

2021 Changes: Atrium Plans

Starting with dates of service on/after 1/1/21:

CBHA will continue to manage Atrium Health's behavioral health benefits and will handle initial claim processing.

However, after the initial claim processing occurs, CBHA will be forwarding the claim information each business day to MedCost. MedCost will then apply the benefit and issue payments for 2021 dates of service. Dates of service from 2020 will still be paid by CBHA.

Help Us Help You

Please make sure the information we have on file for you is current.

Annual review of these details is a helpful habit, and it's even more important that you inform us when this (and any other) information changes.

- ↗ Email address
- ↗ Phone number
- ↗ Service/mailling addresses
- ↗ ID numbers (NPI, tax, etc.)
- ↗ Licenses/certifications
- ↗ Malpractice coverage
- ↗ Payment information/ W-9

Annual Reminders

Multiple Locations

Do you have more than one practice location? Or perhaps a group practice and an individual practice?

Provider records are now limited to two locations per provider with one noted as primary.

Although subsequent locations will not appear in our directory, CBHA will still load them to process claims for payment.

Happy New Year

A new year means co-pays, deductibles, out-of-pocket maximums, etc., may have updated.

Please contact CBHA to determine whether your client's benefit information has changed.

We want to facilitate appropriate reimbursement for your services and ensure your clients are accurately utilizing their behavioral health benefits.

Recredentialing

Recredentialing is required every three years.

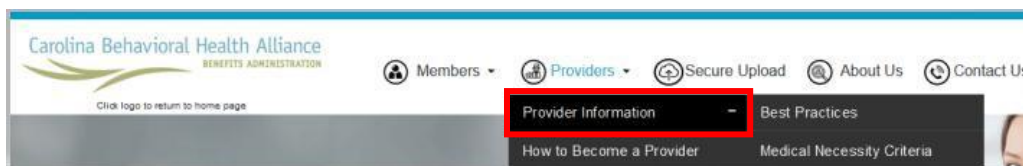
Applications are considered incomplete until all forms are completed and returned.

Two new forms are included in the application packet:

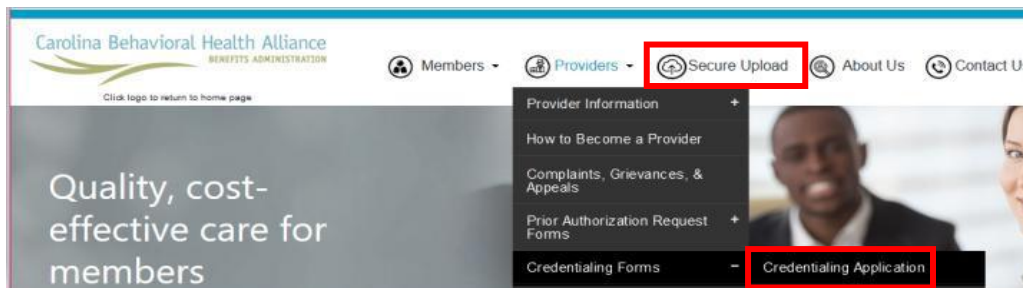
- ↗ Appointment Availability
- ↗ Provider Satisfaction

Communication Updates

In addition to email distribution, this Provider Newsletter will now be posted on the Provider Information section of our website. It will also be produced quarterly instead of biannually. This will allow all of our valued care partners to access important updates 24/7.



Also, please note that **as of 2/1/2021, we will no longer be mailing credentialing/recredentialing packets**. Please download the credentialing forms from our site (or click [here](#)) and upload them to our secure portal once completed. We appreciate your help as we strive to increase operational efficiency while reducing our environmental footprint.



Associate Licensees

In an effort to meet the growing need within our service areas, beginning 2/1/2021 CBHA will accept provider applications from associate licensed practitioners. Individuals who wish to pursue associate licensee status with CBHA should be aware of the following details:

- ↪ No one is automatically approved. Associate licensees must follow the same application process as fully licensed providers.
- ↪ The application will be only be considered complete if it contains proof of supervision and a copy of your disclosure statement.
- ↪ Once granted, provisional status is active for one year. If needed, associate licensees may apply for recredentialing for one additional year.
- ↪ Once full licensure is obtained, the associate licensee must contact us to be recredentialed as a fully licensed provider.
- ↪ Anyone who does not obtain full licensure by the end of year two will be dropped from CBHA's network.
- ↪ An associate license fee schedule will also accompany this change.

At this time, Wake Forest Baptist Health and Wake Forest University have approved the addition of associate licensees to their provider networks. Atrium has not approved the use of associate licensees for their members, but a provider alert will be issued when/if this changes. Please contact CBHA with any questions.

Happy Holidays from CBHA

Greetings CBHA Providers!

Yes, we all agree 2020 has been difficult and full of catastrophic events. However, on the positive side of things, the behavioral health industry has made significant strides toward a new frontier. We've witnessed exponential growth in the number of behavioral health providers succeeding at telehealth, perhaps even more so than traditional outpatient services. CBHA's network has followed suit with telehealth services moving from <15% prior to March 2020 to >75% after March 2020. Telephonic-only services were also added this year.

The need and demand for behavioral health services has grown. At CBHA, the number of new provider applications received also increased. We are working hard to process these applications as quickly as possible. Due to the increased volume, our processing time for new and recredentialing provider applications has increased. Until applications are fully processed and approved by our Quality Committee, these new providers will not be able to bill and receive reimbursement for services delivered to CBHA members. However, we are working on a temporary solution. Please visit our website regularly as announcements regarding process updates will be posted.

The CBHA team is growing as well. Aja Berry joined us on 12/1/2020 as our new manager of provider relations and network management. She will handle credentialing, contracting, and any questions/concerns our providers may have. Please join me in welcoming Aja to CBHA.

Please continue to be cognizant of the health-related concerns around you, your family, your neighbors, and anyone else you have direct contact with. We look forward to partnering with you in 2021 and beyond.

Keep life simple & be well!

Lanette Allendorf

Director of Clinical and Quality Operations

New Network Facilities

**The Blanchard
Institute
Charlotte, NC**

Levels of Care Provided

- ↪ Ambulatory detox-adult
- ↪ Partial hospitalization (PH)-adult
- ↪ Intensive outpatient therapy (IOP) for substance abuse-adult

**Pasadena Villa
Outpatient Center
Charlotte, NC**

Levels of Care Provided

- ↪ Partial hospitalization (PH)- adult
- ↪ Intensive outpatient therapy (IOP)- adult
- ↪ Stabilized dual diagnosis accepted
- ↪ Substance abuse
- ↪ Personality disorders
- ↪ Eating disorders
- ↪ Autism spectrum disorders

**Carolina Behavioral
Health Alliance**
PO Box 571137
Winston-Salem, NC 27157

Phone
(800) 475-7900

E-mail
contact@cbhallc.com

We're on the Web!
Visit us at:
www.cbhallc.com