



AUTISM RESOURCE GUIDE

For Behavioral Health Providers

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AUTISM INFORMATION AND RESOURCES

For Behavioral Health Providers

Thank you for your participation in our network. The goal of this guide is to help ease your administrative burden, so you can spend more time at the heart of your practice — providing care to your patients, and our customers. Obtaining autism-related treatment is dependent upon a patient’s specific benefits plan.

TABLE OF CONTENTS

TOPIC.....	PAGE
Contact Us: Who to Contact for What.....	3
What’s Next? New Provider Orientation.....	4
Helpful Tips: Contracting and Credentialing Process.....	5
Autism Care Management.....	6
Billing Codes for Applied Behavior Analysis.....	7-8
Billing Information for Applied Behavior Analysis.....	9-10
Website Resources.....	11



NEED MORE INFORMATION?

For more administrative, clinical, and quality management information, consult the Evernorth provider website Provider.Evernorth.com.

Not registered for the website? Go to Provider.Evernorth.com > [Register](#).



CONTACT US

Who to Contact for What

We understand that an efficient communications process allows you to spend more time and energy on patient care. Here is some helpful information for when you need to contact us.

AUTISM CARE COORDINATOR TEAM

The Autism Care Coordinator Team (ACCT) is a non-clinical clinical team at Evernorth dedicated to assisting providers with information regarding patient benefits and eligibility, authorization information, and autism-related treatment, such as Applied Behavior Analysis (ABA).

- + Providers can call the ACCT Monday – Friday, 8:30 a.m. – 5:00 p.m. CST at 877.279.7603
- + To request ABA prior authorization, complete and submit the [ABA Prior Authorization Form](#), available at the Evernorth provider website ([Provider.Evernorth.com](#) > Resources > Forms Center > [Behavioral Health Forms](#)).

PROVIDER SERVICES

Evernorth's Provider Services department is available 24 hours a day, 7 days a week at 800.926.2273 for questions regarding billing, benefits, and eligibility for autism-related treatment, such as Applied Behavior Analysis (ABA).

- + Providers can also access patient benefit information online 24 hours a day, 7 days a week, with Evernorth's Procedure Code Benefit Tool available on [Provider.Evernorth.com](#).

PROVIDER RELATIONS

The Provider Relations team is dedicated to improving your experience when working with Evernorth. Contact your [Provider Relations Representative](#) if you have questions about credentialing, contracts or rates, or if there's a question that Provider Services cannot resolve.

CARE MANAGEMENT

Evernorth has a team of care managers who work with patients who have an autism diagnosis and their providers. All care managers have specialized autism training and are individually licensed providers. If you have a patient or caregiver that can benefit from care management, please have them call 800.274.7603.

We may contact you!

Care Management also supports customers with finding available providers when care is needed. In these situations, a member of the Evernorth team will email network providers in the customer's local area, inquiring if they are able to accept the patient. In the event the provider is available and responds to the email within a couple of business days, the provider's information is given to the customer/family so they can reach out to the provider directly to schedule an appointment.

- + Providers should respond to the outreach email with their real-time availability for both assessment and treatment.
- + Due to HIPAA, the customer patient name is not disclosed in the email outreach, but their age is indicated.

Note: This email outreach is separate and distinct from the quarterly email outreach sent by Provider Relations to assess general availability and provider directory accuracy.

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WHAT'S NEXT?

New Provider Orientation

Thank you for joining Evernorth Behavioral Health as a participating autism provider.

At your convenience, please watch our 20-minute New Provider Orientation for Autism Providers. This tutorial provides all of the basics you'll need to do business with Evernorth. We strongly encourage you and your administrative staff to view the tutorial to learn more about our Behavioral Administrative Guidelines, product offerings, care advocacy processes, medical necessity criteria, getting paid, and more!

PLEASE JOIN US TO LEARN:

- + How to work with Evernorth administratively and clinically
- + About tools and resources that may assist you in your practice (including claim payment)
- + Related administrative services we offer to you and your patients
- + About our Behavioral Administrative Guidelines

WATCH THE TUTORIAL

To watch the [New Provider Orientation for Autism Providers](#) tutorial, visit the Evernorth provider website ([Provider.Evernorth.com](#) > Resources > Behavioral Health Resources > Communications > [New Provider Orientations](#)).



Administration Made Easy

Evernorth Behavioral Health
New Provider Orientation
Autism

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HELPFUL TIPS

Contracting and Credentialing Process

CREDENTIALING FOR INDIVIDUAL PROVIDERS

If you're an individual provider who would like to join our network, complete the [Evernorth Behavioral Provider Information Form](#), which is available at the Evernorth provider website ([Provider.Evernorth.com](#) > Resources > Behavioral Resources > Doing Business with Evernorth > [Credentialing](#)).

