

**\*DISCLAIMER:** This document and the information it contains was not developed by Aetna Better Health of Louisiana. Rather, the information was gathered over multiple ARPA incentive payment provider training sessions, and its posting is driven by LDH requirements.

## ARPA QUESTIONS

### First Training: July 18, 2023 (72 ATTENDEES INCL MCO(S))

1. *Do you have to have a client receiving the EBP have to be with the MCO to get the retention payment? Like the client is with HB can you get incentives from the other ones?*

**Answer:** In the example provided, the provider would only be eligible for a retention payment from Healthy Blue. Please see section B of the memo for additional information.

2. *The EMDR is adolescent only.*

**Answer:** Yes

3. *if enrolled for 6 months prior to 7/1/2023 – need certification for 6 months.*

**Answer:** The provider is not required to have been an EBP provider for 6 months, rather it is required that the provider be enrolled in the MCO network for at least 6 months as part of the retention eligibility criteria.

4. *Is the “provider” the individual or is it the employer that would manage this? Is it possible for a provider of a clinic to manage this on his or her own for services provided at the clinic?*

**Answer:** The provider is considered the “billing” provider. The provider may submit an invoice on behalf of the “rendering” provider – in this instance, the payment would be remitted to the “billing” provider if the criteria for the incentive is met.

5. *How does this impact LMHPs who were trained and received certification prior to 1/1/2021 (training date) and have been using EBP? Will they be required to retake the training during this training period?*

**Answer:** In this instance, the EBP provider may be eligible for the RETENTION payment if he/she received certification prior to 1/1/21 and if the other criteria for the retention payment is met (e.g., enrolled in MCO network for at least 6 months, provided an applicable service to at least 1 member).

6. *Reimbursement goes to agency or individual practitioner.*

**Answer:** please see response to #4

7. *The PA is considered an LMHP?*

**Answer:** Yes, a Physician Assistant working under protocol of a psychiatrist.

8. *Statement: it’s only applicable to those already certified so this is a retention incentive not a recruitment tool.*

**Clarification:** A provider may obtain the appropriate certification/qualification within the performance period (7/1/23-6/30/2024) and receive the recruitment payment.

9. *Can you further define “community-based” services?*

**Answer:** Community-based services refers to services provided in home and community-based settings, including the member’s home or community or in outpatient settings not inclusive of emergency departments, inpatient hospitals, residential

facilities, or institutions. Please refer to the provider memo for specific place of service codes.

**10. Does this include FFT?**

**Answer:** FFT is not considered under the EBP retention or recruitment incentives.

**11. what if the agency pays for the training? They get reimbursed.**

**Answer:** Yes, with proof of payment, the agency may be reimbursed for the training component of the recruitment payment, contingent upon the training having been completed on or after 1/1/21 and if the other related recruitment criteria is met.

**SECOND TRAINING: July 19, 2023 (58 attendees incl MCOs)**

**1. What is the timeline for the trainings to have been completed?**

**Answer:** On or after 1/1/2021 for the recruitment incentive.

**2. Does this mean that certifications obtained prior to 2021 will not be eligible for this incentive?**

**Answer:** The provider may be eligible to receive retention incentive and LMHP payment. The provider is not required to take the training again; rather the provider may obtain certification/qualification in a different EBP.

**3. Is the claim number for PCIT the "EB04"?**

**Answer:** The tracking code for PCIT is EB03. Also, this information is in the memo and the PowerPoint.

**4. Does LMHPs who work for MHRs qualify?**

**Answer:** Yes, if the service provided was in the home or community setting and meets all criteria in the provider guidance PowerPoint.

**5. If I've been EMDR trained for many years prior to 2021, what is my path to become EBP?**

**Answer:** Please refer to the MCO's slides regarding each plan's credentialing process for new and existing providers.

**6. Are we able to send the same EBP certificate to MCOs?**

**Answer:** Yes. You are to send a copy to each MCO you are credentialed with. *Are you limited to specific numbers of trainings for reimbursement?* NO, there is no limit to the number of EBP trainings a provider may receive. However, proof of completion of the certification/qualification must be submitted, reviewed and approved by the MCO. See link for information required for certification/qualification for each EBP.

[https://laevidencetopractice.com/wp-content/uploads/2022/11/EBP-Qualification-and-Billing-Guide\\_Updated\\_11.05.22\\_FINAL.pdf](https://laevidencetopractice.com/wp-content/uploads/2022/11/EBP-Qualification-and-Billing-Guide_Updated_11.05.22_FINAL.pdf)

**7. If there is no overlap in the performance period do LMHP still qualify for these payments and incentives if they have already received similar incentives for EBPs?**

**Answer:** A provider may be eligible for multiple recruitment, retention, and LMHP/psychiatrist incentive payments IF the criteria is met for each incentive category.

**8. Is the EB tracking code added to the claim as a modifier?**

**Answer:** Please contact your provider rep for assistance in billing for EBP services.

**THIRD TRAINING: July 20, 2023 (57 attendees incl MCOs)**

1. *If they are not contracted with ALL 6 MCO they cannot get reimbursed?*

**Answer:** A provider may be eligible for reimbursement from each MCO(s) he/she is contracted/in network with when the criteria is met for each incentive.

2. *If they billed already but didn't use a tracking code, can they go back and rebill with tracking codes?*

**Answer:** Please contact your provider rep for assistance in billing for EBP services.

3. *So, if I have completed two trainings before 2020, I get no incentive?*

**Answer:** In this instance, a provider may be eligible to receive retention incentive and LMHP/psychiatrist incentive. In addition, a provider may obtain certification/qualification in a different EBP during the performance period (7/1/23 – 6/30/24) to earn a recruitment payment.

