

ALAMEDA ALLIANCE FOR HEALTH

Mild-to-Moderate Behavioral Health Insource Provider Services FAQ

Overview

Since 2013, Alameda Alliance for Health (Alliance) has contracted with Beacon Health Options (Beacon) to administer the mild-to-moderate Behavioral Health (BH) and Autism Spectrum Disorder (ASD) benefit. Effective **Saturday, April 1st, 2023**, these services will be administered directly by the Alliance. This means that the Alliance will perform all administrative services previously handled by Beacon including contracting with BH/ASD providers.

Serious Mental Illness (SMI) is a behavioral health benefit that is carved out to the California Department of Health Care Services (DHCS) and will continue to be managed by Alameda County Behavioral Health Care Services (BHCS).

The Alliance and Alameda County BHCS have a Memorandum of Understanding (MOU) that outlines how we work together to provide behavioral and mental health services to Alliance members.

Q: The Alliance serves two lines of business, Medi-Cal and Group Care. How will this change impact the Alliance Medi-Cal program?

A: For the Alliance Medi Cal program, Alameda County BHCS will remain responsible for moderate-to-severe specialty mental health SMI service levels of care. Including inpatient psychiatric and crisis services. However, starting **Saturday, April 1st, 2023**, Alliance Medi-Cal members will access all mild-to-moderate non-specialty mental health service levels of care, including outpatient behavioral health services, through the Alliance.

The Alliance and Alameda County BHCS are also working to implement the new DHCS "No Wrong Door (NWD) for Mental Health Services Policy" that takes effect on **Saturday, July 1st, 2022**, to help ensure that Medi-Cal members can easily access the services they need no matter where they seek help.

Q: How will this change impact the Alliance Group Care program?

A: For the Alliance Group Care program, access to all behavioral health services will be through the Alliance. The Alliance is responsible for all levels of behavioral health care, including inpatient and outpatient services

Q: Will Alliance members need to change their BH/ASD provider?

A: We aim to prevent any disruption in care. The Alliance will reach out to all currently contracted providers seeing Alliance members. Alliance members may still be able to see the same provider through the Alliance network or “continuity of care” agreements for up to 12 months. The Alliance will also help members find a new provider if needed.

Q: How can Alliance members and providers find a new BH/ASD provider?

A: The Alliance will list all directly contracted BH/ASD providers in the Alliance network in the printed and online Alliance provider directory. The Alliance Member Services Department can also help members and providers find a BH/ASD provider in our network.

Q: Will the benefit change for Alliance members?

A: No. The Alliance will maintain the existing benefit that has been managed by Beacon. The Alliance will take over direct responsibility for supporting members and providers.

Q: What is the effective date of this change?

A: Saturday, April 1st, 2023.

Q: Can members continue to self-refer to receive BH/ASD services?

A: Yes. Alliance members can continue to self-refer to receive BH/ASD services.

Please refer your members to call:

Alliance Member Service Department

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**

Q: Can a provider refer a member for case management if they have complex BH needs?

A: Yes. Providers can refer Alliance members for case management if they have complex BH needs.

Providers may refer members by calling:

Alliance Case Management Department

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4512**

Toll-Free: **1.877.251.9612**

People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**

Q: How will a member know if they qualify for mild-to-moderate (from the Alliance) or moderate-to-severe (from Alameda County BHCS) services?

A: Both the Alliance and Alameda County BHCS screen for the correct level of care based on the severity of a member’s condition. We provide the screening tool to our contracted mental health providers to help determine if a member meets the criteria for treatment from Alameda County BHCS.

Also, starting on **Friday, July 1st, 2022**, the new DHCS NWD for Mental Health Services Policy” will allow Alliance Medi-Cal members to initiate non-specialty mild-to-moderate and specialty moderate-to-serve mental health services through the Alliance or our Alameda County BHCS Partners.

Q: Will any BH services require authorization?

A: Authorization is not required for a mental health evaluation provided by a contracted Alliance mental health provider. However, prior authorization is required based on medical necessity criteria for psychological testing and behavioral health therapy (BHT)/Applied Behavioral Analysis (ABA) services.

Q: Will ASD services require authorization?

A: Yes. Prior authorization is required based on medical necessity criteria for a comprehensive diagnostic evaluation or psychological testing and BHT/ABA services.

Q: How will our provider network know about this change?

A: Providers will be informed through the following:

1. Alliance Provider Manual
2. Alliance Quarterly Provider Updates
3. Alliance Website – Provider Section
4. Alliance New Provider Orientation Documents
5. Provider Notices – 30-, 60-, and 90-day notices via fax and email

Q: Will BH/ASD providers receive training about the Alliance and its benefits?

A: Yes. The Alliance will conduct training for all newly credentialed providers within 10 days of their effective date. Training materials will be made available and posted to the Alliance public website.

Q: Can members receiving BHT/ABA services for Autism Spectrum Disorder continue treatment with their Qualified Autism Service Provider?

A: Yes. The Alliance aims to contact all existing BHT/ABA providers currently seeing Alliance members.

Q: Who can BH/ASD providers contact for more information or if they have questions?

A: For questions or more information, BH/ASD providers may contact:

Alliance Provider Services Department
Monday - Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
Email: **providerservices@alamedaalliance.org**