



2021 Medicaid Behavioral Health Bonus Program Announcement

At 'Ohana we understand that the provider-member relationship is a key component in ensuring superior healthcare and the satisfaction of our members. Because 'Ohana recognizes these important partnerships, we have developed the 2021 Behavioral Health Bonus Program to reward eligible Behavioral Health practitioners for providing specific services listed in the table below.

- Behavioral Health providers must submit a claim/encounter containing the requisite diagnosis and/or procedure codes to receive the bonus payment for eligible members.
- These bonus rewards are applicable to services rendered to members with 'Ohana Health Plan QUEST Integration. The services rendered to members enrolled in 'Ohana QUEST Integration coverage in conjunction with Medicare and/or CCS coverage will not be eligible for this bonus program.
- A follow-up visit with a mental health provider within 7 days after discharge. Do not include visits that occur on the date of discharge.
- Service must be rendered from Jan. 8, 2021 to Dec. 8, 2021.
- All claims/encounters must be submitted by Jan. 31, 2022, to be used in calculating the final payment.
- A one-time payment will be issued in 2022 after the end of the program year.
- 'Ohana may request medical records if unable to verify care using claim/encounter data.

Measure and Bonus Amount

Measure	Amount
Follow-up After Hospitalization for Mental Illness – 7 Days	\$30

Quality care is a team effort.
Thank you for playing a starring role!



Instructions

- 1 Schedule and conduct an exam with the member by Dec. 8, 2021, to address the program measure(s).
- 2 Upon completion of the appointment, document care and diagnosis in the patient's medical record and submit the claim/encounter containing all relevant ICD 10, CPT and/or CPT II codes by Jan. 31, 2022.



If you have questions about Behavioral Health Bonus Program, please contact your Provider Relations Representative, Quality Practice Advisor or call Provider Services at **1-888-846-4262 (TTY 711)**. You can reach us Monday–Friday from 7:45 a.m. to 4:30 p.m. HST.

Additional Conditions

To be eligible to receive a bonus payment under this Program, Behavioral Health Providers must meet the following requirements and/or conditions:

1. All Providers must: (a) be in a participation Agreement with 'Ohana, either directly or indirectly through a Vendor, from the Effective Date and continually through the dates the bonus payments are made, and (b) be in compliance with their participation Agreement including the timely completion of required training or education as requested or required by 'Ohana.
2. Bonus payments are paid to the the eligible 'Ohana Health Plan Quest Integration member's Behavioral Health Provider of record at the end of the applicable measurement periods as defined by the HEDIS® specifications. Bonus rewards are not applicable to services rendered to members who are enrolled in Medicare and/or CCS coverage in conjunction with 'Ohana QUEST Integration coverage.
3. Any bonus payments earned through this Program will be in addition to the compensation arrangement set forth in your participation Agreement, as well as any other 'Ohana bonus program in which you may participate. At 'Ohana's discretion, Providers who have a contractual or other quality bonus arrangement with 'Ohana either directly or through an IPA/Vendor may be excluded from participation in this Program.
4. The terms and conditions of the participation Agreement, except for appeal and dispute rights and processes, are incorporated into this Program, including without limitation, all audit rights of 'Ohana, and the Provider agrees that 'Ohana or any state or federal agency may audit his/her/its records and information.
5. The Program is discretionary and subject to modification due to changes in government healthcare program requirements, or otherwise. 'Ohana will determine if the requirements are satisfied and payments will be made solely at 'Ohana's discretion. There is no right to appeal any decision made in connection with the Program. If the Program is revised, 'Ohana will send a notice to Provider by email or other means of notice permitted under the participation Agreement.
6. 'Ohana reserves the right to withhold the payment of any bonus that may have otherwise been paid to a Provider to the extent that such Provider has received or retained an overpayment (any money to which the Provider is not entitled, including, but not limited to, Fraud, Waste or Abuse) from 'Ohana, or 'Ohana's Eligible Member. In the event 'Ohana determines a Provider has been overpaid, 'Ohana may offset any bonus payment that may have otherwise been paid to the Provider against overpayment.
7. Only one bonus payment will be made for a specific HEDIS® member-measure combination. HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
8. 'Ohana shall make no specific payment, directly or indirectly under a provider bonus program, to a Provider as an inducement to reduce or limit medically necessary services to an enrollee, and this Program does not contain provisions that provide bonuses, monetary or otherwise, for withholding medically necessary care. All services should be rendered in accordance with professional medical standards.



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