

Outpatient Changes for Contracted Behavioral Health Providers

Roster Requirement for Non-
Licensed Providers of Mental
Health Rehabilitation Services and
Evidence-Based Practices

October 2023



Today's speakers

- Kendell Andrus, Network Trainer Behavioral Health
- UnitedHealthcare® Community Plan – BH Network Team

Today's agenda



Healthy Louisiana Roster Form for MHR Providers

- NILC Provider Defined

What is considered a Non-Independently Licensed Clinician?

Non-Independently Licensed Clinician (NILC) Defined

- A NILC provider is one that can not practice independently as outlined in the Louisiana Department of Health (LDH) Behavioral Health Service Provider Manual. **This includes provisionally licensed clinicians.**
- For more information, please refer to Chapter 2, Section 2.3 of the LDH Behavioral Health Service Provider Manual.



Behavioral Health Services Provider Manual

Chapter 2: Behavioral Health Service
Section 2.3: Outpatient Services

A licensed mental health professional (LMHP) is an individual who is licensed in the State of Louisiana to diagnose and treat mental illness or substance use, acting within the scope of all applicable state laws and their professional license.

A LMHP includes the following individuals who are licensed to practice independently:

Medical Psychologists
Licensed Psychologists
Licensed Clinical Social Workers (LCSWs)
Licensed Professional Counselors (LPCs)
Licensed Marriage and Family Therapists (LMFTs)
Licensed Addiction Counselors (LACs)
Advanced Practice Registered Nurses (APRNs)

What provider types are considered NILCs?

- Certified Social Workers
- Licensed Masters of Social Work
- Provisionally Licensed Professional Counselors
- Provisionally Licensed Marriage and Family Counselors
- Psychology Interns
- Peer Support Specialist
- *NILC

***This description is used for providers not falling under one of the categories listed above.**



Healthy Louisiana Roster Form for MHR Providers

- My Practice Info

My Practice Info



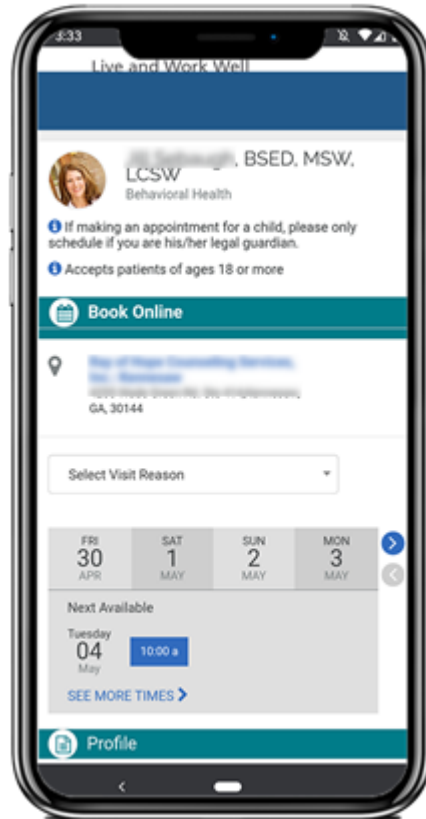
Transactions
Eligibility & Benefits
Claims
Authorization Inquiry
Appeals
My Practice Info
and More....

Sign In With Your One Healthcare ID

One Healthcare ID or email address <input type="text"/>	Additional options: Create One Healthcare ID Manage your One Healthcare ID What is One Healthcare ID?
Password <input type="password"/>	
<input type="button" value="Sign In"/>	

[Forgot One Healthcare ID](#) | [Forgot Password](#)

My Practice Info



Why it's important to maintain accurate information about your practice

Out-of-date or inaccurate information about your practice is one of the biggest reasons for delayed claim payments.

In addition, your directory status can also be impacted by not maintaining and attesting to your information.

Healthy Louisiana Roster Form for MHR Providers

- The New Roster Submission Process for NILC Staff on My Practice Info

Log in to Provider Express

- Log in to providerexpress.com → My Practice Info → Roster Tab



Provider Express My Practice Info – Navigation Instructions

Go to providerexpress.com > Training > [My Practice Info Navigation for Groups](#)

Add or Delete Clinician

Roster

Please use to add, edit or delete clinicians to your roster.

4 records

Show 25 per page Page 1 of 1

Clear All Filters

Actions	Network Status	Clinician	Gender	Attestation Date	License Type	State	Appointment Phone
	✓		Female	07/31/2023	LCSW	ID	-0235
	✓		Female	09/12/2023	LPC	ID	-0235
	✓		Female	09/21/2023	LPC	ID	-0235
	✓		Female	09/12/2023	LCSW	ID	-0235

Delete Clinician: Click on the trash can to Delete providers no longer practicing with this Group / Tax ID.

