

Applied Behavior Analysis

Overview of Updates

September 24, 2024



Agenda

- Premise for Review
- Our Process
- Our Work Group
- Provider Feedback Sessions
- Then & Now
- Program Description
- Points of Contact
- Prior Authorization
- Questions



Premise for Review

- Changes in the administration of ABA services
- Management of the benefit for our members
- Provider request for increased uniformity in MCO practices
- Recognition of high need, and limited access to services

Our Process

The MCOs and TennCare explored a variety of resources to identify best practices. These efforts were inclusive of the following:

- Establishing a multi-disciplinary workgroup
- Conducting an extensive literature review
- Consulting multiple health plans to identify best practices
- Review of industry standards/trends
- Building awareness of quality standards through research and training participation

Our Work Group

The multi-disciplinary work group consisted of the following:

- Clinicians (UM/CM), Supervisors, Psychologists, BCBA's, and Directors from:
 - ❖ BlueCare
 - ❖ United Healthcare
 - ❖ Wellpoint
- TennCare
- Vanderbilt TRIAD Leadership

Provider Feedback Sessions

The following ABA organizations were invited for consultation regarding the program description:

- Julie Hochman, Omni/Community Options
- Zachary Stevens, Practical Behavior Analysis
- Erica Thomas Hill, Support Solutions
- Elizabeth Collins, Lighthouse
- Kelti Owens, Acorn Health
- Stephanie Peek, Global Behavior Education Alliance

Then & Now

	Then	Now
Program Description		<input checked="" type="checkbox"/>
Guideline Alignment		<input checked="" type="checkbox"/>
Universal Request Form		<input checked="" type="checkbox"/>
Dedicated Provider Training		<input checked="" type="checkbox"/>
MCO Uniformity		<input checked="" type="checkbox"/>

The Program Description: Highlights

Changes and enhancements you will see:

Definition of Terms

Network Eligibility

Provider Requirements

Program Components including overview of treatment phases –
Diagnosis and Evaluation, Initial Pre-certification, and Discharge
planning

Not Medically Necessary/Exclusions

Information about Non-covered Services

Essential Practice Elements of ABA

Information about Treatment Modalities

Provider Program Requirements and Expectations

Monitoring of Quality

The Program Description: ABA Assessment

Assessment

- Diagnosis and source cited
- Components of person-centered treatment planning
 - ✓ Comprehensive and includes:
 - direct observation
 - file review, interviews with one or more informants
 - standardized assessments to evaluate cognition, communication, social skills, adaptive skills
 - behavioral domains inclusive of review of available information or data
 - ✓ Functional Behavioral Assessment is used to identify behavioral issues that may be targeted for specific interventional treatment.
 - ✓ Behavioral, psychological, family, and medical concerns identified and considered
 - ✓ Measurable goals, based on standardized assessments, stated in objective and measurable terms

The Program Description: Treatment Plan

Treatment Plan:

- Incorporates goals appropriate for the individual's age and impairments including social, communication, language skills, and/or adaptive functioning
- Anticipated timeline for achievement of the goal(s), based on both the initial assessment and subsequent interim assessments over the duration of the intervention
- Family education and training interventions including the behavior(s) parents/caregivers are expected to demonstrate
- Demonstration of Coordination of Care efforts with other treating providers
- Ongoing use of standardized assessment throughout treatment to track progress and modify treatment plan
- Estimated date of mastery
- Plan for generalization
- Discharge or transition planning

The Program Description

Discharge/ Transition Planning

- Progress will be tied to a lessening of treatment.
- Fading, discharge, and transition planning begin at the onset of treatment.
- Planning should be collaborative and include the BCBA, individuals receiving ABA, and/or caregiver.
- Regular review of programming, data, and graphs in identified skill deficits should be held between the BCBA and caregiver.
- Individuals receiving ABA, and their caregivers, will receive initial and ongoing discharge/transition planning education
- Discharge/transition planning should include the steps that will be taken after the treatment has been faded out.

Prior Authorization

Present Unified ABA Request Form

Regional Network Manager Contacts

Region	Name	Phone	Email
Johnson City	Kay Newcomb	615-924-9588	Kay_Newcomb@bcbst.com
Knoxville	Jonathan Fricks	423-535-6855	Jonathan_Fricks@bcbst.com
Nashville	Jennifer Ramsden	423-535-3807	Jennifer_Ramsden@bcbst.com
Nashville	Lee Green	615-483-7886	Lee_Green@bcbst.com
Chattanooga	Tara Maffett	423-535-6723	Tara_Maffett@bcbst.com
Memphis	Justine Carter	865-312-4254	Justine_Carter@bcbst.com

