

# Outpatient Changes for Contracted Behavioral Health Providers

Roster Requirement for Non-  
Licensed Providers of Mental  
Health Rehabilitation Services and  
Evidence-Based Practices

October 2023



# Today's speakers

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- Kendell Andrus, Network Trainer Behavioral Health
- UnitedHealthcare® Community Plan – BH Network Team

# Today's agenda

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# Healthy Louisiana Roster Form for MHR Providers

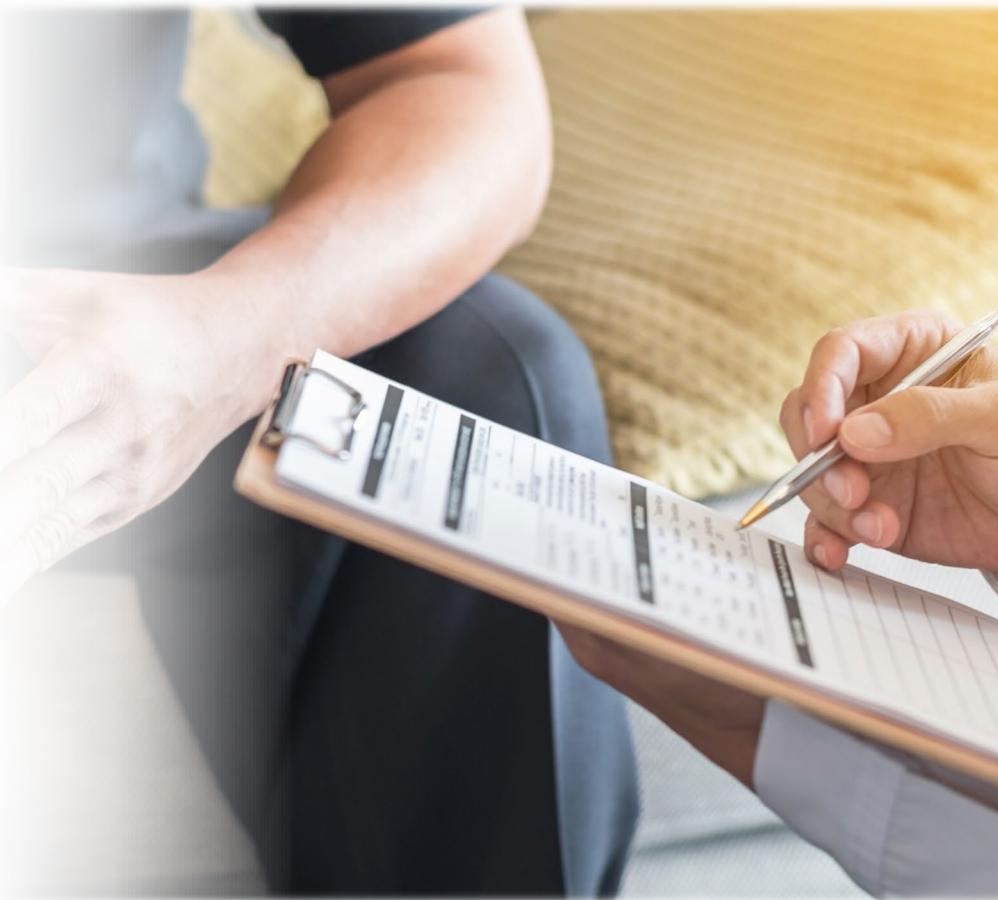
- NILC Provider Defined

# What is considered a Non-Independently Licensed Clinician?

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## Non-Independently Licensed Clinician (NILC) Defined

- A NILC provider is one that can not practice independently as outlined in the Louisiana Department of Health (LDH) Behavioral Health Service Provider Manual. **This includes provisionally licensed clinicians.**
- For more information, please refer to Chapter 2, Section 2.3 of the LDH Behavioral Health Service Provider Manual.



# Behavioral Health Services Provider Manual

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Chapter 2: Behavioral Health Service  
Section 2.3: Outpatient Services

A licensed mental health professional (LMHP) is an individual who is licensed in the State of Louisiana to diagnose and treat mental illness or substance use, acting within the scope of all applicable state laws and their professional license.

