



PROVIDER ALERT

SUBSTANCE USE DISORDER PROGRAMS AND AUTHORIZATION/BILLING ISSUES

APRIL 27, 2016

Chesapeake Connections, administered by MOSAIC Community Services and Creative Alternatives, administered by Johns Hopkins Bayview Medical Center, are two mental health providers for which SUD programs could not receive an authorization or get claims paid for if a client belonged to them due to constraints within the Beacon Health Options ProviderConnect system. These constraints have been lifted.

Effective immediately SUD programs should enter current authorizations for any consumer that is enrolled in either of these two mental health providers. Claims will pay via your normal billing channels for these authorizations.

Beacon Health Options has been paying claims to some SUD providers for these services out of our accounts payable system. If you have unpaid claims for the period of 1-1-15 thru 4-21-16, please forward a claim copy to marylandproviderrelations@beaconhealthoptions.com. We will review the claim and process it for you.

We apologize for this inconvenience and look forward to a quick resolution.