

# Other Coordination of Benefits Processes to Consider

## Objective

To provide information and specific scenarios to behavioral treatment providers regarding the coordination of benefits (COB) process and submitting prior authorization (PA) requests and claims for members with commercial health insurance.

# Training Prerequisites

- This training assumes behavioral treatment providers have basic knowledge of the ForwardHealth COB processes.
- Providers should review webcast recorded training prior to viewing this training:
  - Overview of ForwardHealth Coordination of Benefits and the Commercial Insurance Process for basic COB concepts.
  - Key Concepts of Behavioral Treatment Claims and Prior Authorization Requests.
  - The Coordination of Benefits Process Specific to Behavioral Treatment Services
- Providers can access recorded trainings from the Training page of the ForwardHealth Portal at [www.forwardhealth.wi.gov/WIPortal/content/provider/training/TrainingHome.htm.spage](http://www.forwardhealth.wi.gov/WIPortal/content/provider/training/TrainingHome.htm.spage).

# Agenda

- Provider-based billing
- When commercial health insurance codes do not match ForwardHealth procedure codes
- Resources
- Additional recorded training available for behavioral treatment providers regarding the COB process

## Provider-Based Billing

- A provider-based billing claim is an invoice sent to a provider by ForwardHealth when ForwardHealth becomes aware of commercial insurance that may cover the services and ForwardHealth has already made a payment.
- The provider-based billing claim invoice will contain the original codes billed to ForwardHealth.

## Provider-Based Billing (Cont.)

- The provider may need to change codes to match the commercial insurance policies prior to billing the commercial insurance.
- For more detailed information on provider-based billing, refer to the Provider-Based Billing chapter of the Coordination of Benefits section of the ForwardHealth Online Handbook.

## Provider-Based Billing (Cont.)

### Example

- Provider receives a Provider-Based Billing Summary letter for claims previously paid by ForwardHealth with CPT code 0359T–0370T with modifiers. The provider should take the following steps:
  1. Verify behavioral treatment coverage and allowable procedure codes with commercial insurance. Commercial insurance may only allow one code or different codes. Refer to the commercial insurance's allowable procedure codes for behavioral treatment.

## Provider-Based Billing (Cont.)

2. Produce a claim and submit it to commercial insurance according to the commercial insurer's policies (i.e., using the commercial insurer's procedure and modifier codes).
3. Receive response from commercial insurance.
4. Do one of the following:
  - **Within 120 days** — Respond to the ForwardHealth provider-based billing unit using the address on the Provider-Based Billing Summary letter.
  - **After 120 days** — Submit a new claim (recoupment has been established).



# When Commercial Health Insurance Codes Do Not Match ForwardHealth Procedure Codes

- ForwardHealth does not use billing crosswalks between commercial health insurance procedure codes and ForwardHealth's allowable procedure codes.
- Coordination of benefits claims are reimbursed using this fee schedule.
- ForwardHealth assigns a fee to each commercial procedure code in the maximum allowable fee schedule for behavioral treatment.

## Resources

- Online Handbook at [www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx](http://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx)
- New Behavioral Treatment Benefit page on the ForwardHealth Portal at [www.forwardhealth.wi.gov/WIPortal/content/HTML/BTB/Behavioral\\_Treatment\\_Benefit.htm.spage](http://www.forwardhealth.wi.gov/WIPortal/content/HTML/BTB/Behavioral_Treatment_Benefit.htm.spage)
- Overview of ForwardHealth Coordination of Benefits and the Commercial Insurance Process training from the ForwardHealth Provider Training page at [www.forwardhealth.wi.gov/WIPortal/content/provider/training/COB/Home.htm.spage](http://www.forwardhealth.wi.gov/WIPortal/content/provider/training/COB/Home.htm.spage)

## Resources (Cont.)

- Companion guides at [www.forwardhealth.wi.gov/WIPortal/Subsystem/Account/StaticHTML.aspx?srcUrl=CompanionDocuments.htm](http://www.forwardhealth.wi.gov/WIPortal/Subsystem/Account/StaticHTML.aspx?srcUrl=CompanionDocuments.htm)
- Provider Services at 800-947-9627
- Electronic Data Interchange Helpdesk at 866-416-4979
- Portal Helpdesk at 866-908-1363
- Professional Relations representatives

# Additional Recorded Trainings Available for Behavioral Treatment Providers Regarding the Coordination of Benefits Process

- Key Concepts of Behavioral Treatment Claims and Prior Authorization Requests
- The Coordination of Benefits Process Specific to Behavioral Treatment Services

**Thank You**