= Updates are visible immediately

= Updates will be visible within 10 business days

Add New Clinician: To Add a new clinician to the roster, follow the screenshots on the next page. Clinicians will be displayed immediately in a "Pending" status until they are fully updated in our systems where the status will change to "Active". In cases where it is identified that a clinician requires credentialing by Optum, you will be automatically redirected to the appropriate link.


Add New Clinician

Add New Clinician

Add Clinician to Roster

*Required

Personal Details

Network Effective Date *
10/18/2023  ⓘ
mm/dd/yyyy

First Name *

Middle Initial

Last Name *

Individual NPI (Type I) *

Gender *


Provider Type *


RX Privileges
 Yes No


Practicing State *


License Type *

Primary License # *

Effective Date 
mm/dd/yyyy

Expiration Date * 
mm/dd/yyyy

Initial Credentialed Date * 
mm/dd/yyyy

Last Credentialed Date * 
mm/dd/yyyy


Delegated Entity *

Add New Clinician

Add Clinician to Roster



***Required**

Personal Details

Network Effective Date *
10/18/2023  ⓘ
mm/dd/yyyy

First Name * **Middle Initial**

Individual NPI (Type I) * **Gender *** Yes No

Practicing State * **License Type *** **Primary License # *** **Effective Date**  **Expiration Date *** 
mm/dd/yyyy mm/dd/yyyy

Degree Level * **Field of Study *** **Name of University *** **Behavioral Health Services Performed**

- Certified Social Workers
- Licensed Masters of Social Work
- Provisionally Licensed Professional Counselors
- Provisionally Licensed Marriage and Family Counselors
- Psychology Interns
- Peer Support Specialist
- *NILC

License Type *

Addresses

Please note that each clinician can only have one location listed as their Primary and Mailing addresses. You can have multiple addresses listed as practice locations.

1145 High St, Lincoln, NE 68502	Primary, Mailing, Practice
8922 Cuming St, Omaha, NE 68114	Practice

3 records

Show 10 per page Page 1 of 1

Clear All Filters

Available Addresses ^	Primary *	Mailing *	Practice
1145 High St, Lincoln, NE	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
1232 High St, Lincoln, NE	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
8922 Cuming St, Omaha, NE	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>

Clear

Continue Cancel

Edit Clinician

Practice Profile Practice Information

✔ This clinician has successfully been added to your roster. Please allow 10 business days for the clinician's status to become active for claims payment. Confirmation #726228. ✕

Edit Clinician: Jamie

Please review or complete remaining sections.

