

Chapter 1: Welcome to Maryland's Public Mental Health System

1.1 Overview

In accordance with state legislation, the Mental Hygiene Administration (MHA) in conjunction with the Core Service Agencies (CSAs) implemented the Public Mental Health System (PMHS). The Mental Hygiene Administration has oversight authority of the PMHS, which includes policy development, state-wide planning, resource allocation, and continuous quality improvement responsibilities. ValueOptions® is the Administrative Service Organization.

The following manual should be used as a reference guide when a provider needs specific information. Additional sections or revisions will be placed on the ValueOptions® Maryland website, <http://Maryland.ValueOptions.com>. If you cannot find an answer to your questions, please refer to the Key Contacts list under Section 1.4 of this manual.

1.2 Introduction

The Maryland Mental Hygiene Administration, the Maryland Association of Core Service Agencies (CSAs), and ValueOptions® Maryland welcome you to the network of providers for the Maryland Public Mental Health System (PMHS). As a participant in the PMHS, you will be working with us to provide quality mental health care that is efficient and economical to individuals who qualify under the Maryland PMHS. We are excited about the opportunity to work with you in achieving treatment, rehabilitation and recovery goals for the consumers of the PMHS.

Participation in this provider network requires that the providers have an active Maryland Medical Assistance (MA) number and a National Provider Identifier (NPI). Providers will not receive authorization or payment for services until they have an active Maryland MA number and an NPI.

This manual describes processes and procedures geared toward meeting the needs of PMHS consumers. This manual is a resource to answer the general questions you may have. It is by no means all-inclusive. We encourage you to share with us suggestions and updates regarding its content.

The MHA shares with the CSAs and ValueOptions® Maryland a commitment to continuous quality improvement that involves an ongoing review of our regulations, processes, and procedures. As the PMHS continues to develop, additions and clarifications to this manual will be published. We welcome your participation in this process. All applicable supplements and revisions and changes to client-specific information will be available on the ValueOptions® Maryland Website (<http://Maryland.ValueOptions.com>). Once again, we welcome you as a provider in the Maryland PMHS and look forward to a successful collaboration.

1.3 Responsibilities

The responsibilities of the MHA, the CSAs, ValueOptions® Maryland and providers are outlined below.

MHA responsibilities include:

- Promoting an age and linguistically-appropriate, culturally diverse system
- Planning for care and treatment of individuals with mental illness within the PMHS
- Maintaining public accountability for access to treatment, clinical performance, and outcome of treatment
- Developing policies and regulations, and resolving disputes
- Conducting statewide planning, resource allocation, and quality supervision for the PMHS
- Interfacing with the Maryland Medical Assistance Program and other departments of state government
- Monitoring CSA and ValueOptions® Maryland performance
- Promoting innovation and best practices in the service delivery system
- Monitoring provider performance and consumer complaints

CSA responsibilities include:

- Management of contracts utilizing state general funds
- Assessing the mental health service needs in their communities and developing a delivery system that meets consumers' needs
- Collaborating with ValueOptions® Maryland to determine the criteria for performance standards
- Collaborating with ValueOptions® Maryland in processing complaints, grievances, and appeals
- Monitoring contract compliance of ValueOptions® Maryland and reporting the findings to MHA
- Authorizing Residential Rehabilitation (RRP) placements, mental health vocational (supported employment) services, and enhanced support services for consumers

- Involving consumers, providers, families, and the community in planning for the mental health needs of all citizens
- Approval of Uninsured Eligibility requests that are not automatically granted

ValueOptions® Maryland responsibilities include:

- On-line authorization application
- 24-hour access for clinically related calls
- Referring individuals to qualified service providers
- Preauthorization of non-emergency care
- Conducting utilization review of services
- Processing claims
- Remitting payments
- Assisting with the evaluation of the PMHS via provider and consumer satisfaction surveys
- Auditing providers for quality of documentation and correct billing processes
- Training providers, consumers and advocates
- Conducting provider and consumer forums (Quality Steering Committee) to obtain feedback regarding the performance of the PMHS
- Defining and evaluating performance, outcomes, effectiveness, efficiency, and cost effectiveness of mental health-related services and systems
- Collecting and analyzing mental health and health-related information in order to assist MHA
- Preauthorizing services by applying Medical Necessity Criteria

Provider responsibilities include:

- Exercising sound clinical judgment
- Working with consumers to provide quality services that meet the consumers' goals and needs
- Cooperating and collaborating with ValueOptions® Maryland concerning appropriate clinical care for consumers
- Obtaining preauthorization/authorization/registration for appropriate services

- Engaging in responsible management of mental health care and adhering to ethical and professional standards
- Maintaining a high standard of medically necessary, efficient and cost-effective care that addresses each consumer's individual needs
- Working with ValueOptions® Maryland Care Managers and consumers to achieve consumer satisfaction with services
- Helping consumers to obtain appropriate benefits
- Honoring each consumer's right to dignity and confidentiality
- Complying with local, state, and federal laws and regulations
- Complying with general PMHS regulations, policies and procedures
- Complying with federal and state Medicaid and Medicare rules
- Promoting innovation and best practices in services and systems
- Involving consumers in treatment/service planning
- Completing claims in a manner as to ensure successful processing
- Delivering the principles of recovery and resiliency in treating consumers
- Coordinating treatment with other involved health care providers

1.4 Key Contacts

ValueOptions® Maryland

PO Box 166
Linthicum, MD 21090

ValueOptions® Toll Free: (800) 888-1965

Please follow prompts

Confidential Clinical fax: (877) 502-1044

Customer Support fax: (877) 502-1037

Claims Submission:

VO Maryland MHA Claims
PO Box 1950
Latham, NY 12110

The following are websites where additional contact information may be found.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DHMH)

Provider Enrollment	(410) 767-5340
Recipients' Relations	(800) 492-5231
EVS (eligibility verification)	(800) 492-2134
Provider Relations	(800) 445-1159

http://www.dhmf.maryland.gov/pdf/DHMF_Contact_Us_1.pdf

ValueOptions® Maryland

<http://Maryland.ValueOptions.com>