

Annual Reminders

Claims Filing Options

Considering recent events with Change Healthcare and electronic claims submission, please remember these claims filing options at CBHA.

1. Upload your claims directly to our Claims department using our web portal- [Claims Submission – Carolina Behavioral Health Alliance \(cbhallc.com\)](#)
2. Fax claims to CBHA- **336-499-4006**
3. Mail claims to **CBHA, PO Box 571137, Winston-Salem, NC 27157-1137**

Happy New Year

A new year means co-pays, deductibles, out-of-pocket maximums, etc., may have updated.

Please contact CBHA to determine whether your client's benefit information has changed.

We want to facilitate appropriate reimbursement for your services and ensure your clients are accurately utilizing their behavioral health benefits.

Recredentialing

Recredentialing is required every three years.

Applications are considered incomplete until all forms are completed and returned.

Two new forms are included in the application packet:

- ↔ Appointment Availability
- ↔ Provider Satisfaction

Help Us Help You

Please make sure the information we have on file for you is current.

Annual review of these details is a helpful habit, and it's even more important that you inform us when this (and any other) information changes.

- ↔ Email address
- ↔ Phone number
- ↔ Service/mailing addresses
- ↔ ID numbers (NPI, tax, etc.)
- ↔ Licenses/certifications
- ↔ Malpractice coverage
- ↔ Payment information/ W-9

Communication Updates

Medicare Changes

As of January 1, 2024, federal law went into effect that allows licensed counselors and licensed marriage and family therapists to receive payments from Medicare for their treatment of Medicare patients. Since the rule went into effect, there has been some confusion about filing claims and contracting with CBHA. I am writing this article to clarify the new situation.

CBHA is a managed behavioral healthcare organization that contracts with private employers to manage behavioral health benefits. We do not provide any services for public sector-related health plans, such as Medicare or Medicaid. Contracts with CBHA, therefore, do not have any relationship to your choosing to accept Medicare, Medicaid or any other health plan. You may choose to become a Medicare participant or not. That choice will not impact your contractual relationship with CBHA.

For information on how Medicare works with other insurance coverage, go to <https://www.medicare.gov/supplements-other-insurance/how-medicare-works-with-other-insurance>.

Communication Updates

Credentialing

Please review these timely credentialing reminders!

Each provider will have to complete and submit the following.

- Uniform Credentialing application-including the signed attestation
- Providers skills sheet
- Verification of license
- Proof of liability Insurance
- W9

You can find the credentialing forms on our website (cbhallc.com) under providers > credentialing forms. Once completed please email all documents to credentialing@cbhallc.com.

Provider Changes

Please note if you need to update your billing, service, and/or mailing address you can submit provider changes on our website. To complete this form, you will go under providers > provider information. provider information changes.

Also please email credentialing@cbhallc.com your updated W9 if you are changing your billing address.

Associate Licensees

As of 2/1/2021 CBHA began accepting provider applications from associate licensed practitioners. Individuals who wish to pursue associate licensee status with CBHA should be aware of the following details:

- ↪ No one is automatically approved. Associate licensees must follow the same application process as fully licensed providers.
- ↪ Once full licensure is obtained, the associate licensee must contact CBHA to have their file updated as a fully licensed provider.
- ↪ An associate license fee schedule will also accompany this change.
- ↪ **NOTE-** This process applies to Licensed Mental Health Counselor-Associate, Licensed Clinical Social Worker-Associate, Licensed Clinical Addictions Specialist-Associate and Licensed Marriage and Family Therapist-Associate. Licensed Psychological Associates are credentialed as fully licensed, masters-prepared providers.

Please contact CBHA with any questions.

Changes within CBHA

Greetings CBHA Providers!

The need and demand for behavioral health services has grown. At CBHA, the number of new provider applications received also increased. We are working hard to process these applications as quickly as possible. Due to the increased volume, our processing time for new and recertifying provider applications has increased. Until applications are fully processed and approved by our Credentialing Committee, these new providers will be considered out-of-network, and their claims will be processed using out-of-network benefits, if applicable. We are working diligently to decrease the time to credentialing completion. Please visit our website regularly for any updates.

The CBHA team is growing as well. Uerica Alexander joined us on 02/13/2023 as the new provider relations specialist. She handles credentialing, contracting, and any questions/concerns our providers may have. Please join me in welcoming Uerica to CBHA.

We look forward to partnering with you in 2024 and beyond.

Keep life simple & be well!

**Carolina Behavioral
Health Alliance**
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We're on the Web!
Visit us at:
www.cbhallc.com