

BWC's Approach to Reimbursement for Health and Behavior Assessment and Intervention (HBAI) Services

March 27 – 28, 2018

Submitted Questions and Responses

Thank you for your participation in our webinar. Below, please find our responses to the questions submitted after the presentation.

Questions:

1. Can the provider initiate the request for assessment via an MCO report or from a NCM request?

Answer: During medical case management, if the MCO feels the IW might benefit from a health and behavioral assessment, the MCO should communicate to the POR that the IW might benefit. The POR may then elect to request the assessment.

2. Can you tell me where to find more information on the research and articles authored by Dr. Sullivan?

Answer: <http://sullivan-painresearch.mcgill.ca/biography.php>

3. If an hour assessment is provided, do you bill 4 units of 96150?

Answer: Yes. Billing increments for 96150 are 15 minutes. There is a limit of 8 increments per assessment, and one assessment per twelve month period. A provider should bill for the amount of time spent face to face with the IW.

4. Is there a cap on the number of units allowed for an assessment?

Answer: Yes. There is a cap of 8 fifteen minute units per assessment, 6 fifteen minute units per reassessment, and 6 fifteen minute units per intervention session. Assessments and reassessments are limited to one session per twelve month period, and intervention services are limited to 6 hours per twelve month period.

5. If I provide the evaluation, where do I find who is eligible to provide the intervention services?

Answer: In addition to discussing with your local health care provider colleagues, you may utilize the MCO as a resource to recommend providers who provide these types of services.

6. Do I need certification from a company that trains individuals for these types of services (assessment and intervention)?

Answer: No. BWC does not require additional certification to perform these services if they are considered by your state licensing board to be within your scope of practice.

7. Will BWC be establishing a list of providers who are taking HBAI referrals?

Answer: No. We recommend you alert all the MCO's to inform them if you are a provider who will be performing these services.

8. Can BWC provide an example report of an assessment, reassessment and intervention?

Answer: Please reference the presentation as to what documentation is necessary for reimbursement of these services.

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9. Do intervention services apply to coaching to address any identified barriers?

Answer: Yes. Intervention services are coaching and counseling to address behavioral barriers identified in the assessment.

10. Are there only 6 sessions of coaching allowed per year?

Answer: No. Six hours per twelve month period with a maximum of six 15 minute increments per session. Additional time can be requested and approved based upon medical necessity.

11. Can intervention services be provided in a clinic, onsite at the place of employment, or a facility such as a library meeting room?

Answer: The services must occur at the provider's place of service. The place of service needs to be appropriate for the type of medical service being provided. The appropriateness of the place of service will be evaluated by the MCO based on state and medical law and regulations.

12. Are HBAI services eligible for travel and mileage?

Answer: Providers are not able to bill for travel for this service. An IW can receive travel reimbursement to the extent they meet the requirements of the BWC travel policy, and the applicable rules. As an example, if there is a BWC certified provider within 45 miles of the IW, the IW would not be eligible for travel reimbursement.

13. Is there a list of additional standard assessments for biopsychosocial evaluations?

Answer: The tools listed in the presentation should serve as a reference. The tool for assessment may vary depending on the clinical scenario and preference of the provider.

14. Do you have any medical and behavioral references to support the rationale for a limit of six hours? Do you have any benchmarks for other WC programs that have used the biopsychosocial intervention approach to achieve positive outcomes with only six hours of treatment?

Answer: No. We are not aware of any behavioral or medical references from other workers' compensation systems to support the limit of six hours allocated for intervention services. Additional time can be requested and approved based upon medical necessity. After meeting with stakeholders, BWC determined that six hours of intervention services would be adequate for injured workers. We know of no benchmarks specific to other workers' compensation systems that have implemented HBAI.

15. When will the rule and policy be available?

Answer: While the rule is still going through the JCARR process, anyone wishing to review the rule as proposed should be able to access it at [Register of Ohio](#). The policy will be available April 9th, 2018.

16. How does the POR know which providers perform HBAI services?

Answer: MCO's will be able to provide this information as part of their medical case management.

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17. If the C-9 is approved, who does the POR refer the IW to for intervention services?

Answer: The POR may refer to any BWC provider who is licensed to provide these services as within their scope of practice (see slide deck), according to their licensing board. The MCO will also serve as a resource for those providing this service, as part of medical management of the claim.

18. How do we register as a HBAI provider?

Answer: You do not need to register as a provider if you are a BWC provider and your state board recognizes this service as within your scope.

19. Can HBAI services only be requested by the POR, or is the assessing provider able to request these services?

Answer: HBAI services (assessment and intervention) can only be requested by the POR, though it is anticipated that other members of the health care delivery team would have a discussion with the POR if it is felt there might be a need.

20. Can you outline the process of requesting HBAI services?

Answer: The POR would submit a C-9 requesting the service with the medical information outlined in the presentation for review by the MCO for medical necessity.

21. Can you provide a list of intervention services covered?

Answer: Coaching and counseling are the fundamental components of intervention services. Services not covered are listed in the policy and at the end of the slide presentation.

22. Please define the difference between HBAI for inadequate coping skills versus HBAI for spinal fusion from a physician's standpoint. Will each MCO be consistent on requests, or will each MCO put their own spin on policy?

Answer: The MCO's are being trained in appropriate utilization of HBAI services to ensure uniformity. There should be no difference in HBAI services prior to lumbar fusion surgery and those performed during the usual course of treatment when behavioral barriers to physical recovery are identified. The point here is that the HBAI should not be used as a preoperative risk assessment tool, but rather as a conservative measure of assessment and treatment to better understand and attend to any potential behavioral barriers to physical healing, prior to the more invasive and aggressive surgical approach.

23. Is it appropriate to request HBAI for a psychological clearance?

Answer: No. As above, this is not a surgical or preoperative clearance or risk assessment tool.

24. Who counts as Physician of Record (POR)?

Answer: Any of the seven BWC recognized provider types can serve as POR. This includes MD's, DO's, DC's, psychologists, dentists, podiatrists, and mechanotherapists.

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25. Could a provider use pain codes?

Answer: No. Pain codes are not recognized codes as allowed conditions in our system and cannot be used for HBAI billing.

26. So, to clarify, as an OT providing Transitional Work therapy, can I provide and bill for this service while treating onsite or does it need to be a separate intervention?

Answer: If intervention services have been requested by the POR, an Occupational Therapist would be eligible to provide this service (see presentation). Furthermore, services would need to be provided separate from the transitional work services. These services must be separate and distinct when billing.

27. Will there be a standardized assessment and intervention program you will be using?

Answer: BWC does not require certification to perform these services if it is within your scope of practice. There is no standardized program or format required by BWC when providing assessment or intervention services.

28. Can you clarify eligible non-medical providers (e.g. "certified rehabilitation counselor" versus "clinical rehabilitation counselor")?

Answer: Certified Rehabilitation Counselor

29. Do you know if a company called Empatha will be providing services?

Answer: These services are available to any BWC provider who is licensed to provide these services within their scope of practice (see slide deck). BWC does not require certification from another outside entity to perform these services if it is within your scope of practice as determined by your state licensing board.

30. When will this presentation be available to the MCOs via the portal, or do we need to email the request?

Answer: It will be available on the portal on April 5th, 2018.

31. Is there a timeframe from date of injury that psychological services are allowed?

Answer: HBAI services are not for psychological services used to treat mental issues but are treatment of behavior factors important to physical health problems and treatments. HBAI services are not rendered to diagnose or treat psychological issues. That being said, services are appropriate when the POR has identified potential behavioral barriers to healing of the allowed physical condition after an initial course of treatment.