CREDENTIALING FOR AUTISM CLINICS*

If you're an autism clinic or a large group practice who would like to join our network, complete the [Evernorth Screening Application for Autism Clinics](#), which is available at [Provider.Evernorth.com](#) > Resources > Behavioral Resources > Doing Business with Evernorth > [Credentialing](#).

OTHER INFORMATION

Please allow up to 90 days for your application(s) to be processed. After the 90 day period, email any questions to BehavioralContracting@Evernorth.com.

If a provider is leaving your clinic, or you need to update the clinic roster, call Provider Services at 800.926.2273, or complete and submit the demographic update form by visiting [Provider.Evernorth.com](#) > Resources > Behavioral Resources > Doing Business with Evernorth > [Health Care Professional Directory Changes](#).

NETWORK EXPANSION

To help fulfill our mission to improve the health, well-being, and sense of security for the people we serve, Evernorth Behavioral Health is committed to expanding our network of autism providers. If you have colleagues who are autism providers, and they are not participating with Evernorth, please refer them to [Provider.Evernorth.com](#) to learn more about our [credentialing process](#).

Evernorth requires certification from a national governing agency – such as a Board Certified Behavior Analyst® (BCBA®), BCBA-D (doctoral), or BCaBA (assistant) – or a state licensing board – such as a licensed behavior analyst, licensed behavior specialist, or other behavioral health licensure. If your colleagues have specific questions about joining our network, encourage them to call Provider Services at 800.926.2273.

* Once the clinic contract is completed, each certified or licensed autism provider must become credentialed with Evernorth. This process can take an additional 60 to 90 days. Providers must be fully credentialed to render in-network services to Evernorth customers.

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AUTISM CARE MANAGEMENT

Important tips for verifying coverage and prior authorization process

Patients with an autism diagnosis and their caregivers may have access to a dedicated team of care managers at Evernorth. All care managers have specialized autism care training and are individually licensed providers. If a patient or their caregiver is seeking assistance, please have them call us at 800.274.7603.

Providers can call the Autism Care Coordinator Team (ACCT) at 877.279.7603, Monday – Friday, from 8:30 a.m. to 5:00 p.m. CST, for information regarding eligibility and benefits, authorization information, and autism-related treatment, such as Applied Behavior Analysis (ABA).

- + Each time you call Evernorth, HIPAA verification will be necessary. Please be prepared with your Evernorth patient's name, address, date of birth, and customer ID number, as well as your name/clinic name, address, and Taxpayer Identification Number (TIN).

APPLIED BEHAVIOR ANALYSIS

It is important to confirm a patient's Applied Behavior Analysis (ABA) eligibility and benefits before performing an assessment.

- + Use the Procedure Code Benefit Tool on Provider.Evernorth.com to access your patient's benefit information online. This tool allows you to view benefit information for selected procedure codes when performing an eligibility and benefit search, verify if precertification is required, see the completed and remaining status when a benefit has limitations, and save benefit reference numbers. To learn more about this tool, view the [Eligibility and Benefits video tutorial](#).
- + You may also call the Autism Care Coordinator Team (ACCT) at 877.279.7603 for verification, Monday – Friday, from 8:30 a.m. to 5:00 p.m. CST.

All plans may not allow for ABA services. This determination is contingent upon specific benefit plans.

- + For customers whose plans include the ABA benefit, a diagnosis of autism is required for benefit eligibility, unless otherwise specified.
- + If ABA benefits are not loaded in our system for a customer's benefit plan, a representative from our Autism Care Coordination team will take your contact information, research coverage, and return your call within two business days.
For ABA, we encourage providers to request authorizations up to 30 days in advance of or 2 weeks post the start date of service. A delay in request may result in a retrospective review and could delay the determination for up to 30 days.
- + As of December 1, 2020, **precertification is no longer required for assessment CPT codes 97151, 97152, or 0362T** with a diagnosis of autism, as long as the provider is independently licensed or a Board Certified Behavior Analyst and the customer's policy covers ABA services. If you provide ABA services, you only need to submit claims for these assessment services and they will be evaluated for payment. Claim submissions are evaluated according to industry standards.
- + After you complete the assessment and treatment plan, complete the [Applied Behavior Analysis \(ABA\) Prior Authorization Form](#), which is available at Provider.Evernorth.com > Resources > Forms Center > [Behavioral Health Forms](#).
- + Access the coverage policy at Provider.Evernorth.com > Resources > Coverage Policies > Medical, Behavioral, and Administrative A-Z Index > [Intensive Behavioral Interventions - \(EN0499\)](#).

