

Provider FAQ

EIBI Benefit Administration Changes Effective July 1, 2026

Overview

The administration of the EIBI (Early Intensive Behavioral Intervention) benefit moves from Mass General Brigham Health Plan to Optum Behavioral Health effective July 1, 2026. Here is an overview of the changes in table form to help you and your practice navigate this change.

What's Changing?

	Through June 30, 2026 Mass General Brigham Health Plan	On or after July 1, 2026 Optum Behavioral Health
Do I need to contract with Optum Behavioral Health?	n/a	<p>All EIBI providers must be certified by the Massachusetts Department of Public Health.</p> <ul style="list-style-type: none"> The vast majority of providers are already credentialed and enrolled with Optum Behavioral Health as part of its ABA provider network. Optum Behavioral Health is reaching out to a few providers who are not currently in the network and encouraging them to apply.
If I'm not certified by the Department of Public Health (DPH), can I render and bill for EIBI services?	<p>No. You must be certified by the DPH in order to deliver and bill for EIBI services. Please review the EIBI Provider Payment Guidelines for information.</p> <p>DPH has a list of certified EIBI providers on their website. ABA providers seeking EIBI certification must follow the DPH instructions.</p>	<p>All EIBI providers must be certified by the Massachusetts Department of Public Health.</p> <p>For providers who are currently certified by the Massachusetts DPH to be contracted with Mass General Brigham Health Plan, no action is needed at this time. You do not need to request a separate certification.</p> <p>Providers will be expected to renew certification based on existing DPH guidance and timelines.</p>

	Through June 30, 2026 Mass General Brigham Health Plan	On or after July 1, 2026 Optum Behavioral Health
I have open authorizations with Mass General Brigham Health Plan. What happens on July 1, 2026?	Mass General Brigham Health Plan will honor open authorizations with date(s) of service through June 30, 2026.	For open (existing) authorizations approved by MGBHP, Optum Behavioral Health will create authorizations to align with the previously approved EIBI services. The authorization will cover the existing approved service date(s). You will receive a copy of each Optum authorization for your records.
Will the medical criteria change?	n/a	No. EIBI services are approved based on the age of the child and the medical criteria outlined by the State of Massachusetts.*
Which company will process and pay my claims?	For dates of service up to and including June 30, 2026, claims will be processed by Mass General Brigham Health Plan.	For dates of service on or after July 1, 2026, Optum Behavioral Health will process claims.
Will members be notified of this administrative change?	No, this should be seamless to the member.	
If I have questions, whom do I contact?	Mass General Brigham Health Plan has provider relations staff available to respond to questions. Please call your PR Rep or submit questions to HealthPlanProvRelations@mgb.org .	Heather Willis Provider Relations Advocate Optum Behavioral Health heather.willis@optum.com
For more information, review the following resources:	Mass General Brigham Health Plan <ul style="list-style-type: none"> • EIBI Medical Necessity Guidelines • EIBI Provider Payment Guidelines 	Optum Supplemental Clinical Criteria for Massachusetts <ul style="list-style-type: none"> • Massachusetts Medicaid • Massachusetts Commercial

***Note:** Not all employer groups include coverage for EIBI services for members with a Down syndrome diagnosis. Please refer to the member’s plan materials, handbook and/or amendments to confirm coverage. You can also call the number on the back of the member’s ID card for assistance.