

EBP Capacity and Sustainability Funding Opportunity Program

Technical Assistance (TA) Sessions Q&A page

***NOTE:** These are some of the questions that were addressed during the office hours, TA calls and questions that have been asked throughout this process. As questions arise, we will continue to update this Q&A page.*

1. **Question:** If we have issues with submitting claims or if we have questions can we contact the MCO?

Yes, the [EBP Qualifications & Billing Guide](#) has contact information for each MCO and you should contact them directly for guidance on submitting claims.

2. **Question:** Is 18 the cut-off for age of clients?

The age cut-off depends on the EBP being administered because each EBP is clinically appropriate for a specified age range. Please note, for EMDR this funding opportunity is specifically for children and adolescents up through age 20.

3. **Question:** Once I submit the claim(s) to the MCO what do I do next?

You will submit a [Claims Verification Form](#). The Center for E2P will receive it and review it and verify with the MCO that the appropriate claims were submitted to the MCO. Once the Center has verified the claims with the MCO, we will craft the invoice needed for you to receive payment for the EBP Capacity and Sustainability Funding Opportunity Program.

4. **Question:** What is the time period for claims that can be included in this funding opportunity and should be submitted in the Claims Verification Form?

From the time you received your fully executed contract to August 1, 2022.

5. **Question:** Will I be given credit for the claims I submitted without codes? When I tried with the codes, I wasn't doing it correctly and they didn't go through with the EB code or were rejected.

You can get credit for EBP services that were delivered during your contract period (see question #4 above). Please contact the MCO directly for clarification on how to correct the claim and ensure that the EBP tracking code is included. The code doesn't impact the reimbursement from the MCO but the correct EBP tracking code is needed on the claim so the service can count toward your EBP Capacity and Sustainability funding from The Center for Evidence to Practice.

6. **Question:** Where do I place the EBP tracking codes when submitting the claims information?

Please refer to the [EBP Qualifications & Billing Guide](#) on page 6 for each particular MCO to ensure you are filling it out to their standards.

7. **Question:** Does the clinician have to be certified before submitting the claims? What are the certification requirements for my EBP?

Information related to the qualifications required each specific EBP is accessible in our [EBP Qualifications & Billing Guide](#). Once you have achieved qualification status, you will need to submit documentation to each MCO you are contracted with. Qualification status looks different per each EBP, so please make sure to reference the [EBP Qualifications & Billing Guide on pages 8-9](#) for specific information.

- 8. Question:** For Magellan claims, do clinicians submit directly to Magellan or do we submit to their parent company?

You submit directly to Magellan; they are prepared for this process.

- 9. Question:** I tried to use tracking code on electronically submitted claims, but was told that I did not do it correctly. How can I get help with the electronic claims?

Please reference Page 6 of the [EBP Qualifications & Billing Guide](#) for specific guidance per each MCO. You can also reach out directly to the MCO. Contact people for each MCO are listed in the [EBP Qualifications & Billing Guide on pages 8-9](#).

- 10. Question:** Who do I contact to verify my certification was received by the MCO?

There are specific points of contact for each MCO. Please reference the point of contact listed in the [EBP Qualifications & Billing Guide on pages 8-9](#) for each MCO. Please feel free to CC Lisa Staples (Lstapl@lsuhsc.edu) in your correspondences with the MCO or notify her if you have not received a response from the MCO contact person.

- 11.** What are the CPT codes for these claims? Can I use the EBP tracking codes with MHR services?

The EBP tracking codes are only available for "Outpatient Services by a Licensed Practitioner" as detailed in the [EBP Qualification and Billing Guide](#) and the [LDH Provider Manual](#). The specific CPT codes for the EBP services are listed in the [LDH Provider Manual](#).

- 12. Question:** I didn't see EB08 for EMDR on my MCOs materials?

At this time, all materials are fully up-to-date with all the EB tracking codes.

- 13. Question:** I was having problems submitting my EBP claims to LHCC?

LHCC can accept the EBP claims via the secure provider web portal at the [LHCC Provider Portal](#); the EBP codes should be loaded into the remarks field.

- 14. Question:** Where is Line 19 on the LHCC Website Provider Portal?

On the LHCC Website Provider Portal, Line 19 for the EBP Tracking Codes is located at the bottom of the claim entry page; it is not in numerical order.

- 15. Question:** If I completed EMDR training with Carol Miles through the Center for Evidence to Practice and completed all the necessary requirements, how do I access my certification that states I am EMDR Basic Trained if I have not accessed it already?

If you took part in Carol Miles' EMDR Training through the Center for Evidence to Practice and have not yet received a certificate that states you are EMDR Basic Trained, please email cmiles@tulane.edu with both of your Part 1 and Part 2 EMDR Training certificates as well as a completed Consultation Sign Off Form documenting you completed your 10 hours of consultation calls. That form is accessible on her Canvas platform where she executes each EMDR training course.