

# Iowa Total Care Bridging the Gap to Behavioral Health

*Provider Training*

## OUR PURPOSE

Transform the health of the community, one person at a time.

## OUR APPROACH

Iowa Total Care exists to improve the health of Iowa members through **focused, compassionate and coordinated care**. Our approach is based on the core belief that quality healthcare is best delivered locally.

## OUR PILLARS



Local



Whole Health



Focus on the Individual

# Bridging the Gap to Behavioral Health Post Hospitalization



Providers play an important role to members with behavioral health needs. Studies have shown that it is important to provide follow-up visits to a mental health provider after a patient has been hospitalized for mental illness.

- Visits made within **7 calendar days** of discharge are recommended to support the gains made during the hospitalization.
- An outpatient visit with a mental health practitioner after discharge supports the patient's transition to home and helps to ensure the gains made during hospitalization are not lost.
- An outpatient visit also helps health care providers detect early post-hospitalization medication problems or reactions.

# Bridging the Gap Program Overview



## Objective

Reduce barriers and improve access to care by scheduling outpatient follow up behavioral health appointments for Members post hospitalization for mental illness.

## Goal

To ensure a follow up visit occurs within 7 calendar days of discharge from an acute behavioral health facility.

## Member Attribution

Iowa Total Care Members post hospitalization for mental illness who do not have a follow up appointment within 7 calendar days of discharge.

## Provider Attribution

Iowa Total Care Behavioral Health Providers within Iowa Total Care Network who contracted as a Mobile provider.

## Provider Tasks

- Complete telehealth or a face-to-face visit with referred Members within the 7 calendar day timeframe.
- Forward Visit summary to Iowa Total Care, and the members primary behavioral health provider.
- Submit a claim with appropriate diagnosis and visit codes.

# How does the Bridging the Gap program work?



Iowa Total Care Case Management will confirm if a member has an appointment scheduled within the 7 calendar day timeframe post discharge. If it is identified that an appointment has not been scheduled or is scheduled outside the 7 calendar day timeframe...

## **Iowa Total Care Case Management will :**

1. Confirm with the member that no follow up appointment within 7 calendar days of discharge has been scheduled. If not, ask if they are comfortable with having a mobile (telehealth or face-to-face) visit.
2. Contact Mobile Behavioral Health Provider to check their availability for a follow up mobile appointment.
3. Provide member's contact information and appointment window to the mobile provider.
  - Appointment cannot be completed on the day of discharge .

# How does the Bridging the Gap program work? Cont.



## Mobile Behavioral Health Provider will:

1. Contact member to complete telehealth visit or schedule a face-to-face visit within the appointment window timeframe.
  - If you are unable to complete the visit within the appointment window, please contact Iowa Total Care as soon as possible so other provider arrangements can be made.
2. Forward Visit summary to Iowa Total Care and the members primary behavioral health provider.
3. Submit a claim with appropriate diagnosis and visit codes.

If you are unable to see our members within 7 calendar days of discharge, contact Iowa Total Care at **1-833-404-1061** and ask to speak to a Behavioral Health Case Manager. The Behavioral Case Manager can assist the member in scheduling a telehealth visit.

# HEDIS® Quality Measure Reference Guide



## Follow-Up After Hospitalization for Mental Illness (FUH) HEDIS Measure

This measure calculates the percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm diagnosis, and who had a follow up visit **with a mental health practitioner within 7 calendar days post-discharge.**

### ➤ To improve HEDIS®/ Quality score:

- Visit must be with a mental health provider: psychiatrist, psychologist, clinical social worker or other therapist.
- Receive a telehealth service completed by a qualified mental health practitioner. (telehealth visits count for this HEDIS® measure.)
- Schedule a follow up appointment with the member before discharge.

# Reference Guide, Cont'd

## (FUH) Follow-Up After Hospitalization for Mental Illness

DESCRIPTION	CODES
Visit Setting Unspecified Value Set with Outpatient POS with Mental Health Practitioner	CPT®/CPT® II: 90791, 90792, 90832 - 90834, 90836 - 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221 - 99223, 99231 - 99233, 99238, 99239, 99251 - 99255 POS: 03, 05, 07, 09, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 22, 33, 49, 50, 71, 72
BH Outpatient Visit with Mental Health Practitioner	CPT: 98960 - 98962, 99078, 99201 - 99205, 99211 - 99215, 99241 - 99245, 99341 - 99345, 99347 - 99350, 99381 - 99387, 99391 - 99397, 99401 - 99404, 99411, 99412, 99510, 99483 HCPCS: G0155, G0176, G0177, G0409, G0463, H0002, H0004, H0031, H0034, H0036, H0037, H0039, H0040, H2000, H2010, H2011, H2013, H2014, H2015, H2016, H2017, H2018, H2019, H2020, M0064, T1015
Visit Setting Unspecified Value Set with Partial Hospitalization POS with Mental Health Practitioner	CPT: 90791, 90792, 90832 - 90834, 90836 - 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221 - 99223, 99231 - 99233, 99238, 99239, 99251 - 99255 POS: 52
Partial Hospitalization/Intensive Outpatient	HCPCS: G0410, G0411, H0035, H2001, H2012, S0201, S9480, S9484, S9485
Visit Setting Unspecified Value Set with Community Mental Health Center POS	CPT: 90791, 90792, 90832 - 90834, 90836 - 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221 - 99223, 99231 - 99233, 99238, 99239, 99251 - 99255 POS: 53
Electroconvulsive Therapy with Ambulatory Surgical Center POS/ Community Mental Health Center POS/ Outpatient POS/ Partial Hospitalization POS	CPT: 90870 Ambulatory POS: 24 Comm. POS: 53 Partial Hosp. POS: 52 Outpatient POS: 03, 05, 07, 09, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 22, 33, 49, 50, 71, 72, 52
Telehealth Visit	CPT: 90791, 90792, 90832 - 90834, 90836 - 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221 - 99223, 99231 - 99233, 99238, 99239, 99251 - 99255 POS: 02
Observation	CPT: 99217-99220
Transitional Care Management	CPT: 99495, 99496