4. *Do we have to participate with all MCOs to apply for incentive?*

**Answer:** You are eligible for reimbursement from each MCO(s) that you are contracted/in network with when the criteria is met for each incentive.

5. *Am I not eligible if I am in network with only 1 MCO?*

**Answer:** You are eligible for reimbursement from each MCO(s) that you are contracted/in network with when the criteria is met for each incentive.

6. *So, we must send proof of certification twice for each MCO (once with the invoice and once to you), and fill out a separate invoice for each provider?*

**Answer:** Your EBP certificate must be sent with each invoice to each MCO you are credentialed with for the incentives. If you are adding an EBP certification/qualification, please follow the SOP for credentialing. A separate invoice is required for each rendering provider.

7. *Are we able to place more than once MCO on the same invoice to minimize the paperwork burden?*

**Answer:** No, a separate form is required per MCO.

8. *Are all the requirements and submission instructions for the ARPA payments for each MCO located in one central document?*

**Answer:** Each MCO will provide a link to where the ARPA related documents may be located.

9. *My question is once you have our EBP certification information, I am only required to send an invoice once to receive the reimbursement or do I need to send an invoice for each time I use the EBP modifier?*

**Answer:** Yes, a provider may submit the invoice to the respective MCO once the criteria is met for each incentive. The recruitment and LMHP/psychiatrist incentive consider the provider delivering at least 1 applicable service during the performance period; therefore only 1 invoice is needed to satisfy this requirement (and only 1 payment would be made by each MCO accordingly when the criteria is met).

10. *Can you identify the quarterly dates payments will go out?*

**Answer:** This will vary per each MCO

#### Fourth Training – July 24, 2023 (56 attendees including MCO(s))

1. *Does this apply to all claims? No – just one claim for 1 member. Do I need to submit all claims for that one patient through treatment?* For retention for EBP meet all requirements and delivered 1 of the EBT for at least 1 member.

2. *when and where are the trainings provided?*

*Answer:* The MCO encourage you all to start with the EBP certifying agency in addition to the LSU Health Science Center for Evidence to Practice.

<https://sph.lsuhscc.edu/service/center-for-evidence-to-practice/>

3. *I provide TF-CBT. I do ongoing trainings, but do we need to keep up certifications. I did 30-hour trainings.*

*Answer:* After completing training and consultation that meets TF-CBT Therapist Certification Program training standards, TF-CBT practitioners must submit an application to the TF-CBT Therapist Certification Program and complete a TF-CBT knowledge-based test to achieve certification. The TF-CBT Therapist Certification Program maintains a list of Certified TF-CBT Therapists at <https://tfcbt.org/therapists/> TF-CBT therapists must be re-certified every 5 years by completing an application and online recertification training modules.

4. *If I received certification in an EBP prior to 2021, I'll need to complete a new training to participate?*

*Answer:* In this instance, the EBP provider may be eligible for the RETENTION payment if he/she received certification prior to 1/1/21 and if the other criteria for the retention payment is met (e.g., enrolled in MCO network for at least 6 months, provided an applicable service to at least 1 member).

5. *Would TBRI qualify?*

*Answer: No.* The EBP that are included in the incentives are: Child Parent Psychotherapy, Trauma-Focused Cognitive Behavioral Therapy, Parent-Child Interaction Therapy, Preschool PTSD Treatment, Youth PTSD Treatment, Triple P (Positive Parenting Program) Standard Level, and Eye Movement Desensitization and Reprocessing (for Adolescents). Also, this information is in the memo and the PowerPoint.

#### FIFTH TRAINING: July 27, 2023 (50 attendees incl MCOs)

1. *Have each of the MCO worked out the glitches and are prepared to receive the tracking codes?*

*Answer: Yes*

2. *Is an outpatient clinic affiliated with a larger hospital system considered a community setting?*

*Answer: In general, an outpatient clinic would be included. However, please reference Attachment 1 of the provider memo which includes the specific place of service codes that are considered home and community-based.*

3. ***What constitutes an appropriate EBP training for an LCSW?***

**Answer:** Please see the link provided from the Center for Evidence to Practice. The link lists the requirements for each EBP. [https://aevidencetopractice.com/wp-content/uploads/2022/11/EBP-Qualification-and-Billing-Guide Updated 11.05.22 FINAL.pdf](https://aevidencetopractice.com/wp-content/uploads/2022/11/EBP-Qualification-and-Billing-Guide-Updated-11.05.22-FINAL.pdf)

4. ***Can you list those 6 EBP?***

**Answer:** Child Parent Psychotherapy, Trauma-Focused Cognitive Behavioral Therapy, Parent-Child Interaction Therapy, Preschool PTSD Treatment, Youth PTSD Treatment, Triple P (Positive Parenting Program) Standard Level, and Eye Movement Desensitization and Reprocessing (for Adolescents). Also, this information is in the memo and the PowerPoint.

***Where will all the documents live per MCO:***

1. Aetna: <https://www.aetnabetterhealth.com/louisiana/providers/materials-forms.html>
2. ACLA <https://www.amerhealthcaritasla.com/provider/resources/forms/index.aspx>
3. HB: <https://provider.healthybluel.com/louisiana-provider/resources/forms>
4. Humana: <https://www.humana.com/provider/>
5. LHCC: [Manuals, Forms and Resources | Louisiana Healthcare Connections \(louisianahealthconnect.com\)](https://www.louisianahealthconnect.com/manuals-forms-resources)
6. UHC: [Welcome Louisiana \(providerexpress.com\)](https://www.providerexpress.com/welcome-louisiana)