



# PROVIDER NEWSLETTER

Spring 2020

## Coronavirus Pandemic

*Quest would like to thank each of you for the care and support you give to our members. During this time of social distancing, illness, and uncertainty, we are grateful for the important work that you do. We are reminded each day of how important it is to be mindful of not only our physical well-being, but also our emotional, behavioral and social well-being. You are making a difference.*

*Thank you.*

Quest remains fully operational during the COVID-19 pandemic.  
If you need assistance, please call 800-364-6352

Your appointments may be conducted over a HIPAA compliant telemental health platform

If the telemental health platform is inaccessible, Quest will temporarily allow telephone sessions until the state of emergency has been lifted by Governor Tom Wolf of Pennsylvania.

Privacy cannot be guaranteed over cell phones and social medial platforms, such as FaceTime, DUO and Skype. However, Quest will approve telephone and select video platforms as a temporary measure to help prevent gaps in care.

Please do NOT use Facebook, Twitch, TikTok or other public facing applications; these are not approved platforms for telemental health services.

Once the COVID-19 state of emergency has been lifted, sessions may ONLY be conducted through face to face appointments or, if the provider has been approved by Quest, through a HIPAA compliant telemental health platform.

***Quest understands that there are many questions about when the loosening of telemental health restrictions will end – particularly since we do not know how long the State of Emergency will last. If you would like to prepare in advance, Quest will accept and process attestation forms in the interim.***

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# TELEMENTAL HEALTH

## Telemental Health During the State of Emergency

**In light of the COVID-19 pandemic, Quest is temporarily loosening some restrictions on telemental health:**

During the coronavirus state of emergency, if you are unable to see members face to face, please use a HIPAA compliant telemental health platform to the extent you are able to do so. You do NOT need to complete a telemental health attestation if this will only be used during the state of emergency. However, if you plan to continue telemental health services after the crisis has ended, please complete an attestation form and return it to Quest.

If you or your clients are unable to access such a platform, Quest will temporarily allow telephone sessions, effective immediately. This will end once the state of emergency has been lifted by the governor.

Please use your best judgment and discretion in safeguarding your clients' privacy. This includes informing clients that privacy cannot be guaranteed over cell phones and social media platforms, such as FaceTime, Duo and Skype.

Quest will NOT cover sessions over Facebook, Twitch, TikTok or other public facing applications.

## Continuing Telemental Health After the State of Emergency

If you use a HIPAA compliant platform and are interested in providing telemental health services, please review the [Telemental Health Standards packet](#) for Quest Behavioral Health on our [website](#). Included are the requirements necessary to participate, as well as an attestation form. We currently have two separate attestation forms on our website. One is for solo providers, the second is for group practices. If your group practice uses independent contractors, *EACH* independent contractor will need to complete the solo provider Telemental Health Standards packet.

In order to qualify, all requirements on the attestation must be met. Please complete and email the attestation form to: [provider@questbh.com](mailto:provider@questbh.com). Our provider relations department will then review your information and notify you via email of the results.

## Telemental Health Claim Submission

When submitting claims for telemental health, please ensure one of the following modifiers are included on your claim in addition to **02 place of service**.

- GT
- GQ
- 95

# CLAIM REMINDERS

## ELECTRONIC PAYMENT OPTIONS

Providers can select from a variety of payment options for claim reimbursement with Quest, including virtual credit card, direct deposit or printed check. For more information on signing up for electronic payment options, please contact Zelis Payments at 877-828-8770 or [CustomerService@ZelisPayments.com](mailto:CustomerService@ZelisPayments.com).

Please contact Zelis Payments for questions regarding:

Method of Payment Inquiries  
Zelis Payer Portal Navigation  
Provider Unenrollment  
Changes in Provider Enrollment

EOP Inquiries (portal viewing) – this option is available only to providers who have “opted in”

For all other inquiries regarding Claim Payments, please contact Quest at 800-354-6352. Information regarding electronic claim payment can also be found on our website, <https://www.questbh.com/providers/electronic-payment-options/>.

**Please Note:** Paper EOP documents are printed on BOTH SIDES; please ensure to check all pages of your paper EOP for details on claim payments.

## EXPLANATION OF PAYMENT (EOP)

In order to decrease the need for your billing staff to contact Quest on claims that have already been paid, please save all Explanation of Payment (EOP) notices you receive. If you have any questions about their EOPs, please do not hesitate to contact us through our website, [www.questbh.com](http://www.questbh.com) or by telephone at 800-364-6352. Thank you.



## ELECTRONIC CLAIM SUBMISSION

Providers using an electronic billing service or clearinghouse may submit claims electronically to Quest Behavioral Health. It is imperative to use the correct Payer ID to ensure accurate payment:

**For EAP Claims ONLY**

Payer ID 10956

**Mail Paper EAP Claims:**

Quest EAP PO Box 864 Arnold, MD 21012

**For Behavioral Health Claims ONLY**

Payer ID 44219

**Mail Paper BH Claims:**

Quest Behavioral Health PO Box 565 Arnold, MD 21012

**\*\* Quest will not reprocess claims incorrectly submitted and paid under the wrong payer ID. \*\***

Additional information regarding electronic claim submission can be found on our website, <https://www.questbh.com/providers/faqs/>.

