

IBCN Launch Webinar

Presented by Infinity Behavioral Health Services &
The Behavioral Health Association of Providers

January 9, 2019



What is IBCN?

- ▶ Infinity Behavioral Health Services saw a huge need to bridge payer-provider gap
- ▶ IBCN reinforces the commitment of Infinity clients to operate with the maximum credibility
- ▶ IBCN helps build stronger relationships with commercial payors & maintain compliance



What is BHAP?



► Membership

- Annual Subscription Model including Membership tiers for licensed treatment providers, unregulated treatment providers, industry professionals, attorneys, and commerce associates
- Members receive guidance on licensing/operational/reimbursement requirements, trends, risk management, best practices, discounts, and exclusive access to programs

► Education

- Online and Live Certificate courses in a multitude of behavioral health specialties, workshops, webinars, livestreaming events, and CE credits for higher level learning.
- Live training events at revenue-sharing conferences throughout the USA.

► Advocacy

- Lobby with the national legislature and support state lobby efforts with strategic partnerships.
- Rally the behavioral healthcare industry to create a unified voice.

What is the IBCN Compliance Program?



- ▶ What is the IBCN Certificate?
 - ▶ Annual certificate of recognition that the provider complies with applicable regulations, best-in-class policy & procedures, and maintains an unsurpassed ethical code of conduct
 - ▶ For providers seeking reimbursement relationships with commercial insurance payors
 - ▶ IBCN & BHAP have created a top-tier certificate program exclusively for Infinity clients
- ▶ IBCN Program also includes
 - ▶ Patient survey tool developed with CARF's uSPEQ
 - ▶ Discharge planning tool developed by Trigr Health
 - ▶ Payer contracting and negotiation

Payer Perceptions



- ▶ Increased scrutiny from law enforcement, the media, and legislators
- ▶ Negative perception of providers on ethical grounds
- ▶ Misunderstanding and knowledge gaps about many aspects of treatment and the treatment industry

Dealing with Payer Actions

- ▶ Increased scrutiny and negative perception can lead to:
 - ▶ Increased medical records and documentation reviews
 - ▶ Routine audits leading to significant recoupment requests
 - ▶ Difficulty understanding complex coding and medical necessity
 - ▶ Difficulty accessing payer networks and reduced contracting opportunity



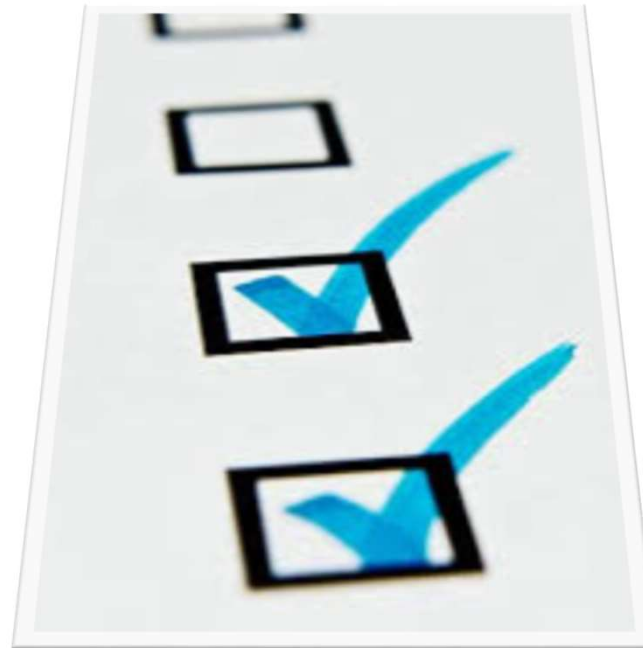
Payer Audits: Causes

- ▶ Patients:
 - ▶ → Surveys, phone calls or interviews by the payer
- ▶ Data Analysis:
 - ▶ Payer (or subcontractor of the payer) of billing, coding, and reimbursement data
- ▶ Review of medical records and documentation
- ▶ Provider demographics
 - ▶ Location, LOC, services, etc.

Major Risk Factors Contributing to Audits and Investigations

Five risk factor areas of focus for SIU investigation:

- Documentation Issues
- Billing Issues
- Patient Responsibility
- Laboratory Services
- Marketing/Kick-Back Issues



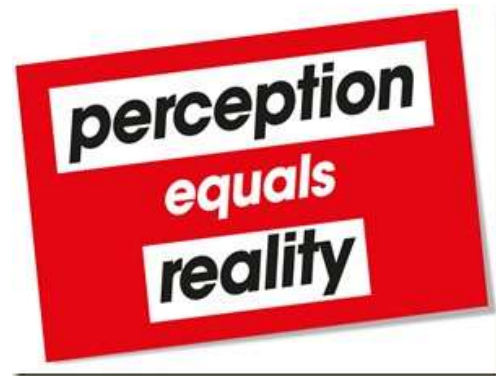
Audit Investigation Outcomes



- ▶ ***Subscriber / Provider Education
- ▶ ***Overpayment Recoupment
- ▶ *Civil Litigation
- ▶ Provider Network Termination
- ▶ Subscriber / Group Termination
- ▶ Regulatory Agency and Law Enforcement Referral
- ▶ Criminal Prosecution

The IBCN Solution

- ▶ IBCN is an corrects the perception of payors on a provider-by-provider basis
- ▶ Provides commercial payors with a tool to recognize high quality providers
- ▶ Recognizes a variety of areas, including:
 - ▶ Transparent business policy and procedures
 - ▶ Compliant & ethical business practices
 - ▶ Ethical business practices



How it Works

1. BHAP professionals audit the operational documentation and systems of the provider
 - ▶ A documentation checklist is provided by BHAP and an auditor is assigned
 - ▶ Providers compile all information and submit to the auditor
 - ▶ Provider and auditor remain in contact through the audit process
 - ▶ Expect approximately two weeks for the audit process
2. A comprehensive report of findings and compliance with IBCN standards is delivered
 - ▶ Checklist of corrective actions provided (if applicable)
 - ▶ BHAP can provide consultation to assist in corrective actions if requested
 - ▶ May be shared with contracted payers if contract includes this reporting
3. Using the report findings as a basis, the provider will be issued an IBCN Certificate of Compliance badge and Certificate
4. Annual refresher audit to be conducted to maintain Certificate of Compliance badge and Certificate

Getting Started Today!

- ▶ How to get started
- ▶ Visit Infinity Behavioral Healthcare website
 - ▶ Click to purchase the IBCN Certificate of Compliance
 - ▶ Follow directions from BHAP
- ▶ Select the appropriate product depending on treatment setting
 - ▶ Residential
 - ▶ Outpatient



Questions?



Thank You!

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