A LMHP includes the following individuals who are licensed to practice independently:

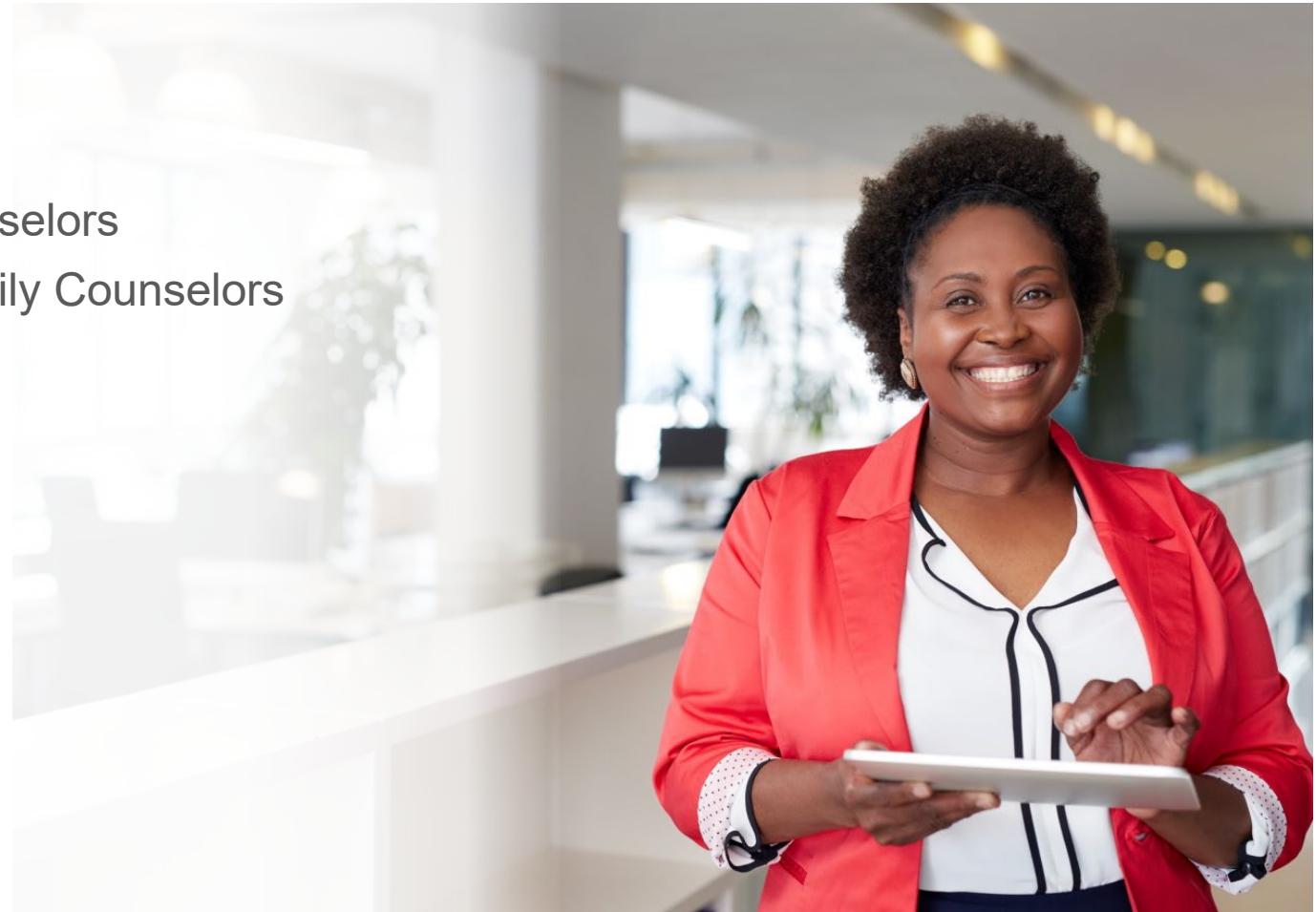
Medical Psychologists  
Licensed Psychologists  
Licensed Clinical Social Workers (LCSWs)  
Licensed Professional Counselors (LPCs)  
Licensed Marriage and Family Therapists (LMFTs)  
Licensed Addiction Counselors (LACs)  
Advanced Practice Registered Nurses (APRNs)