## PAPER CLAIM SUBMISSION

Quest receives a large volume of claims daily. To ensure your claims are handled accurately and quickly, please ensure all required fields are completed on every claim form. Incomplete or illegible claims will be returned for correction, which will delay payment. Fields that Quest frequently encounters as blank:

- Box 3 – Patient Date of Birth
- Box 6 – Patient Relationship to Insured
- Box 24D – CPT code and modifier
- Box 24F – Charge
- Box 24J – Rendering Provider NPI (this is the individual provider's NPI, not the group's NPI)  
**EXCEPTION ABA AND BHRS CLAIMS REQUIRE FACILITY NPI**
- Box 25 – Federal Tax ID Number and appropriate check for SSC/EIN
- Box 27 – Accept Assignment Yes/NO
- Box 31 – Signature of Provider
- Box 32A – Facility NPI
- Box 33A – Billing Provider NPI

For best results in turn-around time, please type all required fields. Quest has a fillable claim form on our website: <https://www.questbh.com/wp-content/uploads/2019/08/HCFA-1500-Form.pdf>



## AUTISM CLAIMS

Effective July 15, 2019 autism claims may be submitted utilizing the facility NPI number in Box 27J and appropriate modifier in Box 24D.

<b>Provider with this credential</b>	<b>Please use this modifier</b>
BCBA or BCBA-D	AH
LBS	AJ or HO
MT	AJ or HO
BCaBA	AJ or HO
RBT/BT	HN
TSS	HM

## REMINDERS

- Quest does not reimburse for psychotherapy services rendered in a school setting.
- The provider must be licensed in the state they are performing the service.
- Please verify all information submitted is accurate.

## **PROTECTED HEALTH INFORMATION**

### **Sending Protected Health Information by Email**

Recently, Quest has been receiving emails regarding members (such as status reports, benefit and claim inquiries). Many of these emails contain patient identifiers like name, date of birth, date of service and provider. To best protect your patients' privacy, and to abide by federal privacy regulations, we would like to remind you of some tips for sending emails containing PHI.

- **NEVER** put patient identifiers in the subject of an email.
- **ALWAYS** include the least patient identifiers required to process the request.
- **SECURE/ENCRYPT** emails which contain patient information.
- **NEVER** name file attachments using patient identifiers.
- **PROTECT** files containing patient identifiers with a password and send the password in a separate email.

Your Information Technology department or email service provider are great resources for determining how to secure your emails. Fines, loss of licensure, and sacrificing patient privacy is never worth the risk. For more information, see our [Sending PHI via Email flyer](#).



# **WWW.QUESTBH.COM**

## **INFORMATION FOR PROVIDERS AVAILABLE ON WEBSITE**

Did you know you can access information on electronic claim submission and payment options, update provider information, and request claims statuses on our website – [www.questbh.com/provider?](http://www.questbh.com/provider?)

- [Claim Submission Instructions](#)
- [Electronic Payment Options](#)
- [Claim Status Inquiries](#)
- [Update Provider Information](#)

Explore how we're making information for providers more accessible online. At Quest, our goal is taking care of you, the caretakers. Don't see what you need?

Send suggestions for content to [qm@questbh.com](mailto:qm@questbh.com).

# Quest 2020-2021 Holiday Administrative

## Office Closures:

Monday, May 25, 2020 – Memorial Day  
Friday, July 3, 2020 – Independence Day  
Monday, September 7, 2020 – Labor Day  
Thursday, November 26, 2020 – Thanksgiving Day  
Friday, December 25, 2020 – Christmas Day  
Friday, January 1, 2021 – New Year's Day

***\*NOTE\****

***Care Management Staff***

***Available for Emergency Admissions and***

***Urgent Clinical Issues***

***24-hours a day, 7-days a week***

***800-364-6352***

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## PRIVACY AND CONFIDENTIALITY

In order to do our job, we receive and use protected health information or PHI about members. This information could be in the form of medical records, claims and other administrative data that are personally identifiable. Privacy and confidentiality are very important to us. We send out privacy notices to our members. We

follow strict policies and procedures to protect privacy and confidentiality in all settings. Our policies and procedures are available on the web at [www.questbh.com](http://www.questbh.com). If you have questions and would like additional information, you may contact Quest at 800-364-6352.

Quest Behavioral Health  
PO Box 1032  
York, PA 17405

**Administrative Hours:  
8:00 am – 6:00 pm Monday-Friday**

**Care Management Hours:  
24 hours a day; 7 days a week**

**Phone: 717-851-1486  
Toll-free: 800-364-6352  
Fax: 717-851-1414**

### Contact Us:

PROVIDER RELATIONS:  
[provider@questbh.com](mailto:provider@questbh.com)

MEMBER SERVICES:  
[membership@questbh.com](mailto:membership@questbh.com)

QUALITY MANAGEMENT:  
[qm@questbh.com](mailto:qm@questbh.com)

CLAIMS:  
[claims@questbh.com](mailto:claims@questbh.com)

SALES:  
[sales@questbh.com](mailto:sales@questbh.com)