



Principal Office: 5250 Lovers Lane, Portage, MI 49002

Main Phone: 800-676-0423

## Southwest Michigan Behavioral Health MHL Provider Frequently Asked Questions (FAQs)

- 1. What is changing for Behavioral Health providers and Community Mental Health Service Providers (CMHSPs) that are contracted with Southwest Michigan Behavioral Health (SWMBH) for MI Health Link (MHL)?** SWMBH is withdrawing from the MI Health Link demonstration project on 1/1/2023. Specifically, the Medicare Behavioral Health benefits and Medicaid Mild-Moderate Behavioral Health benefits for enrollees in the MI Health Link (MHL) project will be managed by Meridian and Aetna rather than SWMBH beginning 1/1/2023.
- 2. Which enrollees does this change apply to?** This change only applies to dual eligible enrollees with both Medicare and Medicaid who are also enrolled in the MI Health Link (MHL) project.
- 3. Here is a list of the MI Health Link (MHL) administrative functions that will be managed by Aetna and Meridian effective 1/1/2023. MHL Providers will work with Meridian and Aetna for these functions rather than SWMBH beginning 1/1/2023.**
  - a. Provider Network – Credentialing and Contracts for inpatient and outpatient providers
  - b. Utilization Management – Prior and Continuing Authorizations for Outpatient (Mental Health and Substance Use Disorder) Services, Psychological Testing & Inpatient Psychiatric Admissions
  - c. Customer Services – Grievance & Appeals, Customer Handbook & Newsletter
  - d. Finance – Claims submissions, encounter reporting
  - e. Quality – MHL-related auditing
- 4. What is the timeline for these changes?** The change is effective for Members and Providers 1/1/2023. It is imperative to establish credentialing, contracts, and processes with Aetna/Meridian prior to 1/1/2023 so Members do not lose their current providers.
- 5. How will Behavioral Health services provided to MHL members be impacted with this change?** SWMBH, Meridian and Aetna's shared goal is to create minimal impact on Members, which will rely heavily on the current MI Health Link provider network securing contracts with Meridian and/or Aetna.
- 6. Will current MHL providers/CMHSPs have to sign a new contract to continue serving the MHL population?** Yes. You will need a new contract with Aetna and/or Meridian to continue serving persons participating in the MI Health Link program on 1/1/2023. Aetna and Meridian are two separate managed care organizations. Therefore, if you work with several persons in the MI Health Link program – some of whom are covered by Aetna and others who are covered by Meridian – then you will have to secure new contracts with both Aetna and Meridian.
- 7. Who will Providers contact with a question or complaint regarding Behavioral Health?** Providers can reach out to SWMBH per their usual processes throughout the rest of 2022. Beginning 1/1/2023 Providers will reach out to Meridian/Aetna according to the contact information supplied in your new Meridian/Aetna contract packets.



