



The Behavioral Health BluePrint® NEWSLETTER

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ALLIED PRODUCTS



Introducing your provider relations support team

For many years, Regence HMO Oregon and Regence Health Maintenance of Oregon, Inc. (Regence HMOO) have provided a small unit dedicated to resolving issues and providing support to behavioral health practitioners. Since 1986, Cindy Bowling and Elaine Weisbrich have provided support to behavioral health practitioners for our managed care lines of business.

Three years ago, Regence BlueCross BlueShield of Oregon (Regence BCBSO) and Regence HMO Oregon recognized that behavioral health providers have unique needs distinct from those of physicians and other professional providers. A provider relations position was dedicated specifically to behavioral health and Margaret Jester Haining was appointed as your first provider relations representative. Regence BCBSO is pleased to announce that Sarah Zander is joining Margaret on a part-time basis. Sarah works on Tuesdays, Wednesdays and Thursdays, while Margaret continues to work full-time. Sarah joined Regence BCBSO in 1998 and most recently worked in Customer Service. "I am excited about joining the department and am dedicated to providing excellent service," said Sarah.

"One of my goals is to foster positive relationships between Regence BCBSO and our providers. I look forward to working with you in the future."

Margaret and Sarah are available to assist with the following issues:

- Credentialing and/or contracting (for business other than managed care)
- Address changes
- New practitioner or office orientations
- Intervention with difficult claims issues
- Advocacy with other areas of the company, if necessary
- Explanation of medical policy

If you have questions, concerns or issues with which you need assistance, you may contact either Sarah or Margaret at the numbers listed below.

Margaret Jester Haining: In Salem at (503) 375-4472 or 1 (800) 643-4512, Ext. 4472 or via e-mail at mjhaini@regence.com.

Sarah Zander: In Salem at (503) 375-4499 or 1 (800) 643-4512, Ext. 4499 or via e-mail at smzande@regence.com.



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What's the REMAC systems conversion project?

In the coming year Regence BCBSO will be undergoing a major systems conversion we refer to as the Regence Membership and Claims (REMAC) systems conversion project. REMAC will bring the Oregon, Washington, Utah, and Idaho Plans under one umbrella by consolidating systems and standardizing business practices. Idaho has already converted to REMAC. The Utah and Washington Plans will follow Oregon's upcoming conversion. Look for information on our REMAC systems conversion project in specific REMAC bulletins and on our *Provider Information Site* at www.or.regence.com/provider/bcbs.

Get online with the *Provider Information Site*

Content additions and changes relevant to behavioral health are being made to the *Provider Information Site* at www.or.regence.com/provider/bcbs. Changes, including an entire site redesign, are ongoing, so please check the Web site for updates and additions. We welcome your suggestions and input!

Changes in behavioral health management for metropolitan Portland

Northwest Mental Health Associates (NMHA) and Magellan Behavioral Health have managed Regence HMO Oregon's behavioral health benefit since the early 1990s. While each organization has primary responsibility for different areas of the state, both provide similar services, such as customer service, utilization management (e.g., preauthorizations) and network selection.

Effective February 1, 2003, Magellan Behavioral Health will no longer administer Regence HMO Oregon's behavioral health services. Administration of these services will be absorbed by the people and resources in existing systems. This change will not affect credentialing requirements. We thank Magellan for their commitment to service and appreciate their efforts on behalf of our members and practitioners.

Additional information will be available shortly. If you have questions regarding this change in behavioral health administration, please contact your provider relations representative directly.

Credentialing requirements for non-prescribing practitioners

Credentialing is required for practitioners who wish to contract with either Regence HMO Oregon or Regence BCBSO lines of business (Participating, Preferred and Advantage). Credentialing is used to verify education and licensure of physicians and other professional providers.

Our credentialing requirements for behavioral health practitioners have been reviewed. Effective April 2002, the credentialing requirement for non-prescribing practitioners who wish to contract for **Regence BCBSO lines of business has been eliminated.**

| | Credentialing requirements | |
|--|---|--|
| Provider Type | Regence HMO Oregon (commercial HMO, Blue Choice®, First Choice Sixty-Five or Preferred Choice Sixty-Five) | Regence BCBSO (Participating, Preferred, Advantage or AccessBlue SM) |
| Licensed Clinical Social Worker (LCSW) | Required | Not Required |
| Psychologist / Psychologist Associates | Required | Not Required |
| Psychiatric Mental Health Nurse Practitioner (PMHNP) | Required | Required |
| Psychiatrists | Required | Required |

Health Insurance Portability and Accountability Act update

Regence BCBSO is committed to keeping physicians and other professional providers informed of our efforts to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). As part of our compliance effort, The Regence Group [which is comprised of Regence BCBSO, Regence BlueShield (in Washington), Regence BlueCross BlueShield of Utah and Regence BlueShield of Idaho] has established a HIPAA Program Management Office, which is responsible for overall HIPAA compliance.

The Regence Group filed for an extension of the original deadline of October 16, 2002, for standardized transactions and code sets. We will use the additional time to build, test and successfully implement the transactions and code set requirements.

Although the final security regulations have not been released, we are actively implementing changes based on the proposed regulations and in support of the privacy regulations. We have hired a Corporate Privacy Officer and developed a corporate-wide privacy policy. Additionally, most management and staff in our Oregon, Washington, Utah and Idaho Plans have received HIPAA privacy awareness training.

We will continue to provide updates and information regarding our progress in future communications, including via our *Provider Information Site* at www.or.regence.com/provider/bcbso. Please note that this update is designed to keep you informed about the status of our compliance efforts. It is not intended to be an interpretation of the various regulations, nor is it intended to replace the advice and counsel of your legal advisors.

If you have any questions regarding training or information about HIPAA compliance, please contact your professional organization. The regulations can be found at the U.S. Department of Health and Human Services administrative simplification Web site at aspe.hhs.gov/admsimp.

If you have questions regarding The Regence Group's HIPAA implementation activities, please contact your provider relations representative directly.

Upcoming HIPAA conferences

Northwest Mental Health Institute (NMHI) is conducting the following HIPAA conferences specific to behavioral health practitioners.

Friday, November 15, 2002
Embassy Suites, Portland

Friday, January 17, 2003
The Hilton, Eugene

Those attending the workshops will receive HIPAA compliant forms, policies and procedures, and other essential materials. Workshop registration fee is \$165.00 per person. For more information, please contact Sheri Schnelle at NMHI. Sheri may be reached at (503) 288-4043.

Eye movement desensitization and reprocessing policy clarification

Eye movement desensitization and reprocessing (EMDR) is a technique used to treat patients with post-traumatic stress disorder. Regence BCBSO considers EMDR to be medically necessary when **all of the following criteria are met:**

1. The patient meets DSM-IV diagnostic criteria for post-traumatic stress disorder;
2. EMDR is provided by a licensed mental health professional; and
3. EMDR is integrated into a comprehensive treatment plan that includes psychotherapy.

For a copy of the full medical policy related to EMDR, please contact your provider relations representative directly. You may also view our medical policies on our *Provider Information Site* at www.or.regence.com/provider/bcbso.



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