



ANDREW M. CUOMO  
Governor

Office of  
Mental Health

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

Office of Alcoholism and  
Substance Abuse Services

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-Updated June 28, 2016

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

The Medicaid behavioral health benefit transition and 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. 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: [PICM@oasas.ny.gov](mailto:PICM@oasas.ny.gov).



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UPDATED JUNE 28<sup>th</sup>, 2016

Plan Name	MCO Billing Department Contact Information
Affinity	<p>James Sweeney, VP Operations &amp; Claims Phone: (718) 794-6875 Email: <a href="mailto:JSweeney@affinityplan.org">JSweeney@affinityplan.org</a></p> <p>Beacon Health Options: To enroll in provider testing with Beacon Health Options, please call or email our EDI Help Desk at:</p> <ul style="list-style-type: none"> <li>• Phone: (888) 247-9311 (Available between the hours of 8 am – 6 pm eastern standard time) <ul style="list-style-type: none"> <li>○ Choose prompt # 4</li> </ul> </li> <li>• Fax: (866) 698-6032</li> </ul> <p>E-mail: <a href="mailto:e-supportservices@beaconhealthoptions.com">e-supportservices@beaconhealthoptions.com</a></p>
Blue Cross Blue Shield of Western NY	<p>Steve Nelson, Network Services Manager Phone: (716) 888-1360 Email: <a href="mailto:Nelson.Stephen@bcbswny.com">Nelson.Stephen@bcbswny.com</a></p>
CDPHP	<p><a href="mailto:ProviderRelations@cdphp.com">ProviderRelations@cdphp.com</a></p> <p>BH Access Center at 1-888-320-9584</p> <p>For any testing questions, the form directs providers to <a href="mailto:trading_partner_testing@cdphp.com">trading_partner_testing@cdphp.com</a></p>
Crystal Run	<p>Michelle Reay, VP Operations Phone: (845) 703-3411 Email: <a href="mailto:mireay@crystalrunhp.com">mireay@crystalrunhp.com</a></p> <p>Beacon Health Options: To enroll in provider testing with Beacon Health Options, please call or email our EDI Help Desk at:</p> <ul style="list-style-type: none"> <li>• Phone: (888) 247-9311 (Available between the hours of 8 am – 6 pm eastern standard time) <ul style="list-style-type: none"> <li>○ Choose prompt # 4</li> </ul> </li> <li>• Fax: (866) 698-6032</li> </ul> <p>E-mail: <a href="mailto:e-supportservices@beaconhealthoptions.com">e-supportservices@beaconhealthoptions.com</a></p>
Emblem	Beacon Health Options:



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Empire BCBS HealthPlus	<p>Amanda Haider</p> <p>Phone: (212) 563-5570 x67061</p> <p>Email: <a href="mailto:Amanda.Haider@empireblue.com">Amanda.Haider@empireblue.com</a></p>
Excellus	<p>Teresa Linthicum Quality Lead 315-671-6708 <a href="mailto:teresa.linthicum@excellus.com">teresa.linthicum@excellus.com</a></p>
Fidelis	<p><a href="mailto:BHClaimsTesting@fideliscare.org">BHClaimsTesting@fideliscare.org</a></p> <p>This information is also available on our website at <a href="https://www.fideliscare.org/providers.aspx">https://www.fideliscare.org/providers.aspx</a> .</p>
HealthFirst	<p>Kaleena Marie Colón Phone: (212) 209-6490 Email: <a href="mailto:kcolon@healthfirst.org">kcolon@healthfirst.org</a></p>
Independent Health Association	<p>Beacon Health Options:</p> <p>To enroll in provider testing with Beacon Health Options, please call or email our EDI Help Desk at:</p> <ul style="list-style-type: none"> <li>• Phone: (888) 247-9311 (Available between the hours of 8 am – 6 pm eastern standard time) <ul style="list-style-type: none"> <li>○ Choose prompt # 4</li> </ul> </li> <li>• Fax: (866) 698-6032</li> </ul> <p>E-mail: <a href="mailto:e-supportservices@beaconhealthoptions.com">e-supportservices@beaconhealthoptions.com</a></p>
MVP	<p>Beacon Health Options:</p> <p>To enroll in provider testing with Beacon Health Options, please call or email our EDI Help Desk at:</p> <ul style="list-style-type: none"> <li>• Phone: (888) 247-9311 (Available between the hours of 8 am – 6 pm eastern standard time) <ul style="list-style-type: none"> <li>○ Choose prompt # 4</li> </ul> </li> </ul>



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TotalCare	Beacon Health Options: To enroll in provider testing with Beacon Health Options, please call or email our EDI Help Desk at: <ul style="list-style-type: none"><li>• Phone: (888) 247-9311 (Available between the hours of 8 am – 6 pm eastern standard time)<ul style="list-style-type: none"><li>○ Choose prompt # 4</li></ul></li><li>• Fax: (866) 698-6032</li></ul> E-mail: <a href="mailto:e-supportservices@beaconhealthoptions.com">e-supportservices@beaconhealthoptions.com</a>
United Healthcare	General Inquiries: (866) 362-3368 Elevated issues/concerns: Svetlana Kats, MBA Director, Provider Services for New York Phone: (212) 898-3182  Claims call center: (866) 362-3368
WellCare	Milna Thomas Sr. Mgr. Network Management Phone: (917) 229-1984 Email: <a href="mailto:Milna.Thomas@wellcare.com">Milna.Thomas@wellcare.com</a>
YourCare	Provider Call Center: 1(888) 638-7149  Kimberly Hamer Phone: (585) 256-8437 Email: <a href="mailto:khamer@yourcarehealthplan.com">khamer@yourcarehealthplan.com</a>  Mario Macais Phone: (585) 256-8451 Email: <a href="mailto:mmacias@yourcarehealthplan.com">mmacias@yourcarehealthplan.com</a>  Beacon Health Options: To enroll in provider testing with Beacon Health Options, please call or email our EDI Help Desk at: <ul style="list-style-type: none"><li>• Phone: (888) 247-9311 (Available between the hours of 8 am – 6 pm eastern standard time)<ul style="list-style-type: none"><li>○ Choose prompt # 4</li></ul></li><li>• Fax: (866) 698-6032</li></ul> E-mail: <a href="mailto:e-supportservices@beaconhealthoptions.com">e-supportservices@beaconhealthoptions.com</a>