



**Ohio Department
of Medicaid**

Behavioral Health Office Hours

“Open Forum”

Week 9

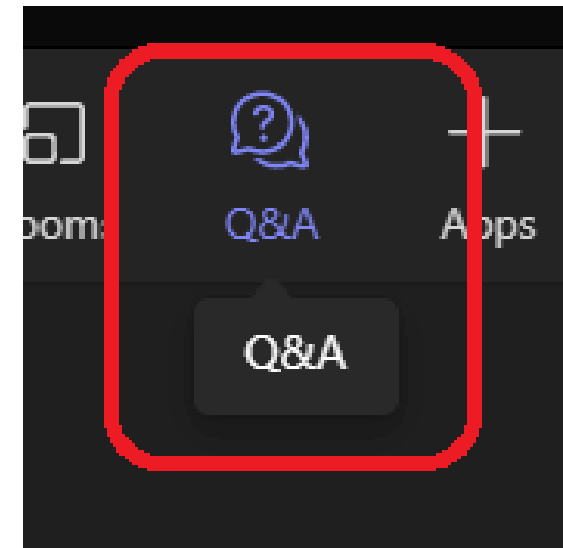
Access, Inclusion, and Reasonable Accommodation

Ohio Department of Medicaid is committed to providing access, inclusion, and reasonable accommodation in its services, activities, programs, and employment opportunities in accordance with the Americans with Disabilities Act (ADA), Title VI of the Civil Rights Act, and other applicable laws. To request an interpreter, written information in a language other than English or in other formats (large print, audio, accessible electronic formats, other formats), or a reasonable accommodation due to a disability, please contact ODM's Civil Rights/ADA Coordinator at 614-995-9981/TTY 711, fax 1-614-644-1434, or [ODM EEO EmployeeRelations@medicaid.ohio.gov](mailto:ODM_EEO_EmployeeRelations@medicaid.ohio.gov). Requests should be made at least three business days prior to the scheduled event.

If you believe ODM has failed to provide these services or discriminated in another way, you can file a grievance with ODM's civil rights coordinator and/or file a civil rights complaint with the U.S. Department of Health and Human Services (HHS) Office for Civil Rights. Further information on these processes and ODM's compliance with civil rights and other applicable laws can be found in their Notice of Nondiscrimination.

Housekeeping

- If you would like to submit a question you may use the Q&A feature at the top of the TEAMS webinar. Please submit as a new comment, not as a response to another question.
- AI bots used for recording or note taking will be removed



Tentative Office Hour Topics

- ✓ **Week 1:** Introduction
- ✓ **Week 2:** Q&A - Addressing initial questions specific to new utilization management thresholds implementation
- ✓ **Week 3:** Q&A – Addressing authorization questions, Community Behavioral Health Rehabilitative Services Authorization Request Form
- ✓ **Week 4:** Authorization forms/CCPs - walk through MCE processes for submitting authorizations and verifying utilization
- ✓ **Week 5:** SUD Authorization Form
- ✓ **Week 6:** Off for Juneteenth
- ✓ **Week 7:** Recap before 7/1 Go live
- ✓ **Week 8:** OFF for July 4th
- ✓ **Week 9:** “Real-Time” Office Hours
- Week 10:** Rule Work Stakeholdering

Agenda

- BH Website Walk-Thru
- Open Forum Guidelines
- Next Week

BH Website Walk-Thru

UM Info at your Fingertips



Let's take a moment to walk through the ODM Behavioral Health website. There are many informative bulletins, webinars, and forms that can assist you when questions arise.

Bh.Medicaid.ohio.gov

Open Forum Etiquette

Please adhere to the following guidelines to ensure a smooth process as we answer your questions:

- Please raise your hand, unmute yourself, and ask your question.
- We will respond to you in the order of hands raised.
- You can also type your question into the Q/A and we will respond either there or verbally if time allows.
- We will create and post an FAQ based on questions received today to the BH website.
- Please try to not submit duplicate questions.

****The Department does NOT provide explicit billing guidance. For billing guidance, please consult with a Certified Coder.****

Ongoing Work

Next Week

- The Office Hours scheduled for 7/16 will be shifting focus away from Utilization Management implementation to a new workstream focused on updating the ODM Chapter 5160-27 Rules Package.
- The “Submit Questions Beforehand Here” link found on the office hour registration link will no longer be monitored after next week (7/15).
- A replacement “Submit Questions” link specific to rules feedback will be added to next week’s registration.

We are excited to begin the collaborative process of updating our rules to alleviate provider pain points while reducing confusion, promoting quality care and positive member outcomes while ensuring the integrity of service delivery.

THANK YOU

medicaid.ohio.gov