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- 8. Will there be a change in care coordinator assignments?** Yes. Aetna and Meridian will become responsible for MI Health Link care coordination beginning 1/1/2023. Beginning 12/1/2022, the SWMBH care coordination team will begin an acuity-driven handoff to Aetna and Meridian for those members receiving complex case management. SWMBH will participate in ICT meetings until 1/9/2023 if authorized by Meridian/Aetna to do so.
- 9. Will there be a change to payment schedules?** Aetna and Meridian are different entities with different payment schedules. Please reach out to Meridian/Aetna provider network departments for information about payment schedules.
- 10. Will there be a change to rates?** Meridian, Aetna and SWMBH all follow Medicare fee schedules, which run on a Calendar Year. Please reach out to Meridian/Aetna provider network departments for information about rates. Contact information for the Meridian/Aetna provider network contact information has been sent to all current MHL providers.
- 11. Where do Providers send Medicare MHL behavioral health claims?** Refer to existing ICO billing materials. Claims for MI Health Link dates of services spanning 12/31/2022 and prior will be submitted to SWMBH. Claims for MI Health Link dates of service spanning 1/1/2023 and after will be submitted to the applicable ICO – either Aetna or Meridian. MI Health Link claims for services that were delivered on 1/1/2023 and beyond will be denied by SWMBH.
- 12. Will electronic payment and remittance be available with Aetna and Meridian? If so, what is the process to setup an account?** Payment and remittance are electronic processes at both Aetna and Meridian. At contracting, providers receive information materials on payment and remittance.
- 13. What will happen if a Provider or CMHSP submits MHL claims or authorization requests to SWMBH after January 1, 2023?** Claims for MI Health Link services with *dates of service* spanning 12/31/2022 and prior will be submitted to SWMBH. Claims for MI Health Link services with *dates of service* spanning 1/1/2023 and after will be submitted to the applicable ICO – either Aetna or Meridian. MI Health Link claims for services that were authorized by Meridian or Aetna on 1/1/2023 and beyond will be denied by SWMBH.
- 14. Where can MHL Providers and CMHSPs find Meridian and/or Aetna’s Provider Manual, Claims Manual, and Provider Portal?** Please reach out to the Michigan-based Meridian/Aetna provider network departments. Contact information for the Meridian/Aetna provider network contact information has been sent to all current MHL providers and CMHSPs. You may also be able to find standard provider information on their websites.
- 15. How can a MHL Behavioral Health Provider register for Meridian/Aetna’s provider portal?** Please reach out to Meridian/Aetna provider network departments. Contact information for the Meridian and Aetna has been sent to all current MHL providers.



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- 16. What is the process set in place for MHL members to file a Behavioral Health related grievance or appeal?** Grievances and appeals regarding MI Health Link *services that were delivered* on 12/31/2022 and prior will be addressed by SWMBH. Grievances and appeals regarding MI Health Link *services that were delivered* on 1/1/2023 and after will be submitted to the applicable ICO – either Aetna or Meridian.
- 17. How can Behavioral Health Providers update the provider directory, or add a new provider, to physician Tax ID?** Please reach out to Meridian/Aetna provider network departments. Contact information for the Meridian and Aetna has been sent to all current MHL providers.
- 18. Specific to Substance Use Disorder (SUD) Treatment Providers: Does anything need to happen with Behavioral Health Treatment Episode Data Sets (BH TEDS) in SmartCare during the transition?**  
If the customer will no longer be utilizing services covered by/paid for by the PIHP, a BH TEDS Discharge should be entered for the customer. The date of discharge should be the date of the last service for the customer prior to 12/31/22. If the PIHP will remain funding services for the customer (i.e.: peer recovery services, intensive outpatient, recovery housing, etc.), the BH TEDS episode of care should remain open.
- 19. Specific to Inpatient Hospital Providers: How will Authorizations/Continued Stay Reviews (CSRs)/Claims work for anyone admitted inpatient spanning through the transition date?**
- Claims for *dates of service* through 12/31/2022 must be sent to SWMBH for payment.
  - Claims for *dates of service* beginning 1/1/2023 and beyond must be sent to the applicable ICO – either Aetna or Meridian.
  - SWMBH will complete inpatient MHL authorizations and continued stay reviews through 12/31/2022.
  - Meridian/Aetna will complete Inpatient MHL authorizations and continued stay reviews beginning 1/1/2023.

Aetna Better Health Provider Services Email: [MI-providerservices@aetna.com](mailto:MI-providerservices@aetna.com)  
Meridian Complete Provider Network Email: [miprovidernetwork@mhplan.com](mailto:miprovidernetwork@mhplan.com)

Southwest Michigan Behavioral Health (SWMBH) continues to manage all Medicaid specialty behavioral health (BH carve out) and Healthy Michigan Plan behavioral health benefits. The changes described in this FAQ only apply to behavioral health services funded by Medicare for enrollees in the MI Health Link Demonstration project.