

MnFIRE Assistance Program (MAP)

Provider Orientation and Training



BH3629_10/2021



Agenda

1	Overview of MnFIRE Assistance Program (MAP)	Melinda Coscarelli, PhD
2	Process for Seeking Care and Scheduling	Jackie Leary
3	How to Submit Claims	Misty Ray
4	Reimbursement Rates & Payments	Misty Ray
5	Helpful Provider Resources	Misty Ray

MnFIRE Assistance Program (MAP)

- Hometown Heroes Assistance Program (HHAP) Overview
- You were selected to be in the custom MnFIRE Assistance Program (MAP) network because of your experience and expertise with helping firefighters
- Competitive, per session, reimbursement rate for providers in MAP to schedule firefighters and their family members on a priority basis
- Your feedback and input is important to the success of MAP
- Together, we have an opportunity to achieve the very best possible outcomes for firefighters that serve our communities in Minnesota
- Thank you for your participation and the care you provide to all your patients

MnFIRE Assistance Program (MAP)

- The number of traumatic events Americans most commonly experience in their lifetime is 3
- The number of traumatic events fire fighters experience in one year is 4
- The average fire fighter's career is 20-30 years.
- Multiply the average length of career by 4 and a fire fighter is likely to experience 80-120 traumatic events throughout their career.

HOW LIKELY DO YOU THINK DEVELOPING SOME KIND OF MENTAL, EMOTIONAL OR PHYSICAL INJURY ARE?

MnFIRE Assistance Program (MAP)

INDIVIDUAL'S OWN EXPERIENCES

- Childhood
- Support
- Administration
- Current Circumstances
- Self Care
- Stress Management
- Other Trauma
- Resiliency
- Sleep
- Finances
- Self Esteem
- Substance Issues

MnFIRE Assistance Program (MAP)

YOU WERE CHOSEN BECAUSE:

- You are a PhD or Masters Level Mental Health Provider
- You have experience working with first responders
- You are skilled with various trauma interventions
- You are passionate about this line of work

Based on your experience and qualifications, you have been invited to become part of this new limited network dedicated to helping Minnesota's firefighters get quality mental health care treatment with reimbursements at \$125 per visit.

In addition, you will receive advanced web technologies and many other programs and services to enhance and simplify your experience as a participating provider.



MnFIRE Assistance Program (MAP)

- You are making a HUGE impact!
- For every firefighter you are helping, he/she will go on to help a dozen, potentially hundreds, of people.
- If you have firefighters that you are assisting today, please let them know about MAP.
- Your dedication to improving firefighter well-being is a noble and just cause. Let us know how we can support you.

MAP Overview



- MnFIRE Assistance Program (MAP) is driven to ensure firefighters and their family members get the assistance they need to improve emotional wellness.
- Funded by the Hometown Heroes Assistance Program (HHAP), services remain confidential.
- Firefighters and their family members receiving this service have no financial responsibility—no deductible, co-payment or co-insurance.
- MAP is designed as a brief counseling intervention for firefighters and their families.
- Unlike a traditional EAP network, MAP requires clinicians have expertise with treating Police/Firefighters to participate in this exclusive network.
- MAP offers a premium provider reimbursement rate
- MAP requires an authorization.
- Billing must include HJ modifier and is limited to certain CPT codes.

MAP Seeking Care - Plan Design



- MAP authorizations will extend up to 5 counseling visits a year, per diagnosis.
- The sessions are not designed to provide an ongoing course of psychotherapeutic treatment.
- After the MAP visit limit is reached, firefighters and their family members may transition to their behavioral benefit should the patient and their clinician determine this is the best course of treatment.

MAP Seeking Care - Exclusive Provider Network



- MAP has their own exclusive network of PhDs and Masters Level providers that will be attached to this network in the Optum system.
- MAP requires expertise with firefighters to treat MAP firefighters and their family members.
- Clinicians must have “Police/Firefighter Area of Expertise indicated in their Optum profile.
- Clinicians are listed in the Live and Work Well (LAWW) on-line MAP directory with a MnFIRE Preferred Provider banner designation.
- Clinicians in the MAP network are expected to accept eligible firefighters and their family members within 5 business days of the appointment request.
- Clinicians should not treat a firefighter or their family members unless they are an eligible MAP participant.

