



UnitedHealthcare Community Plan of Minnesota Families and Children and MinnesotaCare

Intensive Residential Treatment Services (IRTS)

United
Healthcare®

Agenda

- IRTS Overview
- Provider Responsibilities
- Prior Authorization information and requirements
- Coding, Billing, and Reimbursement
- Resources
- Q & A





Overview

IRTS - Services

What is Intensive residential treatment services (IRTS)?

IRTS is a community-based medically monitored level of care for an adult client that uses established rehabilitative principles to promote a client's recovery and to develop and achieve psychiatric stability, personal and emotional adjustment, self-sufficiency, and other skills that help a client transition to a more independent setting.

- IRTS are provided by qualified mental health staff on-site 24 hours a day.
- IRTS are time-limited, directed to a targeted date of discharge with specific member outcomes.
- IRTS are consistent with evidence-based practices.



IRTS – Eligible Providers

Eligible providers must be enrolled with MHCP. Before enrolling with MHCP, each intensive residential treatment services (IRTS) must have a statement of need and meet the provider standards as follows:

- Each site must have either a statement of need from the local mental health authority or an approved need determination from the Minnesota Department of Human Services (DHS) commissioner.
- Submit the statement of need to the Behavioral Health Division at DHS.AdultMHAct_IRTS@state.mn.us

Only Providers who have been approved by DHS to render IRTS will be able to be contracted for this service with Optum.



IRTS – Provider Requirements

Providers must comply with the following requirements:

- Licensed by DHS Licensing to provide residential crisis stabilization according to Minnesota Statutes 245I
- Five to 16 beds and an institution for mental disease (IMD)
- Have a rate approved by DHS
- Additionally, IRTS providers must follow the treatment standards set forth by DHS. A list of treatment standards can be found at Mental Health Services - Intensive Residential Treatment Services (IRTS) (state.mn.us)





Provider Responsibilities

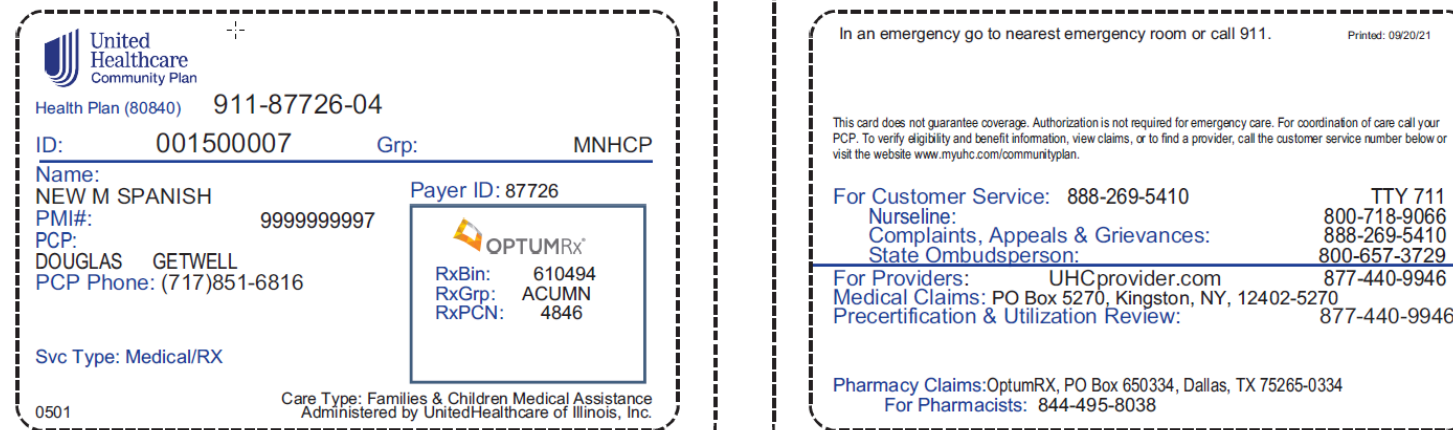
Member Eligibility

- It is the providers responsibility to verify a member's eligibility and benefits prior to rendering services or requesting authorization
- To verify eligibility and benefit information call 877-440-9946 or verify on provider portal - [Optum - Provider Express Home](#)
- When calling the Optum Care Advocate you must have:
 - ✓ Member's Name
 - ✓ ID#
 - ✓ Date Of Birth
 - ✓ Address



