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## MHP Provider Network Procedural Update #30

**TO:** MHP Provider Network –Therapeutic Foster Care – NC Health Choice

**FROM:** Mental Health Partners – Service Management

**RE:** Therapeutic Foster Care NC Health Choice Authorization Data Entry

**NOTIFICATION DATE:** December 21, 2011

**EFFECTIVE DATE:** Immediately

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MHP requires Therapeutic Foster Care Providers to key admission/authorization information into our CMHC/MCO system. This process was implemented in response to Value Options no longer mailing hard copies of the certification letters to the LME for those three aforementioned services. In addition, Therapeutic Foster Care Providers providing services to consumers with NC Health Choice will need to enter the skeleton authorization into the CMHC/MCO System and MHP will approve it when it is posted on Value Options Website. The provider can then bill against the authorization and MHP will remit payment to the provider from the Medicaid funds in their contract.

The process is as follows:

**Step 1** –Therapeutic Foster Care Providers will need to submit a skeleton authorization request to the LME via the MCO. We are only requiring the following items be entered:

- Client Number
- Staff ID
- Dates Requested
- Service Requested
- Medicaid ID of Consumer
- Date of Birth of Consumer

**Step 2** – The authorization will automatically pend in the MCO system waiting on final approval from VO.

ACCESS TO CARE 1-877-327-2593 (TOLL FREE) 24/7/365

[www.mentalhealthpartners.org](http://www.mentalhealthpartners.org)

*This information will be posted on the MHP website at [www.mentalhealthpartners.org](http://www.mentalhealthpartners.org) in the Provider Updates section.*



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**Step 3** – An LME staff member will work this report **daily** to pull down the VO Certification Letters as they become available. They will use the information entered in the skeleton authorization to find the letters on the Provider Connect Website.

**Step 4** – A copy of the VO Cert Letter will be encrypted and emailed to the requesting agency. We will use Axcrypt to encrypt the emails. This FREE software can be downloaded from our website.

**Step 5** – The pended authorization request that was keyed by the provider will be approved once we enter the information in the MCO and claims can be entered against that authorization by the provider.

When clients choose to move to a new agency, the **NEW** agency will be required to **enter a new authorization request** in the MCO with the same information as above and the date the client began receiving services at the new agency. The authorization request will be updated with the approved number of units from the original VO request and the new agency can then begin to bill against that authorization in the MCO.

It is MHP's expectation that Therapeutic Foster Care providers serving consumers with NC Health Choice key this data into our CMHC/MCO system. We offer free training on this process every month at our Tate Blvd. office.

MHP continues to hold providers accountable for entering this information into our system. **We will not be sending a reminder regarding missing information until your billing is pended.** Please make sure all of the required information is keyed by your staff for each consumer you serve.

Here's the link to registration for the training.

<http://www.mentalhealthpartners.org/ProviderTrainingClasses.asp>

Please contact your Provider Relations Liaison with any questions regarding this process.

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