Introduction to the Community Care Program Behavioral Health Processes

Education for All Regions (1-6)
Questions? Just ask!

Please use the Q&A section to submit your questions! We don’t want to miss them!
Presentation Outline

Community Care Behavioral Health

- U.S. Department of Veteran Affairs (VA) Regions and VAMC locations
- Health Care Management
  - Appointing, Authorizations, Evidence Based, Requests for Service and more
- Requesting Additional Care
- Provider Claims and Medical Documentation
- Provider Resources
Which VAMC/VISN Approves Care?

Each VA Medical Center (VAMC) functions as the utilization manager for Veteran health care and also determines:

- What care should be approved
- When care should be provided in the community

Each VAMC reports into a multi-state Veterans Integrated Service Network (VISN) which manages access to health care in those states.

VHA Locations

www.va.gov/directory/home.asp
Which Region Are You In?

- Regions 3, 5a, 5b, and 6 – TriWest’s historic regions
- Regions 1, 2 and 6 – Regions added to TriWest’s expanded administration

www.triwest.com/en/about-triwest/
Health Care Management Processes
Appointments/Authorizations Pathways

Community Care Behavioral Health

**TriWest Pathway**
TriWest contacts you to schedule an appointment

**VAMC Pathway**
Your local VA Medical Center (VAMC) contacts you to schedule an appointment

Appointing Pathways

Confidential and Proprietary
Community Care Behavioral Health

Appointment/Authorizations – TriWest

1. VA sends referral to TriWest
2. PSR locates network provider
3. PSR makes appointment on behalf of Veteran
4. TriWest sends authorization to provider
VA’s Access to Care Standards

Community Care Behavioral Health

- TriWest PSR works with both Veteran and provider to schedule appointing in the Veteran’s area
  - Driving range limits may apply
- TriWest has **5 days** to coordinate the appointment
- Appointment should be scheduled within a 30-day period
- Veterans shall be seen within 30 minutes of their scheduled appointment time
Veteran schedules an appointment with a VA doctor

A community provider appointment is scheduled

VAMC pushes notification of appointment to TriWest

TriWest sends authorization to provider
Behavioral Health Provider Requirements

Community Care Behavioral Health

- Community Behavioral Health services must be delivered by qualified, authorized mental health care providers
- Providers must be qualified to diagnose and/or treat mental health components of a medical or psychological condition
- Veterans with a history of Military Sexual Trauma receiving treatment related to this condition will receive care from a provider of the gender of their choice
Evidence-Based Psychotherapy

VA places great emphasis on Evidence-Based Psychotherapy (EBP) and providers of EBP must have specialized training and experience with EBP.

VA often requests a specific intervention based on the type of disorder.

Most common requests are for:

- Cognitive Processing Therapy (CPT) for Post-Traumatic Stress Disorder (PTSD)
- Prolonged Exposure Therapy (PE) for PTSD
- Cognitive Behavioral Therapy (CBT) for Depression, Chronic Pain and Insomnia
Minneapolis VA provides an excellent description of VA EBP:
http://www.minneapolis.va.gov/services/MentalHealth/MHebt.asp

For more information on what VA is looking for in support of care for Veterans, please view our training module on **Planning and Communicating Evidenced Based Care**. This module is available in the Learn With TriWest area on TriWest’s Payer Space on Availity.
Behavioral Health Guidelines

For inpatient and outpatient mental health care, follow the VA/Department of Defense (VA/DoD) Clinical Practice Guidelines (CPG) for the diagnosed mental health problem found at http://www.healthquality.va.gov/

**These are baseline criteria to follow, and should not replace clinical judgment**
Critical Findings

Community Care Behavioral Health

- VA defines Critical Findings as a test result value or interpretation that, if left untreated, could be life-threatening or place the Veteran at serious risk.

- Critical values/results are results from laboratory, cardiology, radiology and other diagnostic areas that upon analysis are determined to be “critical,” regardless of the ordering priority.
Critical Findings – Suicide Risk

A newly identified suicide risk in a Veteran not referred for inpatient mental health should be considered a Critical Finding

Provider shall contact the supervising VAMC by phone within 24 hours

You should note to whom you spoke for your own records
Urgent Follow-Up and Additional Care

Immediately notify the referring VAMC if a provider determines the Veteran requires:
- Urgent follow-up after completion of episode of care, or
- Urgent additional care during the episode of care

Urgent care is not typically seen with behavioral health
- If you have an instance where care IS urgent, notify the authorizing VA facility POC within 24 hours
Patient Safety

Community Care Behavioral Health

TriState is responsible for the oversight of clinical care provided to Veterans and will review adverse events, sentinel events, close calls and intentionally unsafe acts.

Providers are responsible to abide by patient safety programs that support VA requirements and agree to make their medical records available for review upon request, for quality purposes.

