

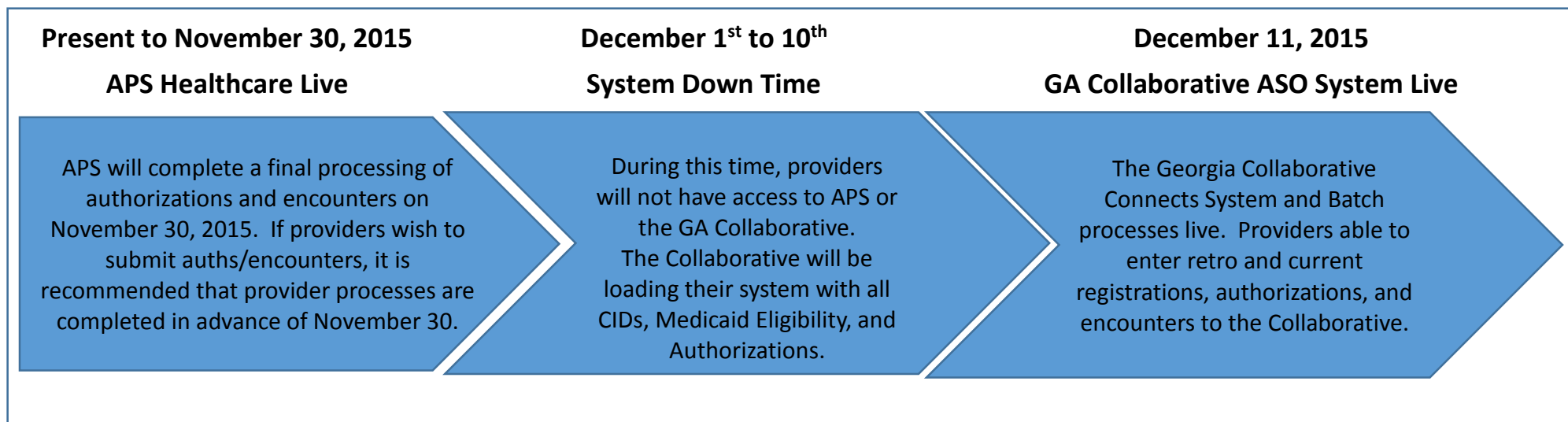
## Georgia Collaborative ASO: Transition Reference Guide

November 23, 2015

We are nearing our go-live of the behavioral health authorization and claims system with the Georgia Collaborative ASO. In anticipation of this upcoming milestone, DBHDD and the Georgia Collaborative have hosted a series of in-person trainings and webinars. As a compliment to these trainings, we would like to offer the following Quick-Reference Guide to assist providers in the transition process. Again, please note that this information is only applicable to behavioral health providers at this time.

### Implementation Timeline:

In order to support the transition from APS to Beacon, there will be a period of down time to facilitate the transition of information between systems.



During this period of down time, outpatient providers will hold authorization requests and encounter submission until December 11, 2015.

Intensive providers will have a period of work-around processes that have been outlined in trainings to date. The following pages outline details related to provider activity during the transition period (Dec 1-10, 2015).

All authorizations that have been processed and provided by APS Healthcare as of November 30, 2015 will be honored by the Georgia Collaborative.

Provider Connect and batch processes will be available for use beginning December 11, 2015.

