



Multnomah Other A&D Provider Billing Meeting

Thursday June 27, 2019 8:30am – 10am
501 SE Hawthorne Blvd, Room 315

Meeting Agenda

1. Introductions
2. General Billing Reminders
3. End of Year Invoice Deadline: **7/12/19** (For all services provided on or before 6/30/19)
4. DUII Diversion – SUD Dx Required
5. Concurrent DUII and MAT services
6. Fee Schedule/Authorization/Business Rule Changes
7. Member Eligibility
8. Provider Manual
9. Housing Request Form – Additional Question Added
10. Questions and Networking

Next Provider Meeting: Thursday July 25, 2019 8:30am – 10am
501 SE Hawthorne Blvd, Room 315

Next BILLING Meeting: Thursday Sept 26, 2019 8:30am – 10am
501 SE Hawthorne Blvd, Room 315

Handouts Available During the Meeting:

- Multnomah Other Fee Schedule ([Excel](#), [PDF](#))
- [Multnomah Other Summary of Changes v2](#)
- Multnomah Other Billing Reminders June 2019 (see below)
- [Multnomah Other DUII Diversion – SUD Diagnosis Required](#)
- [Multnomah Other Concurrent DUII and MAT Services](#)
- [Multnomah Other Provider Manual](#)
- [Multnomah Other CIM Quick Reference](#)
- [Multnomah Other Common Claim Denial Reasons \(CARCs\)](#)
- [Multnomah Other Contact List](#)
- [Multnomah Other Member Eligibility and Enrollment](#)
- [Multnomah Other Eligibility and Recertification Form](#)
- [Multnomah Other Retro OHP Coverage](#)

Documents are posted on the provider website: <https://multco.us/mhas/addiction-provider-resources>

For billing related matters or questions contact: billingsupport@multco.us. *Please mention your question/request is related to Multnomah Other (preferably in the subject line and body of the email).

- Introductions
- General Billing Reminders
 - Handout: Multnomah Other Billing Reminders June 2019, please review
 - Website review – Changes made to add the provider manual. Updated documents are on the provider website. An updated Continued Indigent Funding Request form will be uploaded shortly (has already been emailed to the AD Provider group).
 - DUII end of year reporting, please make sure that your June claims are entering into CIM ASAP, July 31, at the latest.
 - Prior Auth Timelines – these were not published when we rolled out procedures last qu. They are listed in the billing reminders document and the provider manual. Please make sure that any missing/additional clinical documentation requested is submitted within the 2 week timeline.
- End of Year Invoice Deadline: **7/12/19** (For all services provided on or before 6/30/19)
 - Deadline set by finance department (end of year accounting)
 - See assigned Addictions program staff with any questions (not billing support)
- DUII Diversion – SUD Dx Required
 - Do not enroll any new members into Mult Other DUII Diversion if they do not have a SUD Dx
 - Any members enrolled before 6/10 will remain eligible for services paid for regardless of diagnosis.
 - Any member enrolled on or after 6/10 will remain eligible for services until 6/30/19. Members should continue to be eligible for service through the provider's sliding scale and self-pay options.
 - All claims for without a SUD Dx must be received by 7/30/19. All request to reprocess claims must be received by Billing Support on or before 9/30/19.
 - DUII MIP does not require a SUD Dx. Providers may want to let their assigned program staff person know if they are enrolling a member who does not meet ASAM criteria for a SUD Dx or if there are any questions.
- Concurrent DUII and MAT services
 - May not use DUII funds for MAT services. Do not invoice these MAT services under DUII.
 - MAT – DUII authorizations created, for reporting purposes only. Please use so that we are able to demonstrate a need for this service.
 - Member will need 2 auths – one for OP services (DUII Auth) and one for MAT (MAT-DUII Auth)
- Fee Schedule/Authorization/Business Rule Changes
 - Multnomah Other Summary of Changes v2
 - Fee Schedule/Rate Sheet is posted online
- Member Eligibility
 - New form will be posted on the website shortly. Front is for intake; Back is for recertification. Providers elect to use their own forms instead of both or either side of the form. They should be sure that all the information is collected though if using agency forms.
 - If there are questions, or providers need an exception or assistance determining if a client is eligible, contact your assigned program staff person.
- Provider Manual
 - Provider manual has been posted online. Click any subject on the PDF and it will go to that section.

- Does not contain many, if any, changes to procedures. Merely documenting existing policies and procedures.
- Manual is not an exhaustive list of procedures and requirements. Any credentialing board, contractual, local, state, and federal requirements still apply even if not listed.
- Manual contains several appendices posted online, including CIM Quick Guide, Common Claim Denial Reasons, a list of who to contact based on topic, and Eligibility and Enrollment guidelines/instructions.
- CIM note: messages sent through the member page in CIM are not compliant with privacy policies, (these messages are accessible to anyone with access to the member in COM). Only messages regarding administrative requests, such as updating an address or correcting demographic data. Messages sent through the authorization and claim links are secure and providers may send SUD related requests using these secure links.
- Housing Request Form – Additional Question Added
 - This was announced last quarter, but it was not added until this meeting. This is an optional question. The member ID does not need to be active (answer is used to help identify and match the member)



Multnomah Other Billing Reminders

Documents and Forms

The AD provider website (<https://multco.us/mhas/addiction-provider-resources>) contains the most recent versions of the Multnomah Other fee schedule, policies, forms, and the AD Provider meeting minutes. Please make sure that you are regularly checking the website for updates and new forms.

Authorization Entry Timeline

In general, authorizations must be submitted in CIM within 45 days of the service start date. Authorizations which require utilization review (e.g. SUD residential treatment) must have request forms submitted within 2 business days of intake. Authorization entry deadlines may not have been strictly enforced previously – however we will be looking more closely at timely entry for authorizations from this point forward.

Authorizations that are entered after 45 days from the start date will Pend (as a Retro-Authorization). Plan staff will adjust the start date to 45 days prior to the submission date and re-process the authorization. If the timely entry deadline was missed due to extenuating circumstances, please email billingsupport@multco.us. Requests for a waiver will be considered on a case by case basis.

Prior Authorization Timelines

Any services requiring prior authorization will have a determination made within 2 weeks upon receipt of the prior authorization form. Providers should receive a notification via email regarding the determination of each request.

Please note that if additional clinical information is requested, it must be received within the 2 week determination period. Multnomah Other staff will make attempts to obtain any additional information necessary to make a determination within the 2 week period; however if a provider fails to submit the requested information, a determination will be made using the incomplete information already received.

Covered Services

All covered services are listed on the Multnomah Other Fee schedule, posted on the AD Provider website: (<https://multco.us/mhas/addiction-provider-resources>).

Claims submitted for procedure codes not listed on the fee schedule will not approve, as they are not a covered service by Multnomah Other.

Billing Support Questions

Emailing Billing Support (billingsupport@multco.us) with a question regarding Multnomah Other? Please indicate the email is about Multnomah Other in the subject or text of the email (preferably both). This will ensure the promptest response. Billing Support is not dedicated exclusively to Multnomah Other related matters and they process requests for multiple carriers.