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BILLING CODES

For Applied Behavior Analysis (ABA)

BCBA-D, BCBA, BCaBA & Non-licensed/Non-certified autism care givers: The table below includes service descriptions and billing codes that should be used by the provider types listed. This table also includes the codes that Evernorth Behavioral Health uses for autism services, how the codes should be used, what provider type can provide the given service, and who can bill for the given service.

It is important to confirm a patient's Applied Behavior Analysis (ABA) eligibility and benefits before performing an assessment.

For verification, call the Autism Care Coordinator Team (ACCT) at 877.279.7603, Monday – Friday, from 8:30 a.m. to 5:00 p.m. CST.

All of the ABA Current Procedural Terminology (CPT®) codes are in 15-minute increments.

CODE	HOW THE CODE SHOULD BE USED FOR EVERNORTH BEHAVIORAL HEALTH	WHO CAN PROVIDE THE SERVICE?	WHO CAN BILL FOR THE SERVICE?
97151	Behavior identification assessment , administered by a physician or other qualified health care professional, each 15 minutes of the physician's or other qualified health care professional's time face-to-face with patient and/or guardian(s)/caregiver(s) administering assessments and discussing findings and recommendations, and non-face-to-face analyzing past data, scoring/interpreting the assessment, and preparing the report/treatment plan.	BCBA-D®, BCBA®, or licensed mental health provider	BCBA-D®, BCBA®, or licensed mental health provider
97152	Observational behavioral follow-up assessment , includes physician or other qualified provider direction with interpretation and report, administered by one technician.	BCaBA, Technician	BCBA-D, BCBA, or licensed mental health provider
97153	Adaptive behavior treatment by protocol , administered by technician, face-to-face with one patient.	BCaBA, Technician	BCBA-D, BCBA, or licensed mental health provider
97154	Group adaptive behavior treatment by protocol , administered by technician, face-to-face with two or more patients.	BCaBA, Technician	BCBA-D, BCBA, or licensed mental health provider
97155	Adaptive behavior treatment with protocol modification , administered by physician or other qualified healthcare provider with one patient.	BCBA-D, BCBA, or licensed mental health provider	BCBA-D, BCBA, or licensed mental health provider

97156	Family adaptive behavior treatment guidance , administered by physician or other qualified healthcare provider (with or without the patient present).	BCBA-D, BCBA, or licensed mental health provider	BCBA-D, BCBA, or licensed mental health provider
97157	Multiple-family group adaptive behavior treatment guidance , administered by physician or other qualified healthcare provider (without the patient present).	BCBA-D, BCBA, or licensed mental health provider	BCBA-D, BCBA, or licensed mental health provider
97158	Adaptive behavior treatment social skills group , administered by physician or other qualified healthcare provider, face-to-face with multiple patients.	BCBA-D, BCBA, or licensed mental health provider	BCBA-D, BCBA, or licensed mental health provider
0362T	Exposure behavioral follow-up assessment , includes physician or other qualified provider direction with the assistance of one or more technicians. 0362T is reported based on a single technician's face-to-face time with the patient and not the combined time of multiple technicians.	BCBA-D, BCBA, or licensed mental health provider	BCBA-D, BCBA, or licensed mental health provider
0373T	Exposure adaptive behavior treatment with protocol modification , requiring two or more technicians for severe maladaptive behavior(s). 0373T is reported based on a single technician's face-to-face time with the patient and not the combined time of multiple technicians.	BCBA-D, BCBA, or licensed mental health provider	BCBA-D, BCBA, or licensed mental health provider



BILLING INFORMATION

For Applied Behavior Analysis (ABA)

In addition to the billing codes table, here are some helpful tips to use when billing services for Applied Behavior Analysis (ABA).

2019 CURRENT PROCEDURAL TERMINOLOGY (CPT®) CODE UPDATE

- + The 2019 CPT codes for ABA services were simplified with the deletion and addition of codes.
- + All of the ABA CPT codes are in 15-minute increments.
- + CPT codes 0359T-0374T, with the exception of 0362T and 0373T, are not valid for dates of service on or after January 1, 2019.
- + All ABA services for dates of service on or after January 1, 2019 must be billed with the new CPT codes 97151-97158, 0362T and 0373T ONLY.
- + Only one provider can bill for a unit of time with the exception of CPT codes 97153 and 97155 (direct supervision when the Board Certified Behavior Analyst® [BCBA®]/Qualified Healthcare Provider [QHP] directs the technician and both are face-to-face with the patient at the same time).

