



Dear Provider,

Behavioral Healthcare Inc. would like to inform you of business operation changes effective July 1, 2009. BHI has entered into an Administrative Service Agreement with Colorado Access. These processes have previously been handled by InNet and will remain largely unchanged in this transition to Colorado Access. The areas affected by this change will include:

- Claims processing
- Claims payment

The operations that will not change include:

- Process for obtaining prior authorization – you should continue to contact BHI or the appropriate mental health center directly to obtain authorizations for mental health services.
- Timely filing requirements – all claims must be submitted within 60 days of date of service.
- Covered behavioral health benefits will remain the same as mandated by the State of Colorado Medicaid contract.
- Your provider network contractual requirements, obligations and expectations with BHI have not changed.

BHI will continue to manage the Medicaid behavioral health benefit for Medicaid recipients in Arapahoe, Adams and Douglas Counties. Colorado Access will only be the administrator for the claims processing functions required under this contract.

### **The processes that will be changing effective July 1, 2009:**

#### Claims with dates of service **PRIOR** to July 1, 2009 need to be sent to:

Behavioral Healthcare Inc.

Attn: Claims Processing

155 Inverness Drive West

Suite 203

Centennial, CO 80112

For questions regarding these claims, please call InNet at (720) 490-4457.

#### Claims Appeals for dates of service **PRIOR** to July 1, 2009 need to be sent to:

Providers may submit appeals by mail or facsimile within thirty (30) days of the date of EOB denial.

Written appeals should be submitted to the following address:

Behavioral Healthcare, Inc.

Attn: Appeals Coordinator

155 Inverness Drive West #203

Centennial, CO 80112

or by fax to the Appeals Coordinator (720) 490-4443

Claims with dates of service **AFTER** July 1, 2009 need to be sent to:

Colorado Access/BHI

Attn: BHI Claims

PO Box 17448

Denver, CO 80217

For questions regarding these claims, please call Colorado Access/BHI at (303) 368-8201. This customer service line will be answered by Colorado Access staff acting on behalf of BHI.

Claims Appeals for dates of service **AFTER** July 1, 2009 need to be sent to:

Providers may submit appeals by mail or facsimile within thirty (30) days of the date of EOB denial.

Written appeals should be submitted to the following address:

Colorado Access/BHI

Attn: BHI Claims

PO Box 17448

Denver, CO 80217

Please also recognize that your Explanation of Benefits and authorizations may look different than what you are used to but will continue to include all the essential information that you need and are used to receiving.

Below is a list of essential staff and direct phone numbers that are available to answer any questions as quickly as possible.

**BHI Address:**

155 Inverness Drive West

Suite 201

Centennial, CO 80112

**Main BHI Phone # (720) 490-4400**

**Main BHI Fax # (720) 490-4395**

**Provider Relations and Utilization Management Contacts:**

Teresa Summers

Director of Provider Relations

(720) 490-4413

Susan James-Padilla

Director of Utilization Management

(720) 490-4402

Diane Cannizzaro

Utilization Manager

(720) 490-4414

Chris Mitsch

Authorization Coordinator

(720) 490-4406

**Other important BHI numbers:**

Corporate Compliance # (720) 490-4407

Toll Free # 1-877-349-7379

TDD # 1-800-659-2656

**Reminder regarding authorizations:** The following process is required for the authorization of mental health services for a BHI consumers residing in Adams, Arapahoe and Douglas Counties including the City of Aurora. The consumer or provider requesting authorization for services must provide the consumer's name, Medicaid number, and date of birth to the appropriate mental health center (MHC) Utilization Management Department for verification of benefits and authorization:



**Aurora Mental Health Center:** 303-617-2659

**Arapahoe/Douglas Mental Health Network:** 303-793-9619

**Community Reach:** 303-853-3690

For Consumers living outside Adams, Arapahoe and Douglas Counties, please call BHI at 720-490-4414 to obtain an authorization. The same information will be needed: Consumer name, Medicaid number and date of birth.

BHI has updated our website ([www.bhicares.org](http://www.bhicares.org)) as well with our consumer and provider related phone numbers.

Also posted on our website you will find:

- Revised Provider Manual
- Corporate Compliance Plan
- New Practice Guidelines
- Utilization Management Criteria
- The Assessment Evaluation Form
- Outpatient Integrated Service Plan

It is the intention of BHI to make this transition as simple and seamless as possible for our providers. If you have any questions or concerns at any time please feel free to call BHI directly.

Sincerely,

Teresa Summers  
Director of Provider Relations