# What provider types are considered NILCs?

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- Certified Social Workers
- Licensed Masters of Social Work
- Provisionally Licensed Professional Counselors
- Provisionally Licensed Marriage and Family Counselors
- Psychology Interns
- Peer Support Specialist
- \*NILC

**\*This description is used for providers not falling under one of the categories listed above.**



# Healthy Louisiana Roster Form for MHR Providers

- My Practice Info

# My Practice Info

**Optum | Provider Express**

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Optum - Provider Express Home



**Working together to coordinate care.**  
Our updated tools and tips help facilitate best communication practices that benefit patient care.  
[MORE INFO](#)

**Transactions**

- Eligibility & Benefits
- Claims
- Authorization Inquiry
- Appeals
- My Practice Info**
- and More....

**Sign In With Your One Healthcare ID**

One Healthcare ID or email address

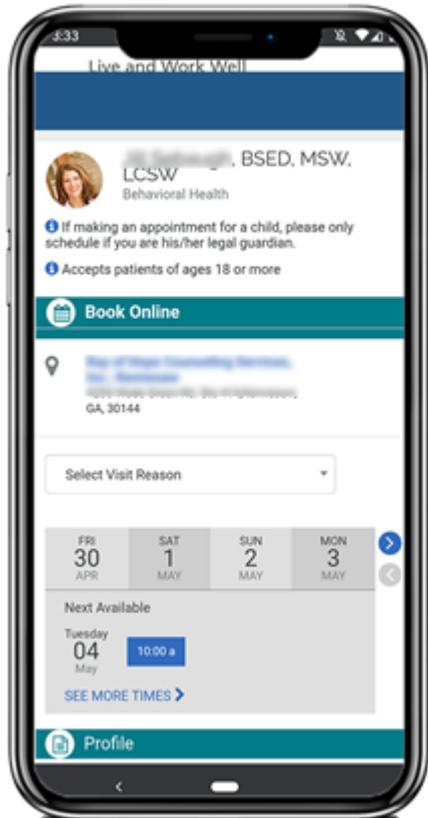
Password  

Additional options:  
[Create One Healthcare ID](#)  
[Manage your One Healthcare ID](#)  
[What is One Healthcare ID?](#)

[Forgot One Healthcare ID](#) | [Forgot Password](#)

# My Practice Info

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## Why it's important to maintain accurate information about your practice

Out-of-date or inaccurate information about your practice is one of the biggest reasons for delayed claim payments.

In addition, your directory status can also be impacted by not maintaining and attesting to your information.

# Healthy Louisiana Roster Form for MHR Providers

- The New Roster Submission Process  
for NILC Staff on My Practice Info

# Log in to Provider Express

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- Log in to providerexpress.com → My Practice Info → Roster Tab



## Provider Express My Practice Info – Navigation Instructions

Go to providerexpress.com > Training > [My Practice Info Navigation for Groups](#)

# Add or Delete Clinician

**Optum | Provider Express**

Elig & Benefits ▾ Claims ▾ Auths ▾ Appeals ▾ My Practice Info ▾ More ▾

Practice Profile Practice Information **Roster** Licenses and IDs virtual visits

**Roster**

Please use to add, edit or delete clinicians to your roster.

4 records

Show 25 ▾ per page ▶ Page 1 of 1

**Clear All Filters**

Actions	Network Status	Clinician	Gender	Attestation Date	License Type
	✓		Female	07/31/2023	LCSW
	✓		Female	09/12/2023	LPC
	✓		Female	09/21/2023	LPC
	✓		Female	09/12/2023	LCSW

**Delete Clinician:** Click on the trash can to Delete providers no longer practicing with this Group / Tax ID.

= Updates are visible immediately

= Updates will be visible within 10 business days

**Add New Clinician:** To Add a new clinician to the roster, follow the screenshots on the next page. Clinicians will be displayed immediately in a "Pending" status until they are fully updated in our systems where the status will change to "Active". In cases where it is identified that a clinician requires credentialing by Optum, you will be automatically redirected to the appropriate link.

