

# Provider News



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Spring 2010

## **From the Director**

Dear Providers:

This past year brought with it opportunities and challenges and we thank you for your contributions to the delivery of quality care to our members.

Effective November 4, I began serving as the Director of St. John's Managed Behavioral Health following the departure of Scott Frederick. As many of you know, I previously held this position before stepping back to work part time. I am pleased to be back in this leadership role and will continue to work with our team to move St. John's Mercy Managed Behavioral Health in a positive direction. Our exceptional team of Care Managers, UM Nurses, EAP counselors, Provider Relations and Support Staff & Management Team continue to provide the highest quality and responsiveness to our members and to you, our valued providers.

We are excited about the addition of several new groups. IBEW Local 1 is a true success for us. They moved their business to a national competitor a few years ago. They missed the service and expertise that we provided and are thrilled to have moved their business back to St. John's effective April 1, 2010. We have received numerous calls from joyous providers pleased to be working with us again for the benefit of the IBEW members. In addition, we have added the Member Assistance Program to the Labor Health Network members to whom we currently provide managed behavioral health services.

Our intent is to continue to grow and partner with our providers in offering a different product focused on providing quality service, and we hope each of you experience the Mercy service that we bring to our work. Thank you for partnering with us, and providing exceptional service to our members. Please feel free to contact me if you have any questions or concerns.

Mary Beth Bulte, LCSW, MBA

## **Account Updates:**

### **Mercy System Facilities:**

St. John's Mercy Managed Behavioral Health was chosen by the Sisters of Mercy Health System to be the sole Behavioral Health Management service for the System facilities. This includes employees & members in Arkansas, Kansas, Oklahoma, and Missouri.

### **IBEW Local I:**

April 1, 2010, the members of IBEW Local I will again be utilizing the services of SJMMBH for both the Behavioral Health Benefits and the Member Assistance Program. We will be forwarding new authorizations to you effective 4/1/2010 for your members that were previously managed by MHNnet.

## **Appointment Standards**

The following standards have been adopted by SJMMBH and our Health Plan partners:

**Emergency Life Threatening:**

**Standard: Immediate**

**Emergent Non-Life Threatening:**

**Standard: < 6 Hours**

**Urgent: Standard: ≤ 24 hours**

**Routine: Standard: ≤ 10 business days**

We appreciate your accommodating our members-in-need into your schedules so quickly. Thank you!

## **Let us know**

Please let us know if you have openings in your schedule. We have postings of this information in an area for our staff. You may fax openings to us at (314)729-4636.

**Please also let us know if you have a change of address or new phone or fax numbers.**

## **Communicating with SJMMBH**

Please let us know if you have questions or ideas! We always enjoy hearing from our providers. You can fax information to us at 314-729-4636 or contact us at 314-729-4600.

### [Provider Relations Contact:](#)

Donna Schmitz is our Provider Relations Representative, and she is available to you to assist with credentialing, contracting, claims, updating your practice information or other questions that you may have.

Donna may be reached at 314-729-4600 or 800-413-8008, **Option 3**.

### [Authorization Information:](#)

For Mercy Health Plan members, authorizations will need to end at the member's group enrollment termination date. Most groups enroll in July or January. Our Care Managers will authorize visits for up to a year based on that enrollment date. If you need additional visits, please submit a SJMMBH treatment plan. These forms and other helpful information for you and your patients can be found on our website: [www.SJMMBH.com](http://www.SJMMBH.com)

[Psychiatric Physicians:](#) No authorizations are required for routine outpatient visits for Mercy Health Plans or Carpenter's Plan. All other Plans require pre-authorization for all services.

### [Timely Filing Requirements:](#)

Our Health Plan Partners are working with more sophisticated claims systems. Most have a timely filing requirement. This is information from Mercy Health Plans:

Mercy Health Plans enforces a timely filing limit based upon your provider participation agreement. Generally, clean claims\* must be received within ninety (90) days from the date of service or discharge. In cases of coordination of benefits (COB) when MHP is the secondary carrier, the time limit is extended to 120 days from the date of the primary carrier's Explanation of Benefits. Corrected claims must be received within 90 days from the original claim's processing date.

**Members cannot be billed for services denied as not meeting the timely filing requirements.**

*\*A clean claim is a claim that is coded correctly and ready for adjudication without any additional information or documentation needed by Plan to process to completion. A rejected claim is not considered a 'clean claim' for purposes of timely filing requirements.*

### [We want your e-mail addresses!](#)

**If you will please fax back the attached e-mail form, we will add you to our growing e-mail listing. This will allow us to send new and changing information to you quickly and easily.**

**Thank you!**

### [Treatment Compliance:](#)

Annually, Health Plans are measured on HEDIS indicators, and those measures are compared to Health Plans with Best Practice, State, and National averages.

Compliance with Anti-Depressant medication is a key indicator for Behavioral Health. Measurements are at 12 weeks and 6 months. Both Commercial and Medicare members averaged less than 70% compliance at 12 weeks, and less than 60% at 6 months. In addition, in a 2009 Member survey, Medicare respondents identified that their mental health was "worse" or "much worse" than a year ago.

We want to encourage you to discuss the importance of medication compliance with our members. We do not expect allied health professionals to discuss specific medications or specific medication issues, but we do want to encourage you to ask if the patient is taking an anti-depressant or has stopped taking the medication, and to encourage compliance. Referring the individual to the prescribing physician if they experience side effects is the appropriate intervention.

### [DO YOU WANT TO BE PAID EVEN FASTER? Submit Claims Electronically – here's how!](#)

**Carpenter's:** Emdeon, #25125

**Machinists #9:** Payor ID#37292, EDI Clearinghouse, WebMD, ProxyMed, THIN

**MHP:** [www.mercyhealthplans.com/provider/claims](http://www.mercyhealthplans.com/provider/claims) submission

**IBEW 309:** Emdeon #25133, Gateway #00340

**IBEW Local I:** Emdeon #25133, Gateway #00340

**LHN:** Emdeon #25133, Gateway #00340

### [Our Website](#)

Our Website can be accessed at [www.simmbh.com](http://www.simmbh.com)

Providers can find our treatment plan and other key forms to download. We have added our "Healthy Living" section. You may download these sheets for your patients if you find them helpful.

We continue to work on our Website and we welcome any suggestions you might have. (Contact Donna in Provider Relations at 314-729-4630)

### [Care Management: Healthy Dimensions](#)

Our Care Management Program continues to grow with telephonic Care Management Calls, alternative resources, and coordination with Medical Case Management. Should you have a particularly challenging patient, you can call our program at 314-729-4600 or 1-800-413-8008 and ask for Pat Segall, our Care Management Supervisor.