

CBHA Rolling Out New Provider Payment Options

Written by Jay Hale, LPC, Director of Health Plan Administration

Beginning in October, CBHA has teamed up with ECHO, a payment disbursement service, to begin rolling out a new payment option via virtual credit card called QuicRemit. This new reimbursement option allows you to receive payments faster than a regular check. Virtual credit cards work in the same way as a regular credit card. With the virtual credit card, you would input the credit card numbers ECHO provides into your credit card reader, in order to access the payment. Normal credit card debit transaction fees would apply. With the addition of QuicRemit, CBHA will now offer your office three payment options:

Option 1. QuicRemit: a fax is sent to your office containing a virtual credit card with a number unique to each payment transaction. The amount of credit is for the total due for claims processed during that cycle for all CBHA's members. You will receive a detailed Explanation of Payment in the fax along with the card number.

Option 2. Electronic Funds Transfer (EFT) / Automated Clearing House (ACH): by providing your banking account information to ECHO and completing the EFT enrollment process, you will begin receiving payment via electronic funds transfer (EFT). Note: there may be bank fees associated with this option. You would need to check with your bank to determine what fees, if any, would apply.

Option 3. Paper Check: you may continue to receive paper checks and Explanation of Payments

CBHA has rolled out this new program to providers in the Winston-Salem/Triad area and will expand this to the rest of the provider panel by the end of the year. You may register with ECHO at any time by calling 888-834-3511, so that you can choose the plan that is best for you. If you are already registered with ECHO or QuicRemit, you do not need to do anything. CBHA payments will come to you in the format you have already requested.

This is another way that CBHA is supporting our providers in doing the important work that you do for our members.

It's that time of year...

A new year is quickly approaching, and as in previous years, 2017 will usher in updated insurance plans. Co-pays, out-of-pocket maximums, etc., may change, so you should call CBHA to determine if your client's benefit information may have been updated. We want to ensure your clients are accurately utilizing their behavioral health benefits, and you are being reimbursed appropriately for your services.

Similarly, it is imperative you review your client's insurance card at each session so you may be aware of any possible changes to his/her behavioral health insurance. We administer behavioral health coverage for a segment of the MedCost and Blue Cross Blue Shield populations, so thoroughly review both sides to ensure you submit claims to the correct company. If a member's behavioral health claims administration is contracted through CBHA, this information will typically be on the back of the insurance card, which can easily be overlooked. This could ultimately lead to delayed reimbursement for your services. In the most extreme case, it could even mean you miss our timely filing deadline, and rendered services would not be eligible for payment.

Notify CBHA of Any Demographic Changes

We need your help in maintaining our list of providers on the CBHA panel. So we may communicate the most current information to our members, CBHA respectfully requests you, or someone from your practice, notify us to relay any contact-information changes.

Examples of updated info we need: e-mail address (which only CBHA staff would access and utilize), practice/ mailing/ payment addresses or phone number(s). Please, note: if your payment address changes, CBHA requires you to send us an updated W-9 with your new address information.

Have you left a practice since last being credentialed/re-credentialed with CBHA? Has a provider left your practice? Are you not currently accepting new referrals? Let us know about any of these types of changes so we may provide the most up-to-date and accurate information to our members. In order to accommodate the method easiest for you to relay any changes or corrections, you may do any one of the following:

E-mail info@cbhallc.com

Fax information to 888-908-7140, ATTN: Credentialing Department

Or, call Amy Harris or Lisa Smith at 800-475-7900

Notifying us of any demographic changes also ensures we are able to contact you when it is time for your re-credentialing. If we are unable to contact you, you run the risk of being terminated from the panel.

Courtesy reminder: for any office that is contracted with CBHA as a group practice, if a new, fully-licensed clinician is hired, remember to submit the required documentation to add that provider to the CBHA panel. There are three documents that should be submitted, and they are located on our website, www.cbhallc.com. Click on "Providers," then on the left-side of the screen, look for "Credentialing Forms." Print out and complete the "Uniform Application to Participate as a Health Care Practitioner," the "Supplemental Credentialing Information" and the "Provider Skills List" for that provider and submit to CBHA.

List of In-Network Facilities

After the spring 2016 newsletter, CBHA received positive feedback for including a list of its in-network facilities, as it proved to be a beneficial resource. If you missed this information earlier, be sure to read the paragraphs below in order for you to be aware of the facilities available for your clients, if needed.

There are times when a CBHA member may come to you for outpatient services, and it becomes apparent they are in need of either an inpatient setting, acute residential (FYI: residential is not eligible under all CBHA plans), partial hospitalization or an intensive outpatient program. Clients need assurance their admission to these services is as seamless as possible. A factor to consider is that not all facilities within your area may be in-network with CBHA, and you must remember not all CBHA plans have out-of-network benefits or the member may have a consumer driven health plan which has a high deductible for out-of-network services.