# Bridging the Gap Program Resources



To submit Bridging the Gap program questions, email Iowa Total Care Bridging the Gap @ [ITC\\_Mobile\\_Counselor\\_Mailbox@iowatotalcare.com](mailto:ITC_Mobile_Counselor_Mailbox@iowatotalcare.com)

Iowa Total Care crisis line – **1-833-404-1061**

To obtain a release of information form, visit our website @  
<https://www.iowatotalcare.com/content/dam/centene/iowa-total-care/PDF/Release-of-Information-ENG-508Compliant.pdf>

# Iowa Total Care Provider Resources

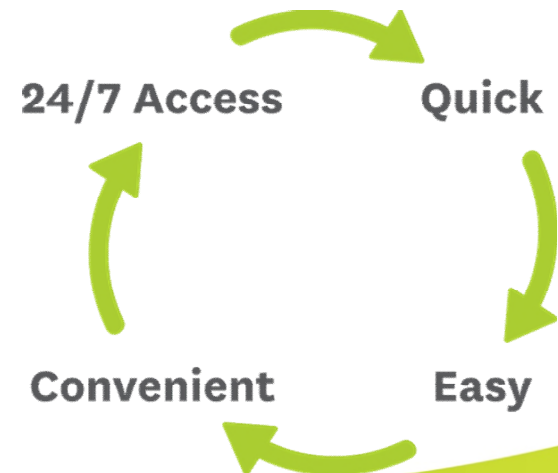


Get the tools you need at [iowatotalcare.com](http://iowatotalcare.com). From the Providers tab on our website you can access:

- Training on programs,
- A variety of supports to fit your practice needs, and
- If you click on [Provider Resources](#) you will find HEDIS tip sheets

If you have registered for portal access, use the Provider Portal at ([provider.iowatotalcare.com](http://provider.iowatotalcare.com))

- Click on **Patient** and select member's name to access patient's medical records.
- Click on **Authorization** to create or view status of submitted prior authorizations.
- Click on **Claims** to review status of submitted claims.



# Iowa Total Care Member Resources



## Access2Care

Iowa Total Care covers Non-Emergency Medical Transportation (NEMT) for medically necessary, covered services, such as doctor appointments, dialysis, and counseling appointments. You can set up transportation by calling Member Services at 1-833-404-1061 (TTY: 711)

Questions?  
Call  
1-833-404-1061  
(TTY 711)

## Babylon

Iowa Total Care has partnered with Babylon to give 24/7\* access to medical care. It's an easy way to get services from a doctor. Have a video appointment with a doctor, face-to-face anytime. Talk with a doctor about non-emergency issues. Get medical advice and referrals too.

## SafeLink Wireless

Provides pre-programmed cell phones through SafeLink. Up to 350 minutes a month and unlimited Texting.

## Nurse Advice Line

Our Nurse Advice Line is ready to answer your health questions 24 hours a day – every day of the year. It is staffed with Registered Nurses. Call 1-833-404-1061 (TTY: 711).

# Frequently Asked Questions



What if I (provider) identify member access to care barriers?

- Please contact the [ITC\\_Mobile\\_counselor\\_mailbox@lowatotalcare.com](mailto:ITC_Mobile_counselor_mailbox@lowatotalcare.com) and mark “urgent”. Our Behavioral Health Care Manger will outreach to the member to address these issues.

How does the Mobile Provider ensure continuity of care?

- A release of information is included in the slide deck. Please share your visit information, (if the member agrees), with their primary Behavioral Health provider.

Who do I share my visit summary/ notes with?

- A Visit summary is sent to the Member’s Behavioral Health Provider who is routinely managing the member and the Iowa Total Care Case Manager through the mobile counselor email box.