MAP Seeking Care and Scheduling - Authorizations



- Firefighters or family members call the MnFIRE Helpline at 1-888-784-6634 and select the MAP Program choice.
- Once determined a provider referral is needed, MAP staff will offer to assist firefighter or family member to find MAP participating providers.
- Firefighter or family member shall receive an authorization number and receive a copy of the authorization letter by mail or email.
- Firefighter or family member will call MAP participating provider to schedule an appointment.
- When an individual is scheduling an appointment, the provider should inquire about the MAP authorization number, effective dates and expiration dates, and whether any of the authorized visits have already been used.
- Remind the individual to bring the authorization letter to their first appointment.
- Providers may also 1-866-694-9662 to verify MAP authorization details.
- A new MAP authorization is required when a new benefit year begins. (Providers can refer to the AUTH's expiration date on the MAP authorization letter).

Submitting Claims



- MAP providers will receive a premium reimbursement rate for eligible services.
- Optum pays providers directly – no patient financial responsibility.
- The firefighter or their family member ID is a 9-digit number on the authorization form.
- All MAP claims must include an HJ modifier.
- Claims must also include the MAP authorization number to ensure MAP reimbursement rates for eligible services.
- Services/CPT codes allowed for MAP:

90832HJ	-	30-37 min individual therapy
90834HJ	-	38-52 min individual therapy
90846HJ	-	Family therapy without the patient in attendance
90847HJ	-	Family therapy with the patient in attendance
90853HJ	-	Group therapy other than family

Submitting Claims – What You Need From the Authorization Letter

PO Box 1459
Minneapolis, MN 55440-1459

October 01, 2021

MEMBER NAME
ADDRESS
CITY, STATE ZIP

Member Name: MEMBER NAME
Member ID: XXXXXXXXXX
Account ID: XXXXXXXX

Sessions Approved: #
Effective Dates: MONTH/DAY/YEAR to MONTH/DAY/YEAR
Approval #: XXXXXX-XX

Dear Member:

United Behavioral Health, operating under the brand Optum[®] has authorized you to see one of our Network Clinicians through your Employee Assistance Program (EAP). EAP services involve assessment, brief counseling, referral, and follow-up. We have approved benefit coverage for the number of visits noted above. Please note that EAP visits do not require a co-payment.

MAP Rates & Payments



- Providers participating in the MAP network will be reimbursed premium rates for the service codes below **only if** the Minnesota firefighters and their families are **offered an appointment within 5 business days of request.**

Service Code	Service Title/Description	Fee: PHD	Fee: MA
90832HJ	30-37 min individual therapy	\$125	\$125
90834HJ	38-52 min individual therapy	\$125	\$125
90846HJ	Family therapy without patient in attendance	\$125	\$125
90847HJ	Family therapy with the patient in attendance	\$125	\$125
90853HJ	Group therapy other than family	\$125	\$125

Helpful Provider Resources



- MnFIRE will have a dedicated Provider Relations Advocate to provide continued education, training, and issue resolution
- MnFIRE Provider Relations Advocate will align, promote, and support MnFIRE initiatives
- Additional Resources will be forthcoming

Questions and Answers

Open dialog for collaboration,
questions, and discussion.



Contact Information:

- **Melinda Coscarelli, PhD** – MAP Clinical Consultant
mcoscarelli@professionalrecoveryorganization.com
- **Jackie Leary, MHA** – OBH RVP Contracting and Provider Relations
Central Region
Jackie.leary@optum.com
- **Misty Ray, MBA** – Director Provider Relations MN, IA, NE, ND & SD
misty_ray@optum.com
- **Coming Soon** – MnFIRE Provider Relations Advocate



Thank You

On behalf of the Minnesota firefighters, their families, MnFIRE, and Optum, we thank each of you for your dedication to improving overall mental health.

We also thank each of you for partnering with us in this exclusive network which is devoted to serving firefighters that risk their lives for so many others.

