IDAHO BEHAVIORAL HEALTH PLAN AND OPTUM IDAHO LATEST FREQUENTLY ASKED QUESTIONS

Question	Answer
Why does Medicaid automatically enroll all Medicaid eligible participants in the Idaho Behavioral Health Plan (IBHP) including participants who are not currently using any behavioral health services?	Participants who are eligible for the Basic or Enhanced Medicaid Plans are automatically enrolled in the new managed care benefit plan to ensure they have access to behavioral health services if needed.
Does enrollment into the IBHP affect any other Medicaid programs that participants are already using?	No. Enrollment in the IBHP does not change a participant's eligibility for any Medicaid benefits.
Where can I obtain the most up-to-date information about Medicaid's managed care contractor, Optum Idaho, and the behavioral health benefits in the IBHP?	The most current IBHP information for providers can be obtained at www.OptumIdaho.com or by calling Optum provider services at 1-855-202-0983. Participants can call Optum member services at 1-855-202-0973.
Since the implementation of the IBHP, how has the relationship changed between behavioral health providers and Medicaid?	Idaho Medicaid no longer enrolls or credentials behavioral health service providers. This work is now the responsibility of Medicaid's managed care contractor, Optum Idaho. Provider questions and concerns should be directed to Optum's customer service line at 1-855-202-0983.

Question	Answer
Can former Medicaid mental health service providers still enroll in the Optum Idaho provider network?	Yes. Interested behavioral health professionals should contact the Optum Idaho Network Management Team for application information. Call provider services at 1-855-202-0983 (use prompt 5 for Network Management) or inquiries can be sent to their team email box address at optum.idaho_network@optum.com .
Can prior authorization requests for outpatient behavioral health services still be submitted to Medicaid for approval?	No. Idaho Medicaid no longer processes prior authorization requests for any outpatient behavioral health services. IBHP services requiring prior authorization are handled by Optum Idaho.
I keep seeing information referring to "outpatient behavioral health services". Have the Idaho Medicaid mental health benefits changed?	 No. The services that are included in the IBHP are the same benefits that were previously offered by Idaho Medicaid. The three following services have been renamed: Psychosocial rehabilitation services (PSR) have been renamed to community-based rehabilitative services (CBRS). Partial care services are now referred to as skill training services. Case management services are Optum's version of the service coordination benefit that was previously available through Idaho Medicaid. Additionally, Optum offers three new behavioral health support services – peer support, family support, and community transition support services.
Where can I learn more about Medicare-Medicaid eligibility?	Idaho Medicaid developed a slide presentation entitled "Medicare-Medicaid Eligibility Issues" to answer this question. The presentation is available on the Optum website .

Question	Answer
Does the implementation of the IBHP affect the Medicaid developmental disability services?	No. The implementation of the IBHP does not affect any of the existing developmental disability (DD) service benefits. The most current information about Idaho Medicaid's developmental disability services is on the <u>Idaho Department of Health and Welfare's (IDHW) website</u> .
How will the use of both developmental disability services and the IBHP services be coordinated?	IDHW Regional DD Care Managers must contact an Optum Idaho Care Manager to coordinate the benefits between both programs.
What is the "psychiatric consultation" service that Optum is offering to primary care providers?	Primary care providers can contact Optum's Chief Medical Officer, Clinical Director, or other independently licensed clinicians to discuss clinical concerns by calling the Optum provider services at 1-855-202-0983.
How do providers bill for services provided under the IBHP to enrolled participants?	Optum is responsible for processing and paying the claims submitted for the Idaho Behavioral Health Plan services. Additional billing information for providers is available at www.providerexpress.com .
Are all individuals who have Medicare and Medicaid eligibility enrolled in the IBHP administered by Optum?	No. Only individuals enrolled in either the Medicaid Basic or Enhanced Plans are enrolled in the IBHP. Individuals who do not receive full Medicaid benefits, such as Qualified Medicare Beneficiary (QMB)-only or those enrolled in the Medicare-Medicaid Coordinated Plan are not enrolled in the IBHP.
What benefits do QMB-only individuals have since it is not full Medicaid coverage?	Medicaid only pays for the coinsurance and deductible for <u>Medicare-covered</u> services. If the service is not covered by Medicare, the claim is not reimbursable through Medicaid.
How do providers bill for the members they are serving who have only QMB?	When a Medicare-eligible provider delivers a Medicare-covered service to an individual, the provider should submit claims to Medicare. After this claim is paid by Medicare, it automatically crosses over to Medicaid which pays for the coinsurance or deductible. The provider must be enrolled as a cross-over provider with Molina to have the payment automatically processed by Medicaid.

Question	Answer
How can providers obtain up- to-date information about Optum's implementation of the ICD-10-CM billing codes?	Providers can access the most current information about Optum's ICD-10 usage at www.providerexpress.com .
Who can deliver the benefit of drug and alcohol testing that is billed under H0003?	Federal and state regulations require the agency who delivers the urinalysis test to bill for the service.