



**Mass General Brigham Health Plan Provider Training
Q & A
March 22, 2023**

Q - Is the "Allways" MGB website going away to only use "Provider Express"?

A - Provider Express is Optum's Provider Portal. The Mass General Brigham Health Plan website is separate/distinct, managed by the health plan, not Optum. Mass General Brigham Health Plan delegates BH utilization (prior authorizations and utilization management) to Optum, so you will not be able to use the Mass General Brigham Health Plan site for that purpose -- just Provider Express.

Q - If we have an existing Optum login (used by UHC) will this login be transitioning under the new MGB?

A – You do not need to obtain a new login for Provider Express. Your current login is applicable to all secure transactions.

Q - Is the payor ID changing from Allways to a new one for the new name?

A - No, the payer ID will not change. Please make sure you use the payor ID listed on the member's ID card. Please find claims submission tips at:

<https://www.providerexpress.com/content/ope-provexpr/us/en/admin-resources/claim-tips.html>

Q - How are notices of admission obtained for ATS/CSS/RRS LOC?

A – Services that require notification only must be called in using the number listed on the back of the member's ID card. For more information on authorization and notification requirements, please review the Mass General Brigham Health Plan Provider Manual: [Mass General Brigham Health Plan Manual Addendum \(providerexpress.com\)](#)

Q - When will the email to providers regarding the new authentication code login process be sent?

A - Upon registration as a new user of Provider Express, you will receive an authentication code immediately. If you do not receive it, please check your spam folder.

For technical issues including issues with requesting a user ID and password, please call the Provider Express Support Center at (866) 209-9320 from 7 a.m. to 7 p.m. Central time, or click on the "Chat now" button located at the bottom of the Contact Us page of Provider Express: <https://www.providerexpress.com/content/ope-provexpr/us/en/contact-us.html>.

Q - Will MGB Plan cover two services happening at the same? For example, someone going to a PHP program during the day and also seeing their individual therapist at the same time?

A – Partial Hospitalization program is inclusive of individual therapy and therefore can't be billed separately on the same day.



Q - Where will the presentation be located on Provider Express?

A - The presentation will be posted on our website at: [Welcome Massachusetts \(providerexpress.com\)](https://www.providerexpress.com)

Q - If we are contracted with Optum do we need to obtain a new contract to accept the new ACO?

A - No, If you are already contracted in Optum's MA Medicaid Network, there is nothing else you need to do.

Q - My practice has recently been approved as a clinic. What are the requirements for clinics to be in network with Optum? Do we need to have a certain number of clinicians on board?

A - There is no clinician threshold for a licensed clinic to join the network. For more information on how to join our network, please visit Provider Express and select "Our Network": <https://www.providerexpress.com/content/ope-provexpr/us/en/our-network.html>

Q - Based on the information listed in the supervisory protocol a clinician must have a master's degree. Are interns not billable for outpatient services?

A - Only licensed providers can be added to the group roster. For all non-licensed practitioners, please use the Supervisory Protocol Billing Guide.

Q - Who would I contact to make sure we have a signed supervisory protocol agreement in place?

A - Please contact your Provider Relations Advocate. If you do not know who your Provider Relations Advocate is, please send an e-mail to our network escalation mailbox: ma-nh-me-networkmanagement@optum.com. Please include group name, TIN, and NPI so your inquiry can be routed appropriately.

Q- For patients with MBHP MGB, are providers expected to call Optum/use Provider Express to submit notification of a patient boarding in the ED for inpatient level of care? How are providers expected to give daily updates? How should they submit a notice of admission for inpatient level of care? Currently, we use the MBHP auth portal, is that changing?

A - Yes, please call Optum, using the number on the back of the member's ID card, to notify us of ED boarding. A Care Advocate will work with you to collect the necessary information. Daily updates are still required (this is a MassHealth mandate), and you would call the same number that you did for the initial notification.