★ Required

- ▶ Personal Details
- ▶ General Information

Availability

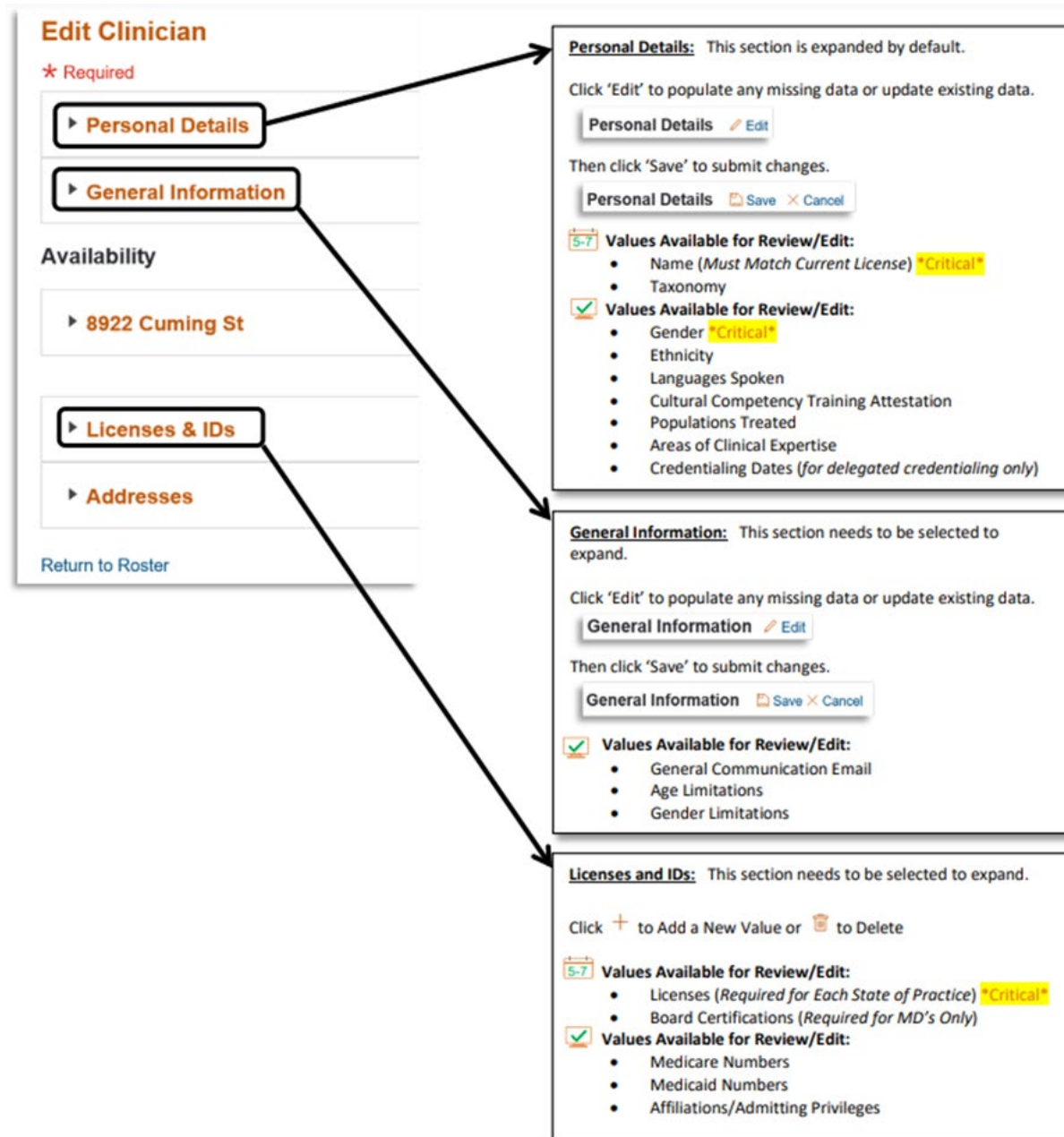
- ▶ 8922 Cuming St
- ▶ 1145 High St

- ▶ Licenses & IDs
- ▶ Addresses

Critical Note: Review each section on this screen by clicking the accordion arrow on the left to update any additional data for this clinician especially Medicaid and Medicare IDs to ensure appropriate lines of business are added to the clinician's record.

[Return to Roster](#)

Edit Clinician (continued)



Personal Details

▼ Personal Details

Personal Details  Edit

First Name Middle Initial Last Name Individual NPI (Type I)

Taxonomy Gender Ethnicity
Female

Languages Spoken

English

Cultural Competency Training

None

Cultural Sensitivity training is offered by a number of government agencies to assure minorities get culturally sensitive care. [Find out more](#)

Populations Treated

Couples/Marriage Adult Family Child Adolescent Group



Areas of Clinical Expertise

- Anxiety
- Depression
- Mood Disorder
- EAP Services
- Post Traumatic Stress Disorder (PTSD)

Attested Expertise

The following section displays specialties that require additional training and/or experience to be privileged to provide any of these services and that have already been attested to. To add an Expertise to this clinicians profile, please review the [Expertise Attestation](#) form to ensure the clinician meets the minimum requirement, and fax the signature page and any required documentation to [Network Management](#).

Personal Details

Personal Details  

First Name *

Middle Initial

Last Name *

Taxonomy

Gender *

Ethnicity

Languages Spoken

Cultural Competency Training

Please select the Cultural Competencies that you have completed training in.

Available (9)		Selected (0)
Cultural Competency	<input type="button" value="Add >"/>	Cultural Competency
Communication Skills Alternate Language Availability		
Communication Skills Interpreter Services Available	<input type="button" value="< Remove"/>	
Communication Skills Soft Skills		
Financially Challenged Patients		
Homeless		
LGBT Communities		
People with Disabilities		
Refugee or Immigrant Patients		
Senior Care		

Cultural Sensitivity training is offered by a number of government agencies to assure minorities get culturally sensitive care. [Find out more](#)

Directory Attestation View

Directory Attestation View ×

Carefully review the information listed below, make any required edits, and then attest to the accuracy at the bottom of this page.

Individual NPI	Primary License Type LCSW - Lic Clinical Social Worker	Medicaid ID Yes - On File	Medicare ID Yes - On File	Gender Female
Public Directory Email	General Communication Email j@yahoo.com	Group Website Address		

Areas of Clinical Expertise

- Anxiety
- Depression
- Mood Disorder
- EAP Services
- Post Traumatic Stress Disorder (PTSD)

Availability

Primary Address

Phone:

Accepting New Patients:
Yes

Monday: --	Tuesday: --	Wednesday: --	Thursday: --
Friday: --	Saturday: --	Sunday: --	

Edit I So Attest

[Close](#)

Technical Support

Provider Express Technical Support

For questions about using the site, issues with requesting a user ID and password, or for technical issues, call the Provider Express Support Center at **(866) 209-9320** from 7 a.m. to 7 p.m. (CST) or click on the Chat now button below to chat with a tech support representative online

Need help? Chat now

Our chat hours are:

Monday–Friday: 7:00 a.m. – 7:00 p.m. (CST)

Go Live Date: Oct. 31, 2023

Q&A

Duration of segment

Thank You!

UnitedHealthcare Community Plan

Provider Call Center

Phone: **1-866-675-1607**

Email: networkse@optum.com



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