

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

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.

New Year Reviews

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 required forms are included in the application packet:

- ✍ Appointment Availability
- ✍ Provider Satisfaction

Communication Updates

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 mid-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.

Credentialing 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. 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.

Credentialing & Claims FAQ's

Does CBHA allow billing by supervising physicians?

No, CBHA does not allow billing by supervising physicians or other behavioral health supervisor, also known as "incident to" billing. Each provider who is legally able to bill independently needs to bill individually for their services.

If a provider is already credentialed with a group, can they transfer the credentialing to a new group?

When a provider is credentialed with a group and wants to move to a new group, the provider or appropriate person from the practice needs to reach out to CBHA at credentialing@cbhallc.com to understand the credentialing process. We will email the correct forms that are needed. Moving credentials from one group to another is not automatic in all circumstances.

Which NPI number is needed for the NC uniform application?

The individual provider's NPI is the NPI number that is needed for the NC Uniform Application. Not the group or practice NPI number. CBHA has another form that captures the group NPI and other group related information.

How do we make any updates to the group? Ex. Address, phone, etc..

Please reach out to credentialing at credentialing@cbhallc.com.

CBHA Claims Re-pricing Process

CBHA has received several questions recently concerning the how claims processing works between MedCost and us. We are writing this article to clarify that relationship. When CBHA receives a claim, we determine whether the provider is on the CBHA panel. If the provider is on the CBHA panel, we apply the allowed amount for the charge based on our contracted rate. After this is completed, we send the claim to MedCost to finish processing, which includes applying any deductibles/co-pays, etc. and issue payment for the claim

If the provider is not a CBHA provider, we make a note of this on the file and send the claim to MedCost for processing. For some health plans, the provider may be paid as in network if they are on the MedCost panel. For other health plans, the plan would consider the provider as out-of-network if they are not with CBHA. MedCost applies appropriate deductibles, co-pays, etc and adjudicates the claim.

Once the claim is processed, MedCost forwards the claim to Zelis to issue the final payment. MedCost contracts with Zelis to provide this payment service. CBHA is not contracted with Zelis.

The decision to use this process, rather than have CBHA pay the claim completely, is a decision of the health plan sponsor (i.e. the employer). CBHA does not have a contract with MedCost to provide these services and has no direct control over the actions of MedCost. Our claims people frequently reach out to MedCost if there are questions concerning the way that a claim is processed.

Final Thoughts

Greetings CBHA Providers!

Thank you for being a CBHA participating provider. We appreciate the hard work you do for our members every day. Remember that CBHA is still here to answer questions concerning claims, benefits, and eligibility for our membership.

We hope that everyone has a fun and safe summer!