For Mass General Brigham ACO members effective April 1, 2023, their BH benefits will be managed by Optum rather than MBHP, so you should no longer use the MBHP auth portal for those members. Please call the number on the back of their ID card to alert Optum of an inpatient admission within 72 hours.



Reminder: A copy of the member ID card is contained in the training deck, including a copy of the back of the card. The back of the card will be the same for all MGB ACO members, the provider number for Optum is (844) 451-3519.

Q- How are notices of admission to be requested?

A – Services that require notification only must be called in using the number listed on the back of the member’s ID card. For more information on authorization and notification requirements, please review the Mass General Brigham Health Plan Provider Manual: [Mass General Brigham Health Plan Manual Addendum \(providerexpress.com\)](https://providerexpress.com)

Q - On Provider Express, under Auth it only shows "inquiry" and "Review," not submit.

A – You will need to log in into the portal. Once logged in, under the Auth section, you will have two options: 1. auth inquiry or 2. auth request.

Q - If we are contacted with Optum are we automatically contracted to offer CBHI?

A - You will need to contact Optum to notify us of the services provided in your practice to ensure MassHealth provider specifications are met. You will then be listed in our directory as providing these services.

Q - When attempting to register and create a login, it is saying that our facility is not found using our NPI and Tax ID. It says to call 866-209-9320. What am I doing wrong? Do I simply need to call that number?

A - Yes, please call the phone number or use the technical support chat if the issue continues.

Q - To clarify, will be an authorization number generated prior to and at admission to inpatient behavioral health unit - where most recently we had been told there was no auth provided for inpatient admission required if the facility is "in network"?

A - An authorization number is not given for services that require notification.

Q - How long does it take for a claim to process?

A - Claims must be submitted within ninety (90) days of the date of service. Clean claims will be adjudicated within forty-five (45) days of receipt of the claim.

Q - Who starts the SCA?

A - A Single Case Agreement (SCA) may be offered in limited circumstances. To inquire about an SCA, please call the number listed on the member’s ID card.

Q - Do you need to add non-licensed individuals that are being supervised to your roster on Provider Express? If so how? The current process says it’s only for contracted individuals



A – Non-licensed providers can't be added to the group roster. Please use the Supervisory Protocol billing guide found on the Massachusetts page of Provider Express:

[ProviderTrainingSupervisoryProtocol \(providerexpress.com\)](https://www.providerexpress.com/content/ope-provexpr/us/en/contact-us.html)

Q - How can we add providers in Provider Express? We just tried and could not.

A - There are training videos available to assist with navigating Provider Express [Training \(providerexpress.com\)](https://www.providerexpress.com) . If you encounter technical difficulties, please call the Provider Express Support Center at (866) 209-9320 from 7 a.m. to 7 p.m. Central time, or click on the "Chat now" button located at the bottom of the Contact Us page of Provider Express:

<https://www.providerexpress.com/content/ope-provexpr/us/en/contact-us.html>.

Q - What is the group email box?

A - Is is our escalation network mailbox: ma-nh-me-networkmanagement@optum.com

Q - If we have existing Optum login (used by UHC) will this login be transitioning under new MGB?

A - Your Optum login can only be used for the Optum Provider Express Provider Portal.

Q - Who are the Provider Relations contacts?

A – Please refer to Provider Relations contacts below:

- **Claire Tigges**, Sr Provider Advocate (Norfolk & Bristol Counties), claire.tigges@optum.com
- **Glenys Palomino**, Sr Provider Advocate (Suffolk County), glenys_palomino@optum.com
- **Val Lamaj**, Sr Provider Advocate (Worcester, Berkshire, Hamden, Franklin & Hampshire Counties), valbona_lamaj@optum.com
- **Vanessa Maradiaga**, Sr Provider Relations Advocate (Essex County), vanessa.maradiaga@optum.com
- **Eric Demers**, Provider Relations Advocate (Plymouth, Barnstable, Dukes & Nantucket Counties), eric_demers@optum.com
- **Andi Prado**, Provider Relations Advocate (Middlesex County), andi.prado@optum.com