



PROVIDER ALERT UPDATE

Case Management

September 25, 2019

Alert Summary: Case Management Revisions/Updates

This alert details the changes in Level of Care Guidelines revisions for Case Management services.

Dear Provider,

Thank you for your continued partnership as a provider in the Optum Idaho network.

Supervision:

Effective immediately, supervisors delivering direct services to a member may also supervise that member's Case Manager if there are no other options available to the member. As a reminder, it is best practice to separate direct supervision of another professional who is also providing services to the same member as the Supervising Clinician.

Level of Care Guidelines Revision:

The following revisions have been made to the Behavioral Health Case Management Level of Care Guidelines which will be effective immediately:

- The following conflict-free requirement was removed in the service definition section: "Case Management cannot be provided by the same individual who provides other direct care services to the member." The conflict-free requirement was added inadvertently. There will be no out-of-compliance repercussions or recoupments from July 1st to September 16, 2019 due to conflict-free.
- The following language was added to the Clinical Best Practice section: "Case managers should rely on the policies and procedures established by their agency, as well as, any code of professional conduct that guides their certification or licensure to ensure appropriate boundaries are maintained with the member if providing other direct services."
- As of July 1, 2021 the conflict-free requirement will be in place and enforced.

Fee Schedule Update

Effective immediately, the reimbursement rate for telephonic CM services will be the same as the reimbursement rate for CM face to face services. The H0023 code is no longer active for Telephonic Case Management. Use the same code for both face to face and telephonic. Please see the below table for billing changes impacting CM services:

Code	Description	Unit	Rate
T1016	Behavioral Health Case Management - face to face and telephonic.	15 min	\$12.09
H0006	Substance Abuse Case Management - face to face and telephonic	15 min	\$12.40

Thank you,

The Optum Idaho Team