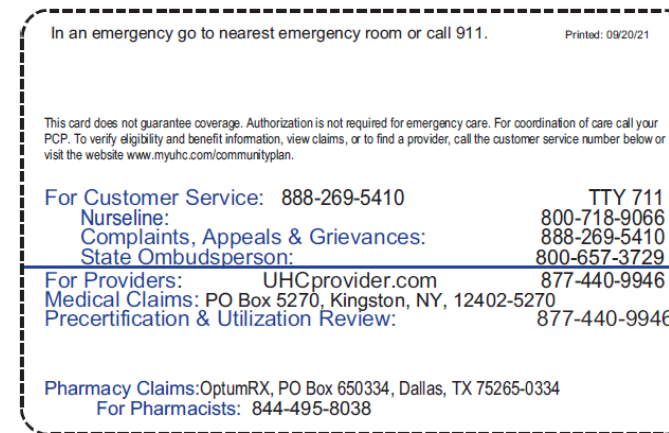
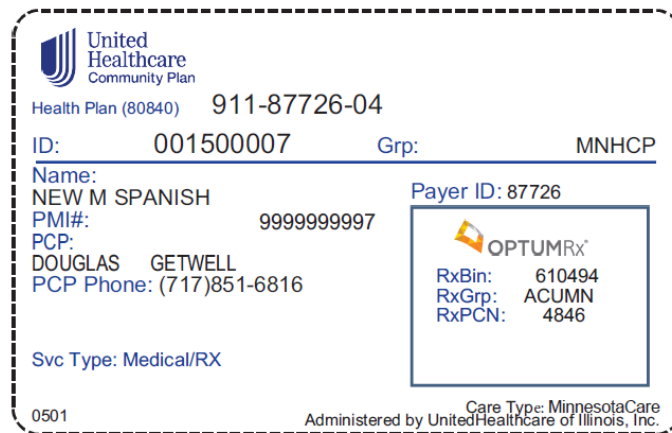
Member ID Cards – Medicaid

- UHCCP MN Families and Children members receive an ID card with information to help you submit claims accurately and completely.
- Be sure to copy both sides of the ID card for your files at admission
- Member ID cards can also be viewed online using the Eligibility & Benefits tool on UHCprovider.com.
- Sample ID card image:



Member ID Cards - MinnesotaCare

- UHCCP MN MinnesotaCare members receive an ID card with information to help you submit claims accurately and completely.
- Be sure to copy both sides of the ID card for your files at admission
- Member ID cards can also be viewed online using the Eligibility & Benefits tool on UHCprovider.com.
- Sample ID card image:





Prior Authorization Information and Requirements

Prior Authorization Requirements

Prior authorization *is required* for IRTS under the UnitedHealthcare Community Plan of Minnesota Families and Children and MinnesotaCare

- To request prior authorization for IRTS services, please call 877-440-9946.
- Authorization needs to be requested within 48 hours of admission
 - if authorization is requested after 48 hours, authorization will be considered for that day forward. If you do not request within 48 hours of admission you could be subject to non covered days or be required to submit a retro authorization request.
- Authorizations are subject to medical necessity and coverage is not guaranteed.
 - LOCUS is used to determine medical necessity and authorization
- Authorization notification will be provided 48-72 hours after request *IF* sufficient clinical information is received. Overall, Optum has 13 business days to make an approval or denial determination.
 - A phone call will be made to provide approval or denial information – person called is the person who originally called in the auth request. After phone call, written notification will be sent via a mailed letter. Currently faxes are out of scope.



Prior Authorization Requirements Continued

Initial Authorizations are typically approved for 30 days.

- Concurrent Reviews authorization typically approved for an additional 14-30 days based on medical necessity.
- 90 days per stay max (can have multiple stays In a one-year period)
- If a member readmits within 15 days of discharge, that stay will count towards the previous 90 days.

Important information to have when you call in to request the authorization:

- Provider Name, Provider TIN, Provider NPI, and service address
- Member Name, Member ID, and Member DOB



Prior Authorization Requirements Continued

Required Clinical Information:

- Clinical to support and score the LOCUS – Level of Care Utilization System
- Medical Necessity for IRTS will be determined based on LOCUS
- When providing clinical information for an authorization, please ensure you are referring to the LOCUS for all required information.

LOCUS Resources:

- [Guidelines/Policies/Manuals \(providerexpress.com\)](https://providerexpress.com)
- [Adoption of LOCUS/CASII/ECSII for Level of Care Guidance \(providerexpress.com\)](https://providerexpress.com)
- [Level of Care Utilization System for Psychiatric and Addiction Services - Adult Version 20, December 2016 \(providerexpress.com\)](https://providerexpress.com)



Prior Authorization Requirements Continued

- Need current symptoms and updated clinical. Historical information can also be provided.
- Description of current functional impairments (ADL, simple tasks, etc.)
- Treatment plan to address the current symptoms, issues, and impairments of the member
 - ✓ based on the individual, be specific to this member.
- Member history of concurrent or multiple hospitalizations, poor outcomes using Community Based Services, homelessness, etc.
- Member MUST have a mental health diagnosis and functional impairment. Sometimes MH DX is left off the prior authorization request - this MUST be included.
- The more information you can provide the better! If you feel something is important for Optum to know in determining if authorization is granted or not for IRTS, please make sure to include that information.



