



Behavioral Health Integration Frequently Asked Questions (FAQ)

What changes are expected?

Yamhill Community Care (YCCO) is integrating behavioral health and physical health administrative functions through the expansion of its existing contract with Providence Plan Partners (PPP), **effective January 1, 2022.**

Why is this change occurring?

This change is occurring due to state requirements to further drive integrated physical and behavioral health services. It will evolve the current coordinated delivery system with a focus on addressing social determinants of health, access to care, and enhance overall member wellness.

What members will be accessing this contract?

OHP Members of Yamhill Community Care (YCCO) will be accessing this network.

What are the changes to the YCCO OHP Behavioral Health program?

The overall behavioral health benefits for OHP members will remain the same. A summary of what changes may occur include:

- *Your network status* - although you may have worked with YCCO prior to 1/1/2022, the type of contract you have may change. YCCO will be in communication with you regarding your network status prior to this change.
- *Access to Care Management* - with this change, you will have direct access to a care management team to support the needs of members in your care. More information will be provided at a later date.
- *Pre-authorization and medical necessity review* - there may be changes to which types of pre-authorizations will require medical necessity review. All services will still require an authorization for claims payment. Some higher levels of care will require medical necessity review, and some lower levels of care will not require medical necessity review.



- *Point of contact* - As of 1/1/2022, contact the YCCO Provider Customer Service for any provider grievances, complaints, or questions - 503-488-2800/855-722-8205.

How do I join the YCCO network as a contracted provider?

Providence Plan Partners is contracting with behavioral health providers on YCCO's behalf. This includes contracting and credentialing. The responsible for credentialing and recredentialing of providers will change effective 1/1/2022.

What is a Community Integration Manager (CIM) and how do I get access?

CIM is the on-line system that provides access to view a patient's eligibility, submit pre-authorization and check claim status. You may already be registered and familiar with CIM given your current services you engage in. For any provider not already registered or familiar, we will reach out to you prior to the transition to get registered and receive training on how to use CIM.

Where do I enter pre-authorizations or check on the status of a pre-authorization?

All pre-authorization activities, including submitting or verifying status, will continue to be performed in the online portal, CIM. All pre-authorizations made before 1/1/2022 will be honored without resubmission.

Who do I call for pre-authorization?

Starting 1/1/2022, you may use the online CIM portal to submit pre-authorization requests or you can call for pre-authorization support needs. The number will be listed on the member's card. All pre-authorizations will be administered and available in CIM. All pre-authorizations made before 1/1/2022 will be honored without resubmission.

Where do I send claims?

Claims will continue to be processed t, as they are administered today. There are no changes to providers in routing or remitting behavioral health claims.

For paper claims submission:

Yamhill Community Care
PO Box 5490
Salem, OR 97304



For electronic claims submission (EDI), visit the PH TECH Help Center:

<https://help.phtech.com/hc/en-us/sections/203679017-Provider-EDI-Electronic-Claims>

Who do I contact for claims or billing support including an appeal or a payment dispute?

All appeals and payment disputes should be directed to the claims team, or you may call the Provider Customer Service team 1-855-722-8205.

Where do I call with any questions or any inquiries?

All questions and inquiries should be directed to 1-855-722-8205, the Provider Customer Service Team will be able to assist you or re-direct you when necessary.

Where do I send provider and clinic updates, changes, additions and/or terminations?

These updates should be sent via email to: php_bh_network@providence.org and use the subject, "YCCO BH Network".

How is YCCO educating its members of this change?

YCCO members will be notified of this change through the following:

- A letter will be sent with an updated member card and contact information
- The member handbook and YCCO website will be updated to reflect new information
- Any newly contracted providers will be included in the YCCO Provider Directory (on-line search and paper version) for members to select
- Member customer service is available to answer any member questions