1:1s: Weekly meetings with each MCO to review updates on key project areas, such as member/provider services, network, prior authorizations, and claims

All MCO Call: Weekly meetings with all MCOs to address shared issues and communicate critical program updates



THANK YOU!

The first three weeks have gone well thanks to your hard work and preparation

Early successes include...

- ✓ Members and providers have **flagged minimal concerns** related to the integration
- ✓ NJSAMS **successfully went live** with proper prior authorization functionality confirmed by MCOs
- ✓ Managed Care Organizations have **contracted and credentialed** the majority of active fee-for-service providers
- ✓ Behavioral health providers are **receiving paid claims** in a timely fashion
- ✓ Care Management teams are **continuing to staff up** with sufficient resourcing to meet BH member needs confirmed



Early challenges for us to continue to monitor

Member/Provider Services

- Some providers have reported serving members without MCO benefits cards, requiring provider outreach to MCOs to find MCO ID numbers
- Need to ensure MCO reps are equipped with and relaying consistent information to members/providers (e.g., policies for non-enrolled providers)

Network

- Need to continue prioritizing network development efforts (e.g., multiple outreach methods) to ensure continuity of care post-transition period

Prior Authorization

- Some providers reporting confusion around PA requirements
- Need to ensure providers are learning proper ways to submit PAs during the 90-day transition period even if currently receiving auto-approvals
- Some MCOs reporting missing or incomplete information submitted via NJSAMS PAs; state actively working on system updates to resolve
- MCOs seek bi-directional communication capabilities within NJSAMS

Claims

- Some claims being erroneously denied; state/MCOs working to resolve
- Some non-enrolled providers reporting confusion around billing policies

Care Management

- Potential need to increase the proactive identification and enrollment of qualified existing members into BH CM

Stakeholder feedback post Phase 1 implementation

For discussion: member and member advocate feedback

What has gone well with Phase 1 monitoring / implementation thus far?

What issues have members experienced?

What questions do members have?

How else can the State and MCOs better support members in accessing Phase 1 services?

Please respond in the chat or raise your hand to share!

For discussion: provider feedback

What has gone well post Phase 1 implementation?

What issues have you experienced?

Where do you still have questions?

How else can the State and MCOs better support you in delivering Phase 1 services?

Please respond in the chat or raise your hand to share!

Resources and trainings

Provider Resources Available

- [Behavioral Health Integration Provider Readiness Packet](#)
- [DMAHS BH Integration Points of Contact](#)
- [Behavioral Health Integration Overview and FAQ Pamphlet](#)
- [Fall 2024 Behavioral Health Integration Provider Training](#) Series Materials
 - Enrollment and credentialing
 - Achieving success with managed care
 - Claims
 - Prior authorization
 - NJSAMS

Provider Training Schedule | Upcoming DMAHS sessions

- Tuesday, January 28 from 10:30am – 12pm: [MCO Care Management](#)
 - Overview of care management, including eligibility, standards and roles / responsibilities
- Tuesday, February 11 from 10:00am – 12:00pm: [Virtual Office Hours](#)
 - An opportunity for providers to drop-in and ask DMAHS and MCOs any questions
- Tuesday, February 25 from 10:30am – 12pm: [Claims and Billing](#)
 - Refresher from October 2024 session providing an overview of claims submission and reimbursement policies for MCOs
- Wednesday, March 12 from 2pm – 3:30pm: [Prior Authorization](#)
 - Refresher from November 2024 session providing an overview of prior authorization policies for NJSAMS and MCOs

Member Resources Available

- [December 2024 Member Meeting Materials](#)
- Behavioral Health Integration One-pager (coming soon)
- Behavioral Health Integration FAQ (coming soon)

Q&A

Next steps

Upcoming stakeholder engagement activities



Providers

Jan 28: MCO-led Integrated Care Management Training

Feb 11: Virtual Office Hours

Feb 25: Claims Training (refresh)

Mar 12: Prior Authorization Training (refresh)



Members

Jan – March: Consumer/Advocacy Organization Forums

Ongoing: External presentations

TBD – Virtual Office Hours



Cross-stakeholder

Mar 28: Advisory Hub

If you would like us to present at your organization, contact Dmahs.behavioralhealth@dhs.nj.gov

Important contact information

DMAHS

For further information on NJ FamilyCare's BH Integration, see:



Dmahs.behavioralhealth@dhs.nj.gov



[Behavioral Health Integration Stakeholder Information Website¹](https://www.nj.gov/humanservices/dmhas/information/stakeholder/index.html)



(609) 281 - 8028

MCOs

Important contact information for all 5 MCOs can be found in our [DMAHS Behavioral Health Integration Points of Contact](#) on the BH Integration Stakeholder Information Website¹



Aetna



Horizon



Wellpoint



Fidelis Care



United

1. <https://www.nj.gov/humanservices/dmhas/information/stakeholder/index.html>

Thank you!