



PBH Communication Bulletin FY 1112 NM 18 Provider Direct Logins

Date: January 13, 2012

To: PBH Network Providers

From: Nicole P. McKinney, PhD, LPC
Corporate Network Operations Director

RE: Provider Direct Logins

Provider Direct training is required in order to obtain a Provider Direct login that allows a provider to enroll consumers, submit treatment authorization requests, and submit claims to PBH. This process applies to new providers entering into the provider network, as well as existing contracted providers who have additional personnel who require provider direct logins. The Provider Direct System Coordinator or Provider Direct System Coordinator Backup identified on the Trading Partner Agreement (TPA) which is required for new providers, should be the designated person for each agency who requests logins when first applying to become a provider and for future login requests for additional personnel. This coordination should be done by the provider in an effort to maintain a comprehensive log of provider users.

The Provider Direct Task Checklist provided below, outlines the necessary steps that are required to obtain a provider direct login. Please note that *once all steps have been completed*, the login will be typically generated to the Provider Direct System Coordinator via email within 10 business days from PBH's provider testing unit.

Note: As applicable, providers who complete an executed Memorandum of Agreement (MOA) with PBH during the application/contract process will receive Provider Direct logins (typically within 10 business days) while their contracts are under development. In this instance, an MOA serves as an interim agreement until an executed contract can be established upon receipt of a completed application packet in tandem with timelines outlined in the MOA. Please note, existing contracted providers who are completing an additional service application to amend their contract in order to add a new catchment area, service, or site will not need to complete an MOA.

Provider Direct Task Checklist for New/Prospective Providers:

- Download application materials, located at <http://www.pbhsolutions.org/providers>. Note: There are three types of applications: (1) for Agencies; (2) for Group and Single

Licensed Independent Practitioners; and (3) an Additional Service Application, for those providers with existing PBH contracts. Complete the initial demographic sheet on-line and download the application materials.

- Complete the application materials and mail a hard copy to PBH with any required attachments. PBH will mail a contract to the officer of the provider agency after reviewing/processing the completed application.
- Sign and return the contract to PBH by mail.
- Receive a fully executed contract, signed by PBH's Chief Executive Officer. PBH will provide instructions for completing the Trading Partner Agreement (TPA) in the contract cover letter. However, this may be completed at any time as referenced in the next step.
- Complete a Trading Partner Agreement (TPA) on-line at <http://www.pbhsolutions.org/providers>. For additional assistance contact: providertesting@pbhsolutions.org. The TPA must be completed by a CEO, President, CIO, or executive designee at the provider agency. The TPA must also be completed in its entirety, inclusive of an identified Provider Direct System Coordinator and Provider Direct System Coordinator Backup.
- Each staff member needing a login must register for Provider Direct trainings on-line. Contact Network Specialists at the appropriate local Community Operation Center as outlined below to obtain information regarding training dates and related links.
 - ❖ Alamance-Caswell Community Operation Center: (336) 513-4222
 - ❖ Five County Community Operation Center: (252) 430-1330
 - ❖ OPC Community Operation Center: (919) 913-4053
 - ❖ PBH Community Operation Center: (704) 721-7000
- The Provider Direct System Coordinator or Provider Direct System Coordinator Backup noted on the TPA must submit contact information (names, phone numbers, and unique e-mail addresses) for all staff members at their agency who have completed the Provider Direct Overview training who wish to receive Provider Direct logins. Please submit a consolidated list, if possible. This information should be sent to providertesting@pbhsolutions.org.
- Each staff member needing a login must participate in PBH's on-line Provider Direct "Overview" training. Note: PBH also encourages providers to participate in additional trainings on Provider Direct Enrollments, Treatment Authorization Requests, and Claims. Trainings are offered in live, on-line forums, as well as pre-recorded sessions. For additional assistance, contact providertesting@pbhsolutions.org.

Provider Direct Task Checklist for Contracted Providers:

- Each additional staff member needing a login must register for Provider Direct trainings on-line. Contact Network Specialists at the appropriate Local Community Operation Center as outlined below to obtain information regarding training dates and related links.
 - ❖ Alamance-Caswell Community Operation Center: (336) 513-4222
 - ❖ Five County Community Operation Center: (252) 430-1330
 - ❖ OPC Community Operation Center: (919) 913-4053
 - ❖ PBH Community Operation Center: (704) 721-7000

- Each staff member needing a login must participate in PBH's on-line Provider Direct "Overview" training. Note: PBH also encourages providers to participate in additional trainings on Provider Direct Enrollments, Treatment Authorization Requests, and Claims. Trainings are offered in live, on-line forums, as well as pre-recorded sessions. For additional assistance, contact providertesting@pbhsolutions.org.

- The Provider Direct System Coordinator or Provider Direct System Coordinator Backup noted on the Trading Partner Agreement that was completed during the initial provider contract process should request logins for additional staff requiring such.

- Contracted providers who wish to remove an employee from having access to the PBH Provider Direct System will need to access the Provider Direct Disable Access Request link on the PBH website at: <http://www.pbhsolutions.org/disable2.asp>

Other Technical Assistance:

- For questions regarding the status of an MOA, please contact Kathy Pifferetti at 704-939-7723.

- Contracted Providers who have general contract-related or provider network questions should contact their assigned Network Specialist at their local Community Operation Center.

- Non-Contracted Providers should contact one of the following Contract Specialists for general questions regarding how to become enrolled as a new provider or to verify the status of an enrollment application:

Providers (A – I) PBH Contract Specialist (704) 939-7747 Jana.Rollins@pbhsolutions.org	Providers (J – R) PBH Contract Specialist (704) 939-7890 Andria.Hogue@pbhsolutions.org	Providers (S – Z) PBH Contract Specialist (704) 939-7889 Nichole.Bailey@pbhsolutions.org
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