



**Louisiana Department of Health**  
**Informational Bulletin 15-11**  
**July 16, 2015**

**Behavioral Health Provider Next Steps Toward Integration**

This communication outlines steps behavioral health providers should begin taking as we integrate Medicaid behavioral healthcare services into the Medicaid managed care system.

**Individual Behavioral Health Providers:**

**Step 1. Ensure your certification through LDH-OBH is active.**

Please refer to [Informational Bulletin 15-8](#), which provides certification guidance to both existing Louisiana Behavioral Health Partnership providers and newly enrolled behavioral health providers, regarding the opportunity for Accelerated Recertification yielding “deemed status” for behavioral health providers by the Managed Care Plans through June 30, 2016. You may find additional information about the Accelerated Recertification process for behavioral health providers [here](#).

**Step 2. Register as a provider through CAQH.**

If you are not already a registered provider through the Council for Affordable Quality Healthcare (CAQH), please register and complete a provider profile [here](#). CAQH provides a universal provider datasource (ProView), which streamlines the document collection process for credentialing and re-credentialing. There is no charge to providers to participate in CAQH, and credentialing information is provided to a single repository via a secure internet site. All Managed Care Plans utilize CAQH for credentialing of individual providers.

**Step 3. Upload your LDH-OBH Certification/Recertification Approval Letter to CAQH.**

Providers should complete the Louisiana online credentialing application and upload required documents via the CAQH document upload feature. This is where you may also upload copies of licenses, criminal background reports, and more if requested to do so. Please be sure to select “Other” and upload your LDH-OBH certification/recertification approval letter.

**Step 4. Apply to become a Provider Network Participant with the Managed Care Plans.**

Apply to become a provider network participant with each of the Managed Care plans with which you intend to credential and contract. We encourage credentialing and contracting with all five (5) plans as contracting with the Plan in which your patient is enrolled is necessary to receive reimbursement for Medicaid behavioral health services provided on or after Dec. 1, 2015.

**Step 5. Provide your CAQH ID # to the Managed Care Plans.**

Be sure to provide your CAQH ID #, obtained at the time of CAQH provider registration, to each of the Managed Care Plans with which you intend to credential and contract. Doing so allows the plans to add you to

their CAQH Participating Organization roster. You control which organizations have access to your information. When completing your provider profile on the CAQH website, or at any time thereafter, please indicate which healthcare organizations and health plans are authorized to access your data. Please note, participation with CAQH does not eliminate the need to complete a provider enrollment form; however, it significantly reduces required paperwork to one page.

**Step 6. Complete the Credentialing and Contracting processes through the Managed Care Plans.**

Follow the credentialing and contracting processes for each Managed Care Plan with which you intend to participate. You may find Managed Care Plan contact information for providers [here](#).

If you are already credentialed and contracted through any or all of the Managed Care Plans, please be sure to upload your LDH-OBH certification/recertification approval letter(s) to your CAQH provider profile via the ProView website as outlined in Step 3.

Organizational Behavioral Health Providers:

**Step 1. Ensure your certification through LDH-OBH is active.**

Please refer to [Informational Bulletin 15-8](#), which provides certification guidance to both existing LBHP providers and newly enrolled behavioral health providers, regarding the opportunity for Accelerated Recertification yielding “deemed status” for behavioral health providers by the Managed Care Plans through June 30, 2016. You may find additional information about the Accelerated Recertification process for behavioral health providers [here](#).

**Step 2. Apply to become a Provider Network Participant with the Managed Care Plans.**

Apply to become a provider network participant with each of the Managed Care Plans you intend to credential and contract. We encourage credentialing and contracting with all five (5) plans as completion of these processes with the Plan in which your patient is enrolled is necessary to receive reimbursement for Medicaid behavioral health services provided on or after Dec. 1, 2015.

**Step 3. Complete the Credentialing and Contracting processes through the Managed Care Plans.**

Follow the credentialing and contracting processes for each Managed Care Plan with which you intend to participate. You may find Managed Care Plan contact information for providers [here](#).

At this time, the CAQH ProView software application is only available to individual providers. Organizational behavioral health providers must ensure they supply documents required for credentialing (application, copies of licenses, insurance certificates, proof of accreditation, etc.) as well as LDH-OBH certification/recertification approval letter(s) to the Managed Care Plans with which they elect to participate. Follow guidelines set by the Managed Care Plans in submitting your required information.

**If you are already credentialed through any or all of the Managed Care Plans**, please be sure to provide the plan(s) with your LDH-OBH certification/recertification approval letter(s). As a behavioral health provider, your participation in the Healthy Louisiana Provider Network is incomplete without LDH-OBH certification approval.

Note: Psychiatrists are not required to be certified through LDH-OBH to provide Medicaid behavioral health services and are exempted from the certification process. However, psychiatrists must still credential and contract with the Managed Care Plans to provide Medicaid behavioral health services.