

## Annual Reminders

### Multiple Locations

Do you have more than one practice location? Or perhaps a group practice and an individual practice?

Provider records are now limited to two locations per provider with one noted as primary.

Although subsequent locations will not appear in our directory, CBHA will still load them to process claims for payment.

### 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/mailling addresses
- ✦ ID numbers (NPI, tax, etc.)
- ✦ Licenses/certifications
- ✦ Malpractice coverage
- ✦ Payment information/ W-9

## Communication Updates

### Wake Forest University- Reynolda Campus Ending Contract with CHBA as of 12/31/2024

As many of you know, CBHA's contract with Wake Forest University-Reynolda Campus will end as of 12/31/24. After that date, WFU's behavioral health benefits will be managed by Aetna. Please note that CBHA will continue to manage the behavioral health benefits for Atrium Health-Wake Forest Baptist, including the School of Medicine. Only the Reynolda campus employees and dependents will move to Aetna.

Please be certain to get all your WFU claims for dates of service in 2024 to CBHA as soon as possible. We will continue processing 2024 dates of service in 2025, but it is essential that you forward your claims to us as soon as possible for processing. If you have any questions, please contact CBHA at 800-475-7900.

### CBHA Transitioning to new IT System

CBHA is currently transitioning to a new IT system. Our old system could no longer provide us with some important functions that we need. This change is happening in stages. We have started with Credentialing and then will go to the Claims Department and then the Clinical Department. We hope to be entirely in the new system in early 2025. The new system, called QuickCap, will be able to process claims much more quickly and will be able to send re-priced claims to MedCost in a much more efficient manner. We anticipate faster claims turnaround with CBHA as a result and are seeking other efficiencies in operations. This transition also means that there may be delays in updating our website search engine with new providers as we go through this transition.

We appreciate your patience as we make the transition to our new system.

## Atrium Health-Wake Forest Baptist and Atrium Health-Charlotte Benefits for 2025

Atrium Health-Wake Forest Baptist and Atrium Health-Charlotte will be making minor changes to their benefits in 2025. Each employer will have both a Health Savings plan and a Copay plan. There are minor changes to the deductibles and out-of-pocket costs for both plans in 2025, but co-pays are essentially the same. Atrium Health-Wake Forest Baptist will continue cover outpatient telehealth visits for CBHA providers at 100% on the co-pay plan. We encourage you to re-verify benefits for next year prior to your first session in 2025.

## Communication Updates

### Credentialing Catch Up

Because of the increased interest in the CBHA provider panel, CBHA has seen a growing number of providers requesting to join our network. This increase has caused a backlog in our processing of new requests to join the panel. In order to serve our current providers more effectively, CBHA is temporarily pausing the acceptance of new provider outpatient groups to our network. This pause only impacts providers/provider groups who do not currently have an in-network relationship with CBHA. We will continue to accept new providers who are joining currently contracted groups or moving from one group to another. If your group is currently contracted with CBHA and you have a new provider joining your group, please send us their application for consideration in the network.

CBHA is also moving more internal resources to credentialing so that we can reduce the backlog as quickly as possible.

Once we have returned to a standard timeframe for processing provider files, we will consider ending the pause on new providers.

# CBHA FEE SCHEDULE

CBHA reviews its fee schedule annually and considers changes for the upcoming year. As a result of reviews this year, have made several changes.

1. We have raised most fees 3% across-the-board over 2024.
2. We have changed the 90846/47 fee to pay the same as 90837.

The fee schedule will be published and sent out soon. We strive to balance the needs of payers, providers, and members as we review our fee schedule. We want to pay you for the care that you provide and support your practices. We also recognize that health care costs are becoming more difficult for payers and that more members are aware of prices through their use of health savings plans. We continue to search for the right balance of accessibility and affordability.

## Final Thoughts

Greetings CBHA Providers!

We have seen a continuous increase in the use of behavioral health services over the past year. While stigma continues to be an issue, we see that specific barrier decreasing as more people access services and recognize that counseling works, psychiatric medications help, and lives can change. Telehealth has lowered a barrier to care that I'm not sure any of us appreciated until its widespread adaptation. As we continue to experience increased needs for care, it is more important than ever that we commit ourselves to best practices, evidence-based care, and to self-care. These three practices will help us do the most good for both our clients and ourselves.

Have a safe and joyful holiday season!

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