Medication Process
Medication Overview

Community Care Behavioral Health

- Short-term urgent/emergent medically necessary prescriptions are included in all TriWest-authorized episodes of care
- VA (*not* TriWest) is responsible for supplying Veterans with non-urgent/emergent medications, medical/surgical supplies and nutritional products
- Rx must be prescribed in accordance with the [VA National Formulary](#)
Medication Process – *Non Urgent/Emergent*

- Write the prescription during an authorized episode-of-care
- Fax *the authorization and prescription* to the appropriate VA medical center
- Follow the rules of the [VA National Formulary](#) when prescribing
- Fax *both the authorization and prescription* to the appropriate VA medical center
- The medication may be filled at:
  - VA Pharmacy; or
  - Consolidated Mail Outpatient Pharmacy (CMOP)
If the medication is *not* on VA’s National Formulary:

- Contact your local VAMC and ask for its **Formulary Request Review Form**
- Fill out the form and submit it to the VAMC for approval or denial
- Turnaround time is about 96 hours
- Once approved, write the prescription for the medicine and proceed as normal
Medication Process – Urgent/Emergent

Community Care Behavioral Health

- Write an urgent/emergent prescription for a 14-day supply, *without refills*

- If additional medication is needed, write a second prescription to be filled at a VA Pharmacy or CMOP (follow process outlined previously)

- If a non-formulary drug, write an initial 14-day supply, but fill out a Formulary Request Review Form and submit it to your local VA to continue medication

Visit the Pharmacy page for more tools”

[www.triwest.com/provider-pharmacy](http://www.triwest.com/provider-pharmacy)
Requesting Additional Care
What is an Authorized Appointment?

TriWest’s system generates an authorization letter with an appointment confirmation (from TriWest or VAMC representative)

Most authorizations follow the standardized episode of care (SEOC) format
- Most SEOCs are in a 6-month or 12-month format
- Authorizations for routine tests are typically included
- Pre-approved code ranges are included in the letter
- Most authorizations allow for a weekly cadence
Requesting Additional Care – RFS and SAR

Community Care Behavioral Health

- Additional care must **always** be pre-authorized
  - If the VAMC is appointing, then submit a Request for Services (**RFS**) directly to the VAMC
  - If TriWest is appointing, submit a Secondary Authorization Request (**SAR**) form (see [TriWest’s Behavioral Health](#) page for a copy of this SAR)
  - Please review the [SAR/RFS Matrix](#) tool for more information on which process by VAMC.
TriWest’s Secondary Authorization Process

Community Care Behavioral Health

- TriWest submits requests to the VAMC, if needed with turnaround review time up to 14 days
- Status can be found on TriWest Secure Provider Portal at www.triwest.com/provider
  - Find the authorization under the Veteran’s name
Behavioral Health Authorization Requests

Requests should include:
- Treatment Progress Notes
- Discharge Plans
- Justification for the request for additional services

Submit a completed **SAR** to TriWest by **fax** to the Behavioral Health Team: **1-866-284-3736**

Submit an **RFS** to the authorizing VAMC
Medical Documentation Requirements

- Medical documentation must be submitted to authorizing VAMC to ensure coordination of care for Veterans
- Submit the **initial visit** and **final** assessment/Plan of Care documentation within 30 days from date of service
- Use the medical documentation tools specified by the Veteran’s VAMC and submit these directly to VA
Documentation Types

Community Care Behavioral Health

1. Initial Evaluation
   - Assessment
   - Treatment plan
   - Goals and objectives

2. Progress Summary
   - Progress to plan
   - Treatment plan updates
   - Dates of additional therapy
   - Et cetera

3. Treatment Summary
   - Summary of progress (evidence based)
   - Discharge Plan for Veteran and VA
Medical Documentation vs. Process Notes

Behavioral Health documentation **should** include Medical Progress Notes
- Treatment, diagnosis, testing, assessment, Plan of Care

Behavioral Health documentation **should NOT** include Psychotherapy Process Notes
- Process notes should be kept separate from the Veteran’s medical record, per HIPAA regulation
- Psychotherapy Process notes document or analyze the contents of conversation during a private counseling session
Medical Documentation Submission

Community Care Behavioral Health

- Upload, whenever possible, via VA’s HealthShare Referral Manager (HSRM) portal
- Training on the HSRM portal is available from VA – for support and information, email CCRA@va.gov
- Do not upload documentation with claims
Claims Submission

Submit Claims to WPS MVH

TriWest uses WPS MVH for all claims processing and can accept electronic data interface (EDI) claims through your clearinghouse/billing service, via Availity or PC-ACE software.

WPS EDI enrollment: https://edi.wpsic.com/edir/home

To find clearinghouse Payer IDs, please visit: http://www.wpshealth.com/resources/provider-resources/edi/index.shtml or contact TriWest Provider Services at providerservices@triwest.com

Mail paper claims to WPS MVH-VAPC3, PO Box 7926, Madison, WI 53707-7926. Paper claims must be on CMS compliant forms or they will be rejected.
Electronic Payments

Community Care Behavioral Health

Enroll for Electronic Funds Transfer (EFT) with EnrollHub®

WPS Health Solutions uses CAQH® EnrollHub data for electronic payments

To receive payments electronically (EFT), you need to set up an account with the EnrollHub national data base

You can update transaction information for ALL of the insurance plans and payers you participate with in one location.

