

MGBHP ACO Training links 09/18/2024 and 09/25/2024

The Provider Relations Team is here to help with your escalated issues. Please reach out to us at ma-nh-me-networkmanagement@optum.com

Coordination of Care info

<https://public.providerexpress.com/content/ope-provexpr/us/en/about-us/coordination-of-care.html>

Please be sure to have the member sign a release of information form. You may use your own form or access the [CONFIDENTIAL EXCHANGE OF INFORMATION FORM](#) on Provider Express.

Coordination of Care (COC)

- [COC Flyer](#)  
- [COC Checklist](#)  

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regarding Performance Specifications, Quality measures and other Resources, please see links:
[Medicaid Performance Specifications](#)

[Clinical and Quality Measures Toolkit for Behavioral Providers](#)

[Behavioral Health Clinical Practice Guidelines](#)

1. [Optum - Provider Express Home](#)
 2. [Clinical Resources](#)
- You will find: [Cultural Sensitivity Trainings](#)

Direct link: <https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/culturalsensitivitytrainings.html>

Regarding Cultural Diversity all the info can be found at:

1. [Optum - Provider Express Home](#)
2. [Clinical Resources](#)
3. Links

<https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/links.html>
[Links](#)
[Cultural Diversity](#)
[Government Agencies](#)
[Professional Organizations](#)

Optum Health Education Link:

<https://www.optumhealtheducation.com/behavioral-health/>

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link to Mass General Brigham Health Plan providers are described in the MGB Health Plan Addendum : [Mass General Brigham Health Plan Provider Manual Addendum](#)

regarding Authorization/notification requests

auth direct link:

<https://public.providerexpress.com/content/ope-provexpr/us/en/admin-resources/forms/maAuthForms.html>

Review the code lists for details

<https://public.providerexpress.com/content/ope-provexpr/us/en/admin-resources/prior-auth-info.html>

Discharge Notification Form of a homeless/risk of homelessness

[https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/ma/Hospital Discharge Notification Form Homelessness.docx](https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/ma/Hospital_Discharge_Notification_Form_Homelessness.docx)

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Info on LOCUS/CASII/ECSII for Level of Care Guidance can be found at:

1. [Optum - Provider Express Home](#)
2. [Clinical Resources](#)
3. [Guidelines/Policies/Manuals](#)
4. Adoption of LOCUS/CASII/ECSII for Level of Care Guidance

<https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/guidelines-policies/Adoption-of-LOCUS-CASII-ECSII.html>

slides 20-22

CBHI training Link:

[https://public.providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wMA/MA Medicaid Perform Specs.html](https://public.providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wMA/MA_Medicaid_Perform_Specs.html)

CBHI Provider Auth-Alert

[https://public.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/ma/CBHI Auth Alert.pdf](https://public.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/ma/CBHI_Auth_Alert.pdf)

CANS Link

Please see the **Provider Manual Addendum on Provider Express** for more details around the **CANS requirements**: [Mass General Brigham Health Plan Manual Addendum \(providerexpress.com\)](#)

Please view the below websites for more information regarding the CANS certification, requirements, and billing.

<https://www.mass.gov/child-and-adolescent-needs-and-strengths-cans>

Additional information related to CANS requirement is located on the Child and Adolescent Needs and Strengths (CANS) | Mass.gov website: <https://www.mass.gov/child-and-adolescent-needs-and-strengths-cans>

Links for slides 23-29 :

Our Network Links

<https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html>

[State-Specific Provider Information](#)

Massachusetts Licensing Information link:

<https://public.providerexpress.com/content/ope-provexpr/us/en/our-network/individually-contracted-clinicians/licensing/MA.html>

Provider Express My Practice Info – Navigation Instructions

<https://public.providerexpress.com/content/dam/oeprovexpr/us/pdfs/trainingMain/GrpMyPracInfoNav.pdf>

more training regarding My Practice Info:

<https://public.providerexpress.com/content/ope-provexpr/us/en/training.html>

direct link

[My Practice Info](#)

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Clinical Criteria link: [Clinical Criteria and Guidelines](#)

link to Mass General Brigham Health Plan providers are described in the MGB Health Plan Addendum : [Mass General Brigham Health Plan Provider Manual Addendum](#)

Optum National Manual : [Optum Behavioral Health - National](#)

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Behavioral health adverse incident reporting form link

<https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/ma/mass-general-brigham-/MGBHPIncidentFormMedicaid.pdf>

- **incident reporting form for each Plan**
- [Mass General Brigham Incident Form](#)
- [MGBHP Incident Form - CarePlus](#) 
- [MGBHP Incident Form - Commercial](#) 
- [MGBHP Incident Form - Medicaid](#) 

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more info on Claims tips can be found:

1. [Optum - Provider Express Home](#)
2. [Admin Resources](#)
3. Claim Tips
4. <https://www.providerexpress.com/content/ope-provexpr/us/en/admin-resources/claim-tips.html>

Supervision guide:

for Commercial : [Outpatient Services Rendered Under Supervision](#)  - New Policy

Massachusetts Medicaid guide

<https://public.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/ma/4920ClaimBillingGuid.pdf>

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Appeals Address:

appeal and grievances mailing address, fax and phone numbers.

PO Box 30512

Salt Lake City, UT 84130-0512

phone number :1-866-556-8166

Slide 61:

The Optum website www.providerexpress.com

first time user link [First-time User](#)

or direct link

<https://www.providerexpress.com/trans/registerUser.uol>

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Optum Pay Link:

the link to Optum Pay: [Optum Pay™](#)

Provider Express Training and Guided Tours

1. [Optum - Provider Express Home](#)
2. Training
3. <https://www.providerexpress.com/content/oeprovexpr/us/en/training.html>

Video Channel

<https://www.providerexpress.com/content/oeprovexpr/us/en/VideoChannel.html>

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Escalation mailbox

The Provider Relations Team is here to help with your escalated issues. Please reach out to us at ma-nh-me-networkmanagement@optum.com

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UMR website: <https://www.umar.com/>

SUREST: <https://www.surest.com/providers>

VACCN:

<https://public.providerexpress.com/content/oeprovexpr/us/en/training/vaccnResources/vaccnMenu.html>

Thank you, Eric and Glenys well done.

hello everyone, my name is Valbona Lamaj, I'm Senior Provider Relations.

Now, I'm going to go through all the questions, some of them have already been answered, don't worry about non-answered questions, as Mentioned all Q & A as well as all the links shared on today's training, will be posted in our website.

Now I'm going to go through all the questions.