

# Targeted Case Management

Medica Behavioral Health  
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## Medica Behavioral Health

- Medica Behavioral Health oversees the behavioral health services for Medica members
- This includes benefits purchased by the state for Minnesota Health Care Programs recipients
- Medica Behavioral Health is operated by United Behavioral Health (UBH), a national company with offices in many states, whose parent company is Optum
- UBH MN Care Advocacy Center is dedicated to serving Medica members

# Medica Behavioral Health – MH Targeted Case Management

## Key Principles:

- Increase Access to MH-TCM for eligible clients
- Support and enhance clinical quality service delivery of TCM
- Support delivery of integrated mental health and medical services
- Keep administrative overhead low

## Role of Medica Behavioral Health in TCM

- Act as Health Plan resource to case managers to access medical and behavioral health plan services
- Collaborate with TCM providers to address high risk member needs
- Provide support and training to provider agencies/counties
- Audit contracted TCM providers per DHS requirements. MBH uses these audits as an educational and partnership opportunity.

## Determining MH-TCM Eligibility

- MBH is contracting with counties and agencies to conduct TCM eligibility screening and refer clients to network MH-TCM providers.
- Medica Behavioral Health will also determine eligibility based on recommendations from clinicians and counties.
- To obtain an authorization for eligibility screening, please call MBH at 1-800-848-8327 or fax in the eligibility screening form found on [www.providerexpress.com](http://www.providerexpress.com)

## Authorization procedures

- Contracted providers do not need authorization for MH-TCM services
- Medica Behavioral Health contracts will distinguish Low, Intermediate and Complex intensity levels of services.
- Providers bill the month based on hours of TCM eligible services provided.
  - Up to 4 hrs/month= Low Intensity
  - 5-10 hrs/month=Intermediate Intensity
  - 11+ hrs/month= Complex Intensity
- Non-Contracted Providers:
  - Medica Behavioral Health has a MH-TCM request form available on [www.providerexpress.com](http://www.providerexpress.com)
  - Fax requests to MBH at 1/855-455-8155. Generally authorizations will be given for one year intervals.

## New TCM referrals

- MBH staff will contact MH-TCM provider organizations with new referrals for eligibility screening and service provision.
- Contracted MH-TCM provider organizations may also receive direct referrals, conduct eligibility screenings, and contact MBH for service authorizations and to support the delivery of mental health and medical services.

## Dispute resolution process

- Member may contact Medica Behavioral Health regarding second opinion.
- Members have the right to appeal health plan decisions
- Members may appoint a provider as their representative to appeal
- Providers may also dispute adverse determinations



## Billing Procedures

- Submit claims electronically with AUC coding, add modifiers TF and TG for intermediate and complex intensity
- Use any clearinghouse to bill Medica electronically. Medica's payer ID is 94265. Providers without a current electronic data interface (EDI) vendor may use the EDI vendor IGI-USA to submit claims electronically at no cost. Registration for this service can be found at [www.mneconnect.com](http://www.mneconnect.com).
- Call the clearinghouse if claim submission was rejected or MBH indicates no claim received.

## Billing Procedures

- Clean claims are to be paid within 30 days. Contact MBH after 40 days if no response received.
- Sendbacks and payment denials will be accompanied by correspondence with an explanation for the sendback or denial. Contact MBH Claims Customer Service at 1-866-214-6829 if questions remain.
- Contact MBH Care Advocacy staff at 1-800-848-8327 if authorizations are needed.

## Contracting Process

- UBH is establishing a network by contracting with existing TCM providers including counties and agencies.
- MBH will be authorizing to out of network providers, using the published county contracted rates, unless UBH contracted rates have already been agreed upon.
- If a TCM provider is interested in contracting for MH-TCM services they can contact the UBH contracting contacts listed in the contacts section of this document.

## Credentialing requirements

- Organizations providing targeted case management must meet DHS/CMS standards
- UBH is contracting with organizations that are currently MH-TCM providers.
- Organizations not accredited will receive a site audit as part of the contracting process.
- UBH will not require credentialing of case managers or case management supervisors of TCM services.
- Licensed clinicians who are billing clinical services such as diagnostic assessment, psychological testing psychotherapy need to be credentialed.

## Websites

- [www.providerexpress.com](http://www.providerexpress.com)  
(resources for providers)
- [www.liveandworkwell.com](http://www.liveandworkwell.com)  
(resources for members)
- [www.medica.com](http://www.medica.com)

## Medica Behavioral Health – Key Contacts

### ■ Contracting:

- Jay Jordan at 952-205-3007

### ■ Problem Solving:

- Jane Welter-Nolan, Clinical Liaison, Government Programs. 952-205-2796 [Jane.welter-nolan@optum.com](mailto:Jane.welter-nolan@optum.com)

### ■ Authorization Questions

- Medica Behavioral Health 1-800-848-8327
- MBH Fax: 1/855-454-8155
- Clinical Support and Access to Health Plan Resources:
- Call MBH at 1-800-848-8327 and ask for Outpatient MH Team