Prior Authorization Requirements Continued

Discharge Planning:

- Discharge Planning should be started from admission and information should be included in the prior authorization request
- Barriers to stepdown, if any.
- Applying for additional supports – Community resources, waivers, etc.

Please note: If the appropriate and required information is not received for the prior authorization request, this will cause a delay in making a determination and could lead to a peer review or denial.





Coding, Billing, and Reimbursement

1500 Claim Form

Ensure correct provider information is entered in the 4 highlighted sections. The CRE Edit will review each section when a provider name and NPI number is populated.

- IRTS H0019 should be submitted on a CMS 1500 Claim form
- Claim should be submitted under the Facility and Type II NPI
- 32A – Service location and NPI number
- 33A – Billing provider, NPI number, taxonomy.

24. A. DATE(S) OF SERVICE					B.	C.	D. PROCEDURES, SERVICES, OR SUPPLIES		E.	F.	G.	H.	I.	J.			
From To					PLACE OF SERVICE	EMG	CPT/HCPCS	MODIFIER	DIAGNOSIS POINTER	\$ CHARGES	DAYS OR UNITS	EPSTD Family Plan	ID. QUAL.	RENDERING PROVIDER ID. #			
MM	DD	YY	MM	DD	YY												
1														NPI			
2														NPI			
3														NPI			
4														NPI			
5														NPI			
6														NPI			
25. FEDERAL TAX I.D. NUMBER					SSN EIN		26. PATIENT'S ACCOUNT NO.		27. ACCEPT ASSIGNMENT? (For govt. claims, see back) YES NO		28. TOTAL CHARGE \$		29. AMOUNT PAID \$		30. BALANCE DUE \$		
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)							32. SERVICE FACILITY LOCATION INFORMATION				33. BILLING PROVIDER INFO & PH# ()						
SIGNED					DATE					a.		b.		a.		b.	

PHYSICIAN OR SUPPLIER INFORMATION

NUCC Instruction Manual available at: www.nucc.org PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM CMS-1500 (02-12)

Claims Tip Reminders

Claims filing deadline:

Providers should comply with the 180-day timely filing limit as outlined in the contract with United/Optum to avoid claim denials.

Coding Issues:

Coding issues including incomplete or missing diagnosis or Invalid or missing HCPC/CPT examples:

- Submitting claims with the incorrect code for IRTS
- HCPC H0019 is the Intensive Residential Treatment Services contracted code and should be on the submitted claim form. This is contracted as a stand-alone code and does not have a revenue code or CPT code attached.
- Required data elements missing, (e.g., number of units)

Provider information missing/incorrect:

Example: provider information has not been completely entered on the claim form or place of service



Claims Submission

Submission Methods	
Electronic Claims	Payer ID 87726
ERA (Clearinghouse of your choice)	If you receive 835 Electronic Remittance Advice (ERAs) through a vendor, please ask them to enroll you for the 835 through OptumInsight.
Provider Portal	UHCprovider.com/claims
Claim Form	CMS 1500 Form
Paper Claims Mailing Address	UnitedHealthcare Community Plan of Minnesota Medicaid and MinnesotaCare P.O. Box 5270 Kingston, NY 12402-5270

****Claims must be received within 180 days from the service date, unless otherwise allowed by law to deter timely filing claim denials.**



IRTS - Reimbursement

- Reimbursement rates for each individual IRTS provider are determined by DHS.
- Optum will load the individual IRTS rates for each contracted provider for the date span noted by DHS.
- DHS has a maximum allowed number of units/days of 90 for IRTS. Readmission within 15 days counts toward 90-day limit.
- Additional services can be provided to members while they are in IRTS. Please review this information found at: [Mental Health Services - Intensive Residential Treatment Services \(IRTS\) \(state.mn.us\)](https://www.state.mn.us/health/mentalhealth/irts)
- Room and Board for IRTS is reimbursed directly by the state under Revenue Code 1001.





Resources

Provider Assistance

Resource	Contact Details
Provider Relations Line and Authorizations	877-440-9946 Calls are answered between 7 a.m. and 7 p.m. CST
Optum Behavioral Health Website	www.providerexpress.com Available 24 hours a day, 7 days a week Provider Express Support Center: 1-866-209-9320
Optum's Behavioral Health Minnesota Landing Page	Provider Express Minnesota Landing Page
Provider Relation Advocate Team	https://public.providerexpress.com/content/ope-provexpr/us/en/contact-us/nmContacts/mn.html
UnitedHealthcare Community Plan of Minnesota Homepage	UHCprovider.com/Mncommunityplan
UHC Community Plan of MN - Provider Manual	Community Plan Care Provider Manuals for Medicaid Plans By State UHCprovider.com