If you find yourself in a situation where a CBHA client needs an intensive level of care, remember care managers are available to assist you with locating an in-network facility. Call 800-475-7900 for assistance with identifying facilities for your CBHA client. Or, access our website, www.cbhallc.com, and click on "Find a Provider" at the top of the page; under "Search by Provider Type," click on the down-arrow and choose "facility" for a list of CBHA options in your area.

For a quick reference, below, is a list of our current in-network facilities and programs, as of October, 2016. Access these facilities' respective websites for additional

information or call CBHA and speak with a care manager to determine which facility may best meet your clients' needs.

List of CBHA In-Network Facilities

Facility or Program Name	County	City, State
Alamance Regional	Alamance	Burlington
Anuvia Prevention and Recovery Center	Mecklenburg	Charlotte
ARCA	Forsyth	Winston-Salem
Bright Heart Health	Contra Costa	San Ramon, CA
CHS First Step Recovery	Union	Monroe
CHS Blue Ridge	Burke	Morganton
Mercy Horizons Outpatient	Mecklenburg	Charlotte
CHS Kings Mountain	Cleveland	Kings Mountain
CHS Mercy Hospital	Mecklenburg	Charlotte
CHS NorthEast	Cabarrus	Concord
CHS CMC Behavioral Health	Mecklenburg	Charlotte
CHS CMC Behavioral Health – Davidson	Mecklenburg	Davidson
CHS Stanly	Stanly	Albemarle
Cumberland Heights	various	Tennessee
Davis Regional Medical Center	Iredell	Statesville
Family First Community Services	Mecklenburg	Charlotte
Fellowship Hall	Guilford	Greensboro
Novant Health Forsyth Medical Center	Forsyth	Winston-Salem
Frye Regional	Catawba	Hickory
High Point Regional	Guilford	High Point
Holly Hill Hospital	Wake	Raleigh
Insight Human Services	Forsyth	Winston-Salem
Life Center of Galax	Carroll	Galax, VA
Moore Regional Hospital	Moore	Pinehurst
Moses Cone Behavioral Health	Guilford	Greensboro
Wake Forest Baptist Health	Forsyth	Winston-Salem
Old Vineyard	Forsyth	Winston-Salem
Novant Health Presbyterian Hospital	Mecklenburg	Charlotte
Renfrew Center	Mecklenburg	Charlotte
Renfrew Center	Broward	Coconut Creek, FL
Novant Health Rowan Regional	Rowan	Salisbury
Tapestry Eating Disorder	Transylvania	Brevard
Novant Health Thomasville Medical Center	Davidson	Thomasville
UNC Hospitals	Orange	Chapel Hill
WFUP CD IOP	Forsyth	Winston-Salem
Wilmington Treatment Center	New Hanover	Wilmington

Provider Hall of Fame

CBHA regularly distributes “Enrollee Satisfaction Surveys” to randomly-selected members, offering them a chance to provide feedback on the services they received from both CBHA and its panel. This section of our newsletter serves as a forum in which we like to acknowledge any providers who were noted on these surveys. The following providers and programs were recognized by our enrollees since the distribution of our spring 2016 newsletter:

Jane Bardou, LPC, with offices in Winston-Salem and Clemmons, NC – A member noted, “Jane Bardou is perfect for me.”

Someone recognized Lois Koufman, LPC, of Winston-Salem, NC, by stating, “[this] provider is exceptional. Her skills have been invaluable in assisting my needs. Lois Koufman is skilled and compassionate.”

Thomas Holm, PhD, also of Winston-Salem, NC – a member wanted CBHA to know “he is excellent.”

Although there were not as many additional comments written on the surveys during this time frame, overall, the “Enrollee Satisfaction Surveys” continue to be positive and members are satisfied with the services provided by CBHA and its provider panel. Thank you to everyone for the outstanding care you administer to our members!

About CBHA

We are a provider-owned managed behavioral health organization dedicated to quality behavioral health care. CBHA strives to ensure that enrollees receive quality care, that providers have the resources to provide this care and that the benefit is used effectively and efficiently. Being owned by three, not-for-profit medical schools (East Carolina University, University of North Carolina at Chapel Hill and Wake Forest University) enables CBHA to provide quality services at a competitive rate. Our relationship to the academic medical centers is aimed at improving the delivery of behavioral health services to the citizens of North Carolina and parts of both South Carolina and Virginia through research and education. Ultimately, our motto is “to do the right thing for the right reason.”