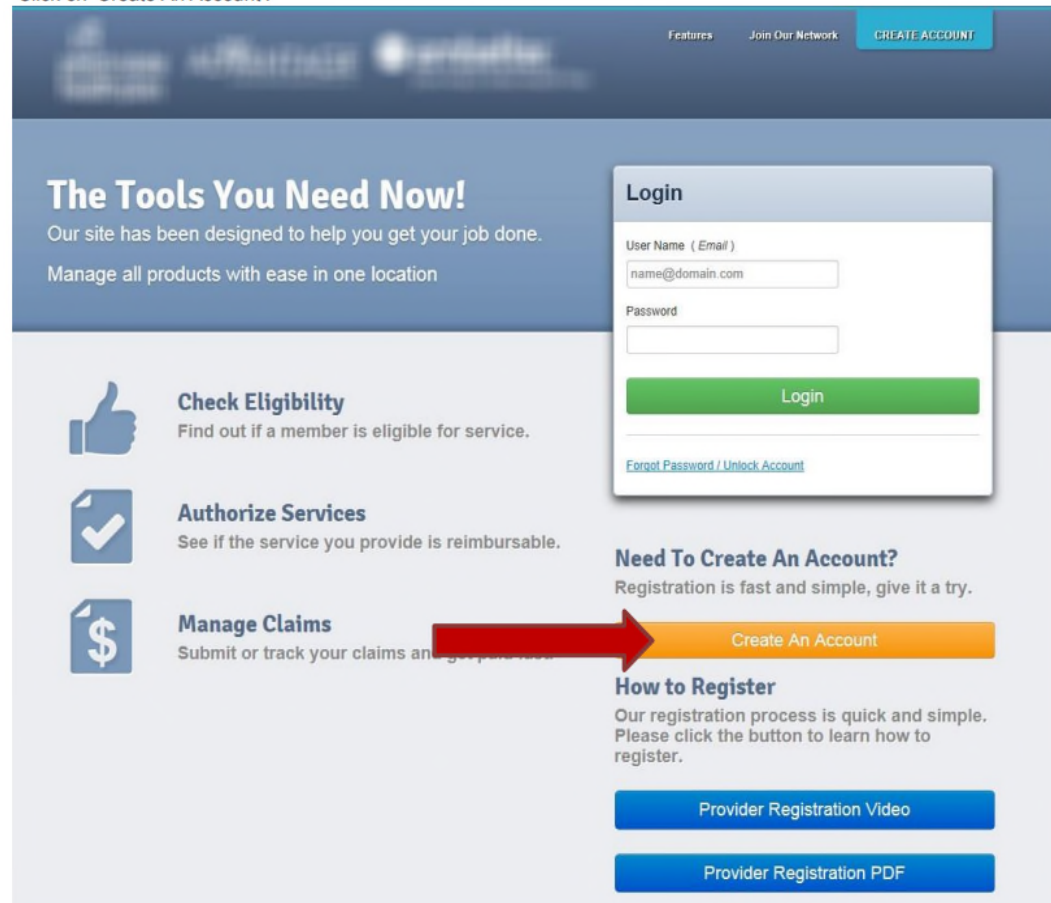
# Provider Portal

# Logging into Provider Portal

If you already have an account  
select Login

If you don't already have an Iowa  
Total Care Portal log in .....

- Creating an Account:
  - Tax ID Number
  - Name
  - Work Email
  - Create Password
    - at least 6 characters  
long (upper case,  
lower case, and 1  
number or symbol)
  - Confirmation email with  
verification code
  - Secret Questions



The screenshot shows the Iowa Total Care Provider Portal. At the top, there's a navigation bar with links for 'Features', 'Join Our Network', and a 'CREATE ACCOUNT' button. The main heading is 'The Tools You Need Now!' with a subtext: 'Our site has been designed to help you get your job done. Manage all products with ease in one location'.

On the left, there are three service icons with descriptions:

- Check Eligibility**: Find out if a member is eligible for service.
- Authorize Services**: See if the service you provide is reimbursable.
- Manage Claims**: Submit or track your claims and get paid faster.

On the right, there's a 'Login' form with fields for 'User Name (Email)' (containing 'name@domain.com') and 'Password'. Below the fields is a green 'Login' button and a link for 'Forgot Password / Unlock Account'.

Below the login form, there's a section titled 'Need To Create An Account?' with the text 'Registration is fast and simple, give it a try.' and a prominent orange 'Create An Account' button. A red arrow points from the 'Manage Claims' section to this button.

At the bottom right, there's a 'How to Register' section with the text 'Our registration process is quick and simple. Please click the button to learn how to register.' and two blue buttons: 'Provider Registration Video' and 'Provider Registration PDF'.

# Resources – Secure Provider Portal



After registering to access the secure provider portal, the following tools are available to easily view and share information

- Check member eligibility
- View the PCP panel (patient list)
- View and submit Prior Authorizations and member health records
- View member gaps in care
- Determine payment/check clear dates
- View and print Explanation of Payment (EoP)
- Access payment history
- Submit claims and adjustments, view claims status
- Submit claims disputes

<https://www.iowatotalcare.com/providers.html>