Learn more – Visit the CAQH EnrollHub portal
Claims Reimbursement

Community Care Behavioral Health

- Providers collect no copays, cost-shares, or deductibles from Veterans
- You are paid 100% of the allowed by TriWest
- Medical documentation submission is required and not submitting could result in a recoupment.
- Submit claims within 30 days to get paid as quickly as possible. Claims submitted after 180 days may be denied for timely filing issues.

Learn more! Download our Claims Quick Reference Guide available at [www.triwest.com/provider](http://www.triwest.com/provider) and on TriWest’s Payer Space within Availity
No payment will be made to providers for services rendered without a prior authorization from TriWest.

For more information, refer to the Provider Claims Quick Reference Guide and the Behavioral Health Authorization Letter Quick Reference Guide.
Claim status? Check on TriWest’s Provider Portal at www.triwest.com/provider for information on claims submitted electronically or via paper.
Provider Claims Appeal Process

Submit appeals within 90 days
Mail written appeals to:

- Regions 3, 5 & 6: WPS MVH-VAPC3, PO Box 14491, Madison, WI 53708-0491
- Regions 1, 2 & 4: TriWest/WPS Claims, PO Box 42270 Phoenix, AZ 85080

Quick Reference Guide are at www.triwest.com/provider and TriWest’s Payer Space on Availity
Provider Resources
Behavioral Health Provider Resources

TriWest’s Behavioral Health Fax: 1-866-284-3736
Veterans Crisis Line: 1-800-273-8255
TriWest Customer Service Line: 1-855-722-2838

- Please access the Provider menu and enter the ZIP code for your practice if requested
- From the “Provider” menu, choose the general ”Authorization” option and ask to be transferred to TriWest’s Behavioral Health team
- You can also reach our team for authorization questions, assistance with the Provider Portal, claims questions and contracting or credentialing questions
TriWest and VA strongly encourage providers to get additional training and help in working with Veterans. These resources are at **NO CHARGE** to our providers!

- **VHA Train** – a comprehensive catalog from the Public Health Foundation and supported by VA - [www.train.org](http://www.train.org)

- **PTSD Consultation Program** – a VA sponsored consultation and education organization. Visit [www.ptsd.va.gov/consult](http://www.ptsd.va.gov/consult). You can also reach them by:
  - Email – PTSDconsult@va.gov
  - Phone – 1-866-948-7880

- **PsychArmor Institute** – a national nonprofit that provides online education at no charge to providers. Many of the courses offer continuing education units. Visit [https://psycharmor.org](https://psycharmor.org)
Veteran Ready Certification

Community Care Behavioral Health

- Partnership between VA Desert Pacific Health Care Network, Center for Deployment Psychology, PsychArmor Institute, and TriWest
- Free, online training that concentrates on Veterans
- Earn Continuing Education Credit and get Veteran Ready!

Are You Veteran Ready?

To get started, visit https://psycharmor.org/are-you-veteran-ready/ or start at their home page https://psycharmor.org//
S.A.V.E. Training on Suicide Prevention

S.A.V.E. training is also available via PsychArmor

Brief (24 minutes) S.A.V.E. should be taken by ALL providers to understand best practices in suicide prevention: https://psycharmor.org/courses/s-a-v-e/

S.A.V.E. provider toolkit is full of resources: https://www.mentalhealth.va.gov/communityproviders/
Suicide Risk/The Veterans Crisis Line

If suicide risk is a clinical issue, the Veteran shall be provided a written copy of his or her personal Suicide Prevention Safety Plan.

Please reference [https://www.mentalhealth.va.gov/docs/va_safety_planning_manual.pdf](https://www.mentalhealth.va.gov/docs/va_safety_planning_manual.pdf)

The plan will include the Veterans Crisis Line telephone number, 1-800-273-8255.
Telehealth Provider Network

TriWest is developing the Behavioral Health Medication Management & Psychotherapy footprint

Additional information:


Contact Ms. Hallena Hinkle at (480) 874-6155
Easy Access to TriWest’s Portal via Availity

Community Care Behavioral Health

TriWest’s Payer Space on Availity

- Check Claims Status
  Check the status of your claims directly with TriWest

- Upload Medical Records & View Authorizations
  Upload medical documentation or check authorization information online by...
The TriWest Behavioral Health Portal has resources for Veterans and providers and covers details on the VA Community Care programs outlined in this training.

Complaint Process

If a provider or Veteran has concerns about the level or quality of services or care received, he or she has a right to file a complaint with TriWest.

TriWest will work with VA to resolve complaints.

Contact TriWest at 1-855-722-2838.
Contracting and Credentialing Contacts

Community Care Behavioral Health

Network providers should contact their network representative (TriWest or a Network Subcontractor) for assistance with:

- Provider demographic updates and changes
- Questions about your contract

TriWest Provider Services at 1-866-284-3743 or providerservices@triwest.com for:

- Issues/concerns requiring escalation
- Requests for additional information about PC3 processes
Thank You!