| Service Type  | Process During Data Transition: Dec 1-10, 2015   | Process on December 11, 2015 and After  |
|---|--|---|
| <p><b>Non-Intensive/Intensive Outpatient Requests for Community Behavioral Health</b></p> | <p>If an individual has a current auth through APS, that auth will be honored through the auth end date.</p> <p>If the individual needs an auth and the provider has assessed the individual and determined that the individual meets admission/continued stay criteria, the provider may provide the service and seek authorization once the system is up.</p> <p>State-funded claims and encounters will be held by providers until the system is live on December 11, 2015.</p>   | <p>Use PROVIDERCONNECT or Batch submission process to:</p> <ul style="list-style-type: none"> <li>• Request Initial Authorizations</li> <li>• Request Concurrent Authorizations</li> <li>• Enter Discharges</li> <li>• Submit Claims for state funded services</li> </ul> <p>Claims for Medicaid covered lives will continue to be submitted to either GAMMIS or to the covering CMO</p>  |
| <p><b>PRTF</b></p>  | <p><b>Initial LOC:</b> Outpatient providers should fax or email the PRTF referral packet (855-858-1968) or email: <a href="mailto:GAPRTF@valueoptions.com">GAPRTF@valueoptions.com</a> with all necessary documentation. For the PRTF/CBAY Referral Checklist Form, <a href="#">click here</a>.</p> <p>For PRTF facilities seeking an initial authorization or lateral transfer, the PRTF referral packet including all necessary documentation should be faxed to: (855-858-1968) or emailed to: <a href="mailto:GAPRTF@valueoptions.com">GAPRTF@valueoptions.com</a></p> <p>For PRTF facilities seeking a concurrent authorization, the requester should call 1-855-606-2725 and ask to be connected to the assigned CCM to conduct a telephonic review.</p> | <p><b>Initial LOC:</b> Tier I and Tier II providers may submit a request via PROVIDERCONNECT and upload all required documentation as part of the request<br/>For the PRTF Referral Checklist Form, <a href="#">click here</a>.</p> <p><b>Admissions:</b> Admissions should be submitted via ProviderConnect on the day the child/youth is admitted to the facility.</p> <p><b>Concurrent Reviews:</b> Concurrent reviews should be submitted via ProviderConnect five business days prior to the last covered day.</p> <p><b>Discharges:</b> Discharges should be entered via ProviderConnect on the day the child/youth discharges from the facility.</p> <p><b>Claims for state funded services:</b> Should be submitted via ProviderConnect. (Claims for Medicaid covered lives will continue to be submitted to either GAMMIS or to the CMO)</p> |
| <p><b>CBAY</b></p>  | <p><b>Initial LOC:</b> Outpatient providers should fax or email the CBAY referral packet to (855-858-1968) or email: <a href="mailto:GAPRTF@valueoptions.com">GAPRTF@valueoptions.com</a>. For the PRTF/CBAY Referral Checklist Form, <a href="#">click here</a>.</p> <p>For PRTF facilities seeking an initial CBAY authorization, the CBAY referral packet including all necessary documentation should be faxed to: (855-858-1968) or emailed to: <a href="mailto:GAPRTF@valueoptions.com">GAPRTF@valueoptions.com</a></p>  | <p><b>Initial LOC:</b> Outpatient providers submit a request via ProviderConnect and upload all required documentation as part of the request<br/>For the PRTF/CBAY Referral Checklist Form, <a href="#">click here</a>.</p> <p><b>CME Admissions and Concurrent reviews:</b><br/>CME providers may submit a service requests and scheduled treatment plan reviews via ProviderConnect and upload all required documentation as part of the request / review</p> <p><b>CME Discharges:</b><br/>CME providers may submit discharge information via ProviderConnect and upload any required documentation</p>   |

| Service Type                           | Process During Data Transition: Dec 1-10, 2015  | Process on December 11, 2015 and After  |
|--|---|---|
| <b>Inpatient/State Contracted Beds</b> | <p>Inpatient facilities with existing contracts with DBHDD will receive referrals and authorization via GCAL.</p> <p>Concurrent reviews will be conducted via telephonic reviews with CCM assigned to facility.</p> <p>Claims for dates of service prior to December 1, 2015 will be submitted via the invoice process.</p>   | <p><b>Admissions:</b> All inpatient admissions/pre-cert must be processed through GCAL.</p> <p><b>Concurrent Reviews:</b> Concurrent reviews will be conducted telephonically on or before the last covered day of the current authorization.</p> <p><b>Discharges:</b> Must be submitted on the same day that the individual is discharged from the facility via ProviderConnect.</p> <p><b>Claims:</b> For dates of service December 1 forward, claims will be submitted via ProviderConnect.</p>   |
| <b>PASRR Level II Reviews</b>          | <p>The referral process will remain the same.</p>   | <p>The referral process will remain the same, however the authorization number will be generated at the time that the authorization is submitted to ProviderConnect. Collaborative staff will submit the initial/concurrent auth request and send the referring facility/provider a Letter of Determination via fax, which will include the auth number. Facilities/providers may obtain existing authorization numbers by contacting customer service at: 1-855-606-2725.</p>  |
| <b>CSU</b>                             | <p>Referrals and initial authorizations will be received via GCAL via the Electronic Bed Board.</p> <p>For concurrent reviews, facilities will be notified via email one day prior to the authorization expiration date. The CSU is asked to call: 855-606-2725 and ask to be connected with CCM to conduct concurrent review. The call must be completed by noon.</p> <p>Note that the authorization period during the transition period will remain 20 days to minimize continued stay reviews. Upon go live, the initial authorization period will be 7 days for any new authorizations.</p> | <p><b>Admissions:</b> All CSU admissions must be processed through GCAL and Electronic Beds Board. GCAL Posts PA# and CID# on Beds Inventory Status Board within 24 hours. All initial authorizations are 7 days.</p> <p><b>Concurrent Reviews:</b> Requests for concurrent reviews should be submitted electronically through ProviderConnect on or before the last covered day of the current authorization.</p> <p><b>Discharges:</b> Must be submitted on the same day that the individual is discharged from the facility via ProviderConnect.</p> <p><b>Claims for state funded services:</b> Must be submitted via ProviderConnect</p> |
| <b>Residential Detox</b>               | <p>Referrals and initial authorizations will be received via GCAL via the Electronic Bed Board.</p> <p>For concurrent reviews, facilities will be notified via email one day prior to the authorization expiration date. The CSU is asked to call: 855-606-2725 and ask to be connected with CCM to conduct concurrent review. The call must be completed by noon.</p> <p>Note that the authorization period during the transition period will remain 20 days to minimize continued stay reviews. Upon go live, the initial authorization period will be 7 days for any new authorizations.</p> | <p><b>Admissions:</b> All CSU admissions must be processed through GCAL and Electronic Bed Board. GCAL Posts PA# and CID# on Beds Inventory Status Board within 24 hours. All initial authorizations are 7 days.</p> <p><b>Concurrent Reviews:</b> Requests for concurrent reviews should be submitted electronically through ProviderConnect on or before the last covered day of the current authorization.</p> <p><b>Discharges:</b> Must be submitted on the same day that the individual is discharged from the facility via ProviderConnect.</p> <p><b>Claims for state funded services:</b> Must be submitted via ProviderConnect</p>  |

