



NJ Division of Medical Assistance and Health Services

BH Integration Provider Claims Training 10/24

Frequently Asked Questions (FAQs)

Last updated: October 28, 2024

What will I be paid by MCOs?

- As of January 1, 2025, MCOs are required to pay providers at or above the amount outlined in the fee-for-service (FFS) payment schedule

Will rates be the same for all MCOs?

- Each MCO is legally permitted to negotiate their own rates with individual providers so long as those rates comply with State policy – i.e., above FFS floor

Will MCOs be required to raise contract rates to match floor if Medicaid FFS rates are adjusted in middle of contract period?

- Yes, contract rates, at all times, must be at or exceed the FFS floor effective on the date indicated by DMAHS.

Can I submit claims online and offline?

- Yes. Most MCOs allow submission through their portal or using a paper form.

How long will it take to process my claim?

- All MCO BH claims processing timelines must comply with the following requirements:
 - 15 days for 90% of electronic clean claims
 - 30 days for 90% of manual clean claims
 - 45 days for 99.5% of all claims