OTHER IMPORTANT CPT CODE INFORMATION

- + As of December 1, 2020, **prior authorization is no longer required for assessment CPT codes 97151, 97152, or 0362T with a diagnosis of autism**, as long as the provider is independently licensed or a BCBA and the customer's policy covers ABA services. If you provide ABA services, you only need to submit claims for these assessment services and they will be evaluated for payment. Claim submissions are evaluated according to industry standards.
- + Evernorth Behavioral Health does not credential non-licensed/non-certified staff. Services for these staff members must be billed under the supervising provider.
- + Services billed by BCaBa's will be paid under the Master/BCBA's rate schedule, unless the BCaBa is individually contracted with Evernorth.
- + Codes 0362T and 0373T describe services provided to patients with one or more specific severe destructive behaviors (for example, self-injurious behavior, aggression, or property destruction) with direct supervision by a physician or other qualified provider, which requires two or more technicians face-to-face with the patient for safe treatment.
- + We recommend reviewing the definitions of each code as defined by the American Medical Association (AMA) in the most recent CPT manual. As you submit new and renewing treatment plans for customers, please request ABA services using the codes set forth by the AMA.
- + PRINT your name in box 31 on the CMS-1500 form. Include your claim mailing address as it is listed on your W-9. All codes billed per AMA guidelines for ABA, bill services under the BCBA or licensed provider.

TELEHEALTH

All ABA CPT codes are covered telehealth services.

- + For more information, see the Evernorth Behavioral Health Coverage Policy for Intensive Behavioral Interventions at the Evernorth provider website (Provider.Evernorth.com) > Resources > Coverage Policies > Medical, Behavioral, and Administrative A-Z Index > [Intensive Behavioral Interventions - \(EN0499\)](#).

ELETRONIC DATA INTERCHANGE

Using one of Evernorth's electronic data interchange (EDI) options allows you to send, view, and track claims electronically – no faxing, printing or mailing.

- + When enrolling in EDI, use Evernorth Payer ID **62308**
- + For a complete, up-to-date list of EDI vendors with a direct connection to Evernorth, visit Evernorth.com/EDIVendors

PAPER CLAIMS

Mail paper claims to the claims address on the back of your patient's health benefits card.

Most common claims addresses include:

- + **HMO:** PO Box 188022, Chattanooga, TN 37422
- + **PPO/OAP:** PO Box 182223, Chattanooga, TN 37422

QUESTIONS?

If you have any billing-related questions, call Provider Services at 800.926.2273.

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WEBSITE RESOURCES

For Autism Providers

The Evernorth provider website (Provider.Evernorth.com) offers a variety of clinical, quality, and educational materials about autism. Visit the following pages for more information:

EDUCATION CENTER

Visit Provider.Evernorth.com > Resources > [Education and Training](#).

BEHAVIORAL ADMINISTRATIVE GUIDELINES

The Behavioral Administrative Guidelines are an extension of your contract. They offer information on topics ranging from the care management process to billing for services and getting paid. Access the Guidelines at Provider.Evernorth.com > Resources > [Behavioral Administrative Guidelines](#).

COVERAGE POLICY

Evernorth bases authorization determinations for ABA on the Intensive Behavioral Interventions Coverage Policy. Access the policy at Provider.Evernorth.com > Coverage Policies > Medical, Behavioral, and Administrative A-Z Index > [Intensive Behavioral Interventions - \(EN0499\)](#).

WEBSITE TUTORIALS AND RESOURCES

Learn more about the digital options available to you on Provider.Evernorth.com by reviewing the following resources:

- + [Registration and access](#)
- + [Provider.Evernorth.com website overview](#), including:
 - Claims
 - Remittance reports
 - *My Practice* tool
 - Website access and entitlements

For more website information, visit Provider.Evernorth.com > Resources > [Education and Training](#).

WEBSITE ACCESS MANAGER TRAINING

Each group/ individual provider registered on Provider.Evernorth.com is required to assign at least one, and up to 15, user(s) as website access manager(s). The website access manager at each practice manages how providers within the group register for and obtain the appropriate level of access to the website.

Learn how to approve new users for Provider.Evernorth.com, assign or modify the website functions users have access to, and remove access for users who no longer need it.

For more information and to access a website access manager training, visit Provider.Evernorth.com > Resources > Education and Training > Website access managers; see *website access manager tutorial*.

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