

Provider Notice

To: PerformCare Family Based Mental Health Services Providers
From: Dan Eisenhauer, Director of Operations
Date: October 31, 2022
Subject: MH 22 104 FBMHS Provider Profile Migration

PerformCare is simplifying and reorganizing some elements of its provider and claims payment database. Historically, several providers have had multiple programs or services such as Mental Health Outpatient Clinics, Mental Health Partial Hospitalization Programs and, in some instances, Family Based Mental Health Services housed in a single provider profile in our database. PerformCare has begun the process of separating distinct programs and services into their own unique provider profile in our system. PerformCare previously completed a migration of Partial Hospitalization Programs as of 4/1/22 and is now implementing a similar change for Family Based Mental Health Services Providers.

As of 12/1/2022, PerformCare will create a new FBMHS profile for each affected provider. Providers with an existing FBMHS authorization for a member that extends past 12/1/22 under their MH-Clinic Profile will be issued a new authorization for that Member beginning 12/1/22 under the new FBMHS profile. The end-date for the new authorization will align with the end date of the current authorization. PerformCare previously notified FBMHS providers that:

- 1) New authorizations for FBMHS effective 10/10/22 until 11/30/22 will have an authorization end date of 11/30/22 in the current MH Clinic Profile.
- 2) The remainder of the 32-week authorization will be attached to the new FBMHS profile that goes into effect 12/1/22. Note: This will result in two unique FBMHS episodes in Jiva.
- 3) All FB services will continue to have the full 32-week authorization period. However, the authorization will be split between the current MH Clinic Profile with an end date of 11/30/22 and the new FBMHS profile, that is currently inactive, will have an authorization start date of 12/1/22.

This change in our system will also require some providers to change their claims submission to assure claims map to the correct profile using the correct NPI, Taxonomy, and Zip Code combination associated with the new profile. PerformCare is distributing each provider's NPI, Taxonomy, and Zip Code to be used for FBMHS claims with dates of service on or after 12/1/2022 with this notice so that providers can begin to prepare for this change. Please note that not all FB providers will need to use a new combination of NPI, Taxonomy, and Zip Code effective 12/1/2022. PerformCare will send another

provider notice around 12/1/2022 with each provider's Member specific authorization information using the new FBMHS profile and we will provide instructions for document uploads to the new profile.

Action Needed:

- 1) During the database transition period, PerformCare must temporarily deactivate claims payment for both the old and new FBMHS profiles. **PerformCare requires that providers do not submit any claims for any FBMHS services for any dates of service from 12/1/22 to 12/11/22.** If we are able to complete our transition tasks prior to this time we will notify providers of our ability to accept claims when that date is known.
- 2) As of 12/11/22, Providers should use the authorization and the NPI/Taxonomy/Zip Code combination of the "old profile" to submit claims with dates of service on or before 11/30/2022.
- 3) As of 12/11/22, Providers should use the authorization and the NPI/Taxonomy/Zip Codes for the "new profile" to submit claims with dates of service on or after 12/1/2022.
- 4) PerformCare will send another Provider Notice with reminders of this process and with Member level detail of new authorizations effective 12/1/22 for each provider.

If you have questions about this notice, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare
Scott Suhring, Capital Area Behavioral Health Collaborative
Missy Reisinger, Tuscarora Managed Care Alliance
PerformCare Account Executives