## Georgia Collaborative ASO Resource List:

| Department                            | Issue  | Hours                         | Phone        | Email  |
|---------------------------------------|--|-------------------------------|--------------|--|
| Georgia Crisis and Access Line (GCAL) | Inpatient and CSU referrals and initial authorizations             | 24 hours a day, 7 days a week | 800.715.4225 | N/A  |
| Customer Service                      | General information/Claims   | M-F 8AM-5PM                   | 855.606.2725 | N/A  |
| Provider Relations                    | Training/Enrollment  | M-F 8AM-8PM                   | 800.397.1630 | <a href="mailto:GACollaborativePR@beaconhealthoptions.com">GACollaborativePR@beaconhealthoptions.com</a> |
| EDI Helpdesk                          | Technical assistance regarding ProviderConnect and batch processes | M-F 8AM-5PM                   | 888.247.9311 | <a href="mailto:e-supportservices@valueoptions.com">e-supportservices@valueoptions.com</a>               |
| Fraud Waste and Abuse                 | Report Instances of fraud, waste and abuse                         | M-F 8AM-5PM                   | 888.293.3027 | <a href="mailto:GACompliance@valueoptions.com">GACompliance@valueoptions.com</a>                         |

For questions regarding obtaining your agency's GAC# or other technical questions regarding ProviderConnect, please contact:

[e-supportservices@valueoptions.com](mailto:e-supportservices@valueoptions.com).

## Online Resources and Quick Links

[DBHDD Provider Manual for Community Behavioral Health Providers \(link\)](#)

The DBHDD Provider Manual has been updated to reflect nomenclature, authorization parameters, and system adjustments related to the implementation of the Georgia Collaborative ASO. It's highly recommended that providers spend time reviewing the Provider Manual. Recent updates to the manual can be easily referenced in the change order log at the beginning of the manual.

[Georgia Collaborative Website \(link\)](#)

The Georgia Collaborative Website includes a wealth of information for providers. You are encouraged to explore the website to familiarize yourself with the resource. Some quick links that may assist in transition include:

- [Bulletins](#): Information and updates regarding the Collaborative go-live that may affect providers, such as clarifications related to implementation, upcoming system downtime, available trainings, online updates, etc.
- [Upcoming Trainings](#): Information regarding upcoming webinars and face-to-face training registration links.
- [Previous Trainings](#): Power-point and audio recordings of many trainings offered to-date including general clinical overviews, quality reviews, PRTF/CBAY, PASRR, and CSU trainings.
- [Contact Information](#): Find the best contact information for the Georgia Collaborative based on your need.
- [ProviderConnect](#): An online tool that allows you to submit and check claims status, check member eligibility, update your provider profile, request inpatient and outpatient authorizations and more. ProviderConnect is easy to use, secure and available 24/7. To request the setup of a Super User within your agency/facility, please complete the [Account Request Form for Georgia Providers](#). For questions regarding obtaining your agency's Georgia Consumer Identification Number (GAC#) or other technical questions regarding ProviderConnect, please contact: [e-supportservices@valueoptions.com](mailto:e-supportservices@valueoptions.com).
- [ReferralConnect](#): An online tool that allows you to search for agencies and providers that offer services you need by location and type of service.