Regional ABA Contacts

Region	Name	Phone	Email
Statewide	Jessica Adcock, UM	615-232-2147	Jessica.Adcock@wellpoint.com
Statewide	Dana Casey, Mgr/UM	615-487-8128	Dana.Casey@wellpoint.com
Statewide	Grace McDonald, BH Liaison	615-762-0586	Grace.McDonald@wellpoint.com
West	Tonnette Henderson	901-625-5991	Tonnette.Henderson@wellpoint.com
Middle	LaWanda Mayes	615-481-3682	LaWanda.Mayes@wellpoint.com
East	Laura Lovely	865-318-5418	Laura.Lovely@wellpoint.com

Regional ABA Contacts

Region	Name	Phone	Email
West	Ritche Bowden	T: 612-428-6731 F: 855-481-6725	ritche_bowden@uhc.com
Middle	Katrina Blackwood	T: 615-372-0120 F: 866-844-5429	katrina_blackwood@uhc.com
East	Shelley Robbins	T: 615-372-0139 F: 866-844-5429	shelley.robbins@uhc.com
Statewide	Zarius Merritt	T: 612-383-4409 F: 855-481-6725	zarius_merritt@uhc.com
General			SE_Government_Programs@uhc.com



Overview of Prior Authorization Process



BlueCare



Wellpoint



United
Healthcare

BlueCare

Prior Authorization Process

- Requests for Services can be submitted to BlueCare via web and fax
- To submission via web are done thru the Availity Platform. Availity platform can be accessed thru the below website:
 - <https://apps.availity.com/availity/web/public.elegant.login>
 - or
 - <https://provider.bcbst.com/>
- Fax Forms:
 - <https://bluecare.bcbst.com/providers/tools-resources/documents-forms>
- UM will review non-urgent requests within 14 calendar days and retrospective requests within 30 calendar days.
- It is important to include complete and up to date clinical information as well as the required orders for assessment or treatment at the time of submission. Having this information prepared aids the efficiency of the UM process for both BlueCare and our providers. *The best way to ensure all in information is included is to use the universal ABA request form.*
- For general questions about ABA or the BH UM process for BC/TCS/CK you can email: BHABA@bcbst.com
- For a full comprehensive overview of the UM process you can read additional details supplied in our Provider Administration Manual (PAM) which can be found at: <https://bluecare.bcbst.com/providers/news-updates>



Wellpoint Prior Authorization Process

- Utilize request [FORM](#) to submit for assessment, initiation, and concurrent requests. Using the form will ensure your request is complete.
- Fax to the number on [FORM](#) (866-920-6006)
- Availity submissions: <https://www.Provider.Wellpoint.com/Tennessee> - [Provider/Resources/Precertification](#)
- The Availity portal has the option of attaching clinical. Please attach the completed request form as clinical. Add other attachments as needed.
- Assessment requires MD Order/Licensed Treating Provider recommendation
- Questions – Reach out to your Wellpoint contacts listed under ABA Contacts



United Healthcare Prior Authorization Process

Providers must verify enrollee eligibility & benefits online at UHCprovider.com or by calling the number on the back of the member's ID card.

- Utilize request [FORM](#) to submit for assessment, initiation, and concurrent requests. Using the form will ensure your request is complete.
- Providers can access the ABA Universal Request Form online: [Behavioral Health | UnitedHealthcare Community Plan of Tennessee | UHCprovider.com](#)
- Authorization requests for assessment or treatment can be faxed to: 877-217-6068, secure email tn_medicaid_aba_uhc.com, or online portal
- For authorization requests, questions or submission, please contact: 800-690-1606
- **Questions** – Call the Behavioral Health number on the member's card and request **ABA services**

The logo for UnitedHealthcare Community Plan is located in a white circle on the right side of the slide. It consists of the text "UnitedHealthcare" in a blue serif font, with "Community Plan" in a smaller blue sans-serif font below it.

UnitedHealthcare[®]
Community Plan



Additional Information

Key Links:

BlueCare (accessible 10/8/24)

<https://provider.bcbst.com/tools-resources/documents-forms>
<https://bluecare.bcbst.com/providers/news-manuals/>

Wellpoint

[Behavioral health | Wellpoint Tennessee, Inc.](#)

United Healthcare

[Provider Orientation: ABA Member Information - UnitedHealthcare Community Plan of Tennessee Behavioral Health \(uhcprovider.com\)](#)

- For any follow-up questions from today's call, please note the following:

- **BlueCare Clinical Team:**

- BHABA@bcbst.com

- **Wellpoint:**

- Dr. Renea Bentley, Executive Director
Renea.Bentley@wellpoint.com

- Dr. Eloise Weeks, BH Medical Director
Eloise.Weeks@wellpoint.com

- **United Healthcare:**

- Stephanie Dowell, Vice President
stephanie_dowell@uhc.com



Thank you!