

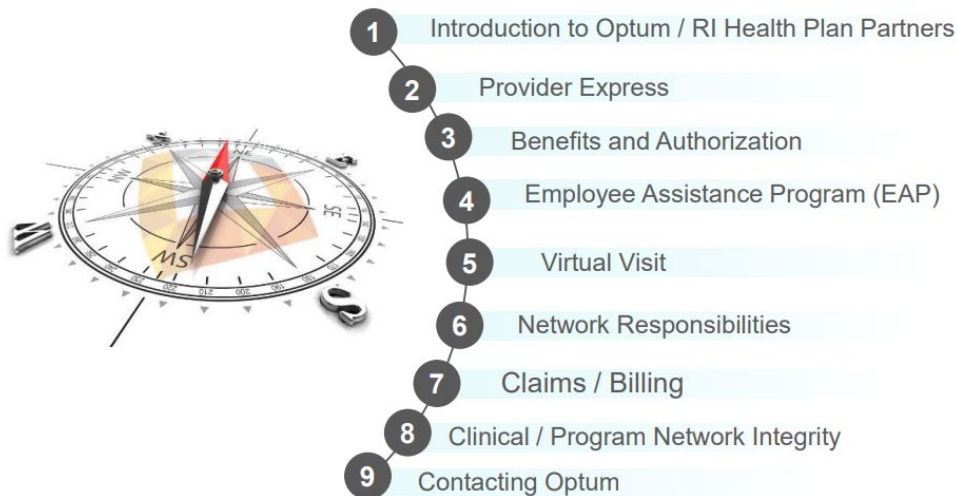
## Behavioral Health News and Updates

### Neighborhood News – January 2023

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#### **Optum Provider Training**

Optum created a provider training in Fall 2022, to assist existing providers with the following topics:



The [Fall 2022 Optum Provider Training](#) is a PowerPoint presentation and is available on-demand on the Provider Express website. resource for our behavioral health providers in Rhode Island. In addition to the training, Provider Express hosts a Provider Services Quick Guide for download. In addition, the Optum [Provider Express Video Channel](#) is available with educational videos on benefits and authorizations, claims and billing, claim adjustments and updating your practice information.

#### **Rate Increases for Certain Services/Providers**

The Rhode Island Executive Office of Health and Human Services (EOHHS) is updating the minimum rates of payment for Children’s Medicaid Services (HBTS, ABA, PASS and Respite) and Early Intervention effective July 1, 2022. Impacted providers will receive a formal amendment notice updating your contracted Medicaid rate and all impacted claims will be adjusted to the new rates. Visit [Provider Express](#) for more information.

#### **Medicaid Member Address Verification**

When the Public Health Emergency ends in Rhode Island, RI Medicaid will be required to “re-determine” every current Medicaid beneficiaries’ eligibility. Please ensure your patients take the necessary steps to update their information:

- By Phone: Call HealthSource RI at 1-855-840-4774 (Monday through Friday, except holidays, from 8:00 a.m. - 6:00 p.m.) or call Neighborhood Member Services at 1-800-459-6019 (TTY 711). Neighborhood will share this information with the State of RI.
- Online: Members can log-in to their HealthSource RI account at <https://healthyrhode.ri.gov/>. HealthSource RI (HSRI) also hosts a live web chat, which is staffed during business hours.