



**Office of
Mental Health**

**Office of Alcoholism and
Substance Abuse Services**

ANDREW M. CUOMO
Governor

ANN MARIE T. SULLIVAN, M.D.
Commissioner, OMH

ARLENE GONZÁLEZ-SÁNCHEZ, M.S., L.M.S.W.
Commissioner, OASAS

To: Behavioral Health Providers

From: NYS Office of Mental Health

NYS Office of Alcohol and Substance Abuse Services

Date: June 1, 2016

Re: Behavioral Health Managed Care Claims Testing for July 1, 2016 Implementation

The Medicaid behavioral health benefit transition and Health and Recovery Plan (HARP) implementation date for counties outside of New York City is July 1, 2016. This is a major change for both health plans and providers. Based on lessons learned during the NYC implementation, it is critical that providers prepare to test claims submissions with health plans. While the plans and Managed Care Technical Assistance Center (MCTAC) have begun providing technical assistance to prepare providers for billing, testing your systems is an important step in the process of readiness for the transition to managed care.

It is very important that providers test their claiming and remittance system. During the NYC transition, a number of behavioral health providers did not test their systems and ran into significant challenges submitting claims to Managed Care Organizations (MCOs). While some providers may already be submitting clinic claims to MCOs, this does not mean claims for other behavioral health services will pass through properly. Behavioral Health agencies should test claims for each type of behavioral health service provided.

Below is a list of the Plans with their direct billing department contact information. Providers must proactively reach out to their contracted Plans to begin conversations around steps for testing. If for any reason you are unable to reach the Plan for technical assistance with your claims submission process, please document your concern in the attached OMH Managed Care Question Form or the [OASAS mailbox](#).



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Plan Name	MCO Billing Department Contact Information
Affinity	<p>James Sweeney, VP Operations & Claims Phone: (718) 794-6875</p> <p>James Robinson, AVP Claims (Beacon Health Options) Phone: (888) 249-0478</p>
AmidaCare	<p>Natacha Julien, AVP of Network Operations Beacon Health Options Phone: (781) 970-6671</p>
Blue Cross Blue Shield of Western NY	<p>Steve Nelson, Network Services Manager Phone: (716) 888-1360</p>
CDPHP	<p>Provider Relations BH Access Center at (888) 320-9584 For any testing questions, the form directs providers to Trading Partner Testing</p>
Crystal Run	<p>Michelle Reay, VP Operations Phone: (845) 703-3411</p>
Emblem	<p>Beacon Health Options: To enroll in provider testing with Beacon Health Options, please call or email the EDI Help Desk at:</p> <ul style="list-style-type: none"> • Phone: (888) 247-9311 (Available between the hours of 8 am – 6 pm eastern standard time) • Fax: (866) 698-6032 • E-Support Services
Empire BCBS HealthPlus	<p>Amanda Haider Phone: (212) 563-5570 x67061</p>
Excellus	<p>Teresa Linthicum Quality Lead (315) 671-6708</p>
Fidelis	<p>BH Claims Testing</p> <p>This information is also available on the Fidelis website.</p>
HealthFirst	<p>Kaleena Marie Colón Phone: (212) 209-6490</p>



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<p>Independent Health Association</p>	<p>Beacon Health Options: To enroll in provider testing with Beacon Health Options, please call or email the EDI Help Desk at:</p> <ul style="list-style-type: none"> • Phone: (888) 247-9311 (Available between the hours of 8 am – 6 pm eastern standard time) • Fax: (866) 698-6032 <p>E-Support Services</p>
<p>MVP</p>	<p>Beacon Health Options: To enroll in provider testing with Beacon Health Options, please call or email the EDI Help Desk at:</p> <ul style="list-style-type: none"> • Phone: (888) 247-9311 (Available between the hours of 8 am – 6 pm eastern standard time) • Fax: (866) 698-6032 <p>E-Support Services</p>
<p>TotalCare</p>	<p>Beacon Health Options: To enroll in provider testing with Beacon Health Options, please call or email the EDI Help Desk at:</p> <ul style="list-style-type: none"> • Phone: (888) 247-9311 (Available between the hours of 8 am – 6 pm eastern standard time) • Fax: (866) 698-6032 <p>E-Support Services</p>
<p>United Healthcare</p>	<p>General Inquiries: (866) 362-3368 Elevated issues/concerns: Svetlana Kats, MBA Director, Provider Services for New York Phone: (212) 898-3182</p> <p>Claims call center: (866) 362-3368</p>
<p>WellCare</p>	<p>Milna Thomas Sr. Mgr. Network Management Phone: (917) 229-1984</p>
<p>YourCare</p>	<p>Provider Call Center: 1(888) 638-7149 Kimberly Hamer Phone: (585) 256-8437</p> <p>Mario Macais Phone: (585) 256-8451</p> <p>Beacon Health Options:</p>



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