Provider Assistance

IRTS Resources	Contact Details
Services in scope for IRTS	Mental Health Services - Intensive Residential Treatment Services (IRTS) (state.mn.us)
Reimbursement Rates	IRTS Provider Rates - CY2023 (4.12.23) tcm1053-557866.pdf (mn.gov)
List of current IRTS Providers	Service rates information / Minnesota Department of Human Services (mn.gov)
Becoming an IRTS Provider	Mental Health Services - Intensive Residential Treatment Services (IRTS) (state.mn.us)



Our BH Provider Relations Team - Minnesota



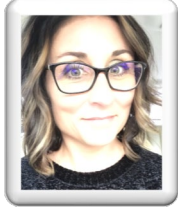
Team Email:

ohbs.centralregion@optum.com



Team Fax:

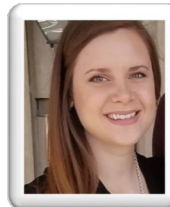
1-866-388-1710



Misty Ray, MBA

Provider Relations Director
Minnesota

misty_ray@optum.com



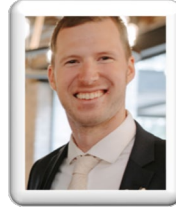
Sarah Coffey

Provider Advocate Account Manager

sarah.coffey@optum.com

PROVIDER GROUPS:

Fairview and Nystrom



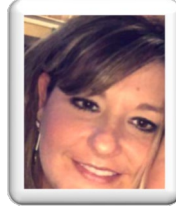
Steven Handt

Senior PR Advocate

steven.handt@optum.com

METRO COUNTY:

Hennepin



Abigail Bradshaw

PR Advocate

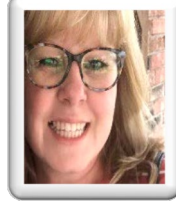
abigail.bradshaw@optum.com

METRO COUNTIES:

Anoka, Carver, Scott

PROVIDER GROUPS:

Essentia



Deborah Norris

PR Advocate

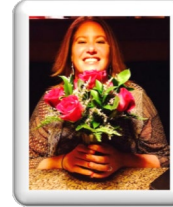
deborah.norris@optum.com

METRO COUNTIES:

Ramsey, Dakota, Washington

PROVIDER GROUPS:

CentraCare (Carris Health, St Cloud Hospital)



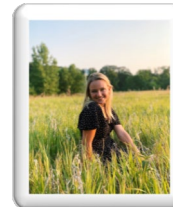
Lisa Marx

Dedicated Senior PR
Advocate for
Medica

lisa.marx@optum.com

SOUTHERN COUNTIES:

Olmsted, Blue Earth, Sherburne, Crow Wing, Wright, Isanti, Rice, Kandiyohi, Goodhue, Mower, McLeod, Winona, Nicollet, Brown, Wabasha, Freeborn, Meeker, Chisago, Houston, Fillmore, Steele, Pine, Martin, Lyon, Big Stone, Watonwan, Waseca, Rock, Redwood, Le Sueur, Faribault, Renville, Dodge, Chippewa, Stevens, Sibley, Pope, Nobles, Lincoln, Lac Qui Parle, Cottonwood, Yellow Medicine, Swift, Pipestone, Murray, Monroe, Jefferson, Jackson, Benton



Emily Deboer

Dedicated PR Advocate for
MnFIRE

emily.deboer@optum.com

NORTHERN COUNTIES:

Saint Louis, Clay, Beltrami, Becker, Otter Tail, Douglas, Itasca, Pennington, Carlton, Mille Lacs, Wadena, Todd, Polk, Morrison, Hubbard, Cass, Wilkin, Roseau, Mahnommen, Koochiching, Norman, Lake, Kanabec, Clearwater, Aitkin, Traverse, Marshall, Lake of the Woods, Kittson, Grant, Cook



Connie Ziegler

Senior PR Advocate

connie.ziegler@optum.com

PROVIDER GROUPS:

Health Partners/Park Nicollet, North Memorial, HCMC, Mayo, Allina, The Emily Project, Amherst, and Children's Hospitals and Clinics of Minnesota

MN SUDS PROVIDERS:

NuWay, MN Adult and Teen Challenge, Transformation House Inc, Life Development Resources, The Center for Hope and Healing, MN Prevention & Recovery Alliance, Hybrid Behavioral Health Inc, Main Street Family Services, Acres for Life Therapy and Wellness Center, Minnesota Renewal Center, Elite Recovery LLC, Meridian (Avalon Programs, Beauterre Recovery, Bridge Recovery, Cedar Ridge, Douglas Place, Lake Shore, Latitudes, Meadow Creek, New Beginnings, Oakridge, Tapestry, Twin Town, Valhalla)





Your Feedback and Questions





Thank you.