**Add New Clinician**

# Add New Clinician

**Add Clinician to Roster**

\*Required

**Personal Details**

**Network Effective Date \***  
10/18/2023  

**First Name \***

**Middle Initial**

**Last Name \***

**Individual NPI (Type I) \***

**Gender \***  

**Provider Type \***  

**RX Privileges**  
 Yes  No

**Practicing State \***  

**License Type \***  

**Primary License # \***

**Effective Date**    
mm/dd/yyyy

**Expiration Date \***    
mm/dd/yyyy

**Initial Credentialed Date \***    
mm/dd/yyyy

**Last Credentialed Date \***    
mm/dd/yyyy

**Delegated Entity \***  

**Continue** **Cancel**

# Add New Clinician

**Add Clinician to Roster**

\*Required

**Personal Details**

Network Effective Date \*

10/18/2023  

First Name \*

Middle Initial

Individual NPI (Type I) \*

Gender \*    Yes  No

Practicing State \*

License Type \*  

Certified Social Workers  
Licensed Masters of Social Work  
Provisionally Licensed Professional Counselors  
Provisionally Licensed Marriage and Family Counselors  
Psychology Interns  
Peer Support Specialist  
\*NILC

Primary License # \*

Effective Date  

Expiration Date \*  

Degree Level \*

Field of Study \*

Name of University \*

Behavioral Health Services Performed

# Addresses

Please note that each clinician can only have one location listed as their Primary and Mailing addresses. You can have multiple addresses listed as practice locations.

1145 High St, Lincoln, NE 68502

Primary, Mailing, Practice

8922 Cuming St, Omaha, NE 68114

Practice

3 records

Show 10 per page Page 1 of 1

 Clear All Filters

Available Addresses ^

Primary \*

Mailing \*

Practice

1145 High St, Lincoln, NE



1232 High St, Lincoln, NE



8922 Cuming St, Omaha, NE



[Clear](#)

[Continue](#)

[Cancel](#)

# Edit Clinician

Practice Profile Practice Information

**Edit Clinician: Jamie**

This clinician has successfully been added to your roster. Please allow 10 business days for the clinician's status to become active for claims payment. Confirmation #726228. X

Please review or complete remaining sections.

\*Required

**Personal Details** ←

**General Information** ←

**Availability**

8922 Cuming St ←

1145 High St ←

**Licenses & IDs** ←

**Addresses**

**Critical Note:** Review each section on this screen by clicking the accordion arrow on the left to update any additional data for this clinician especially Medicaid and Medicare IDs to ensure appropriate lines of business are added to the clinician's record.

[Return to Roster](#)

## Edit Clinician (continued)

**Edit Clinician**

**\* Required**

**Personal Details**

**General Information**

**Availability**

8922 Cuming St

**Licenses & IDs**

**Addresses**

Return to Roster

**Personal Details:** This section is expanded by default.

Click 'Edit' to populate any missing data or update existing data.

**Personal Details**  Edit

Then click 'Save' to submit changes.

**Personal Details**  Save  Cancel

**Values Available for Review/Edit:**

- Name (Must Match Current License) **Critical\***
- Taxonomy

**Values Available for Review/Edit:**

- Gender **Critical\***
- Ethnicity
- Languages Spoken
- Cultural Competency Training Attestation
- Populations Treated
- Areas of Clinical Expertise
- Credentialing Dates (for delegated credentialing only)

**General Information:** This section needs to be selected to expand.

Click 'Edit' to populate any missing data or update existing data.

**General Information**  Edit

Then click 'Save' to submit changes.

**General Information**  Save  Cancel

**Values Available for Review/Edit:**

- General Communication Email
- Age Limitations
- Gender Limitations

**Licenses and IDs:** This section needs to be selected to expand.

Click  to Add a New Value or  to Delete

**Values Available for Review/Edit:**

- Licenses (Required for Each State of Practice) **Critical\***
- Board Certifications (Required for MD's Only)

**Values Available for Review/Edit:**

- Medicare Numbers
- Medicaid Numbers
- Affiliations/Admitting Privileges

# Personal Details

## ▼ Personal Details

### Personal Details Edit

First Name



Middle Initial

Last Name

Individual NPI (Type I)

Taxonomy

Gender

Ethnicity

Female

### Languages Spoken

English

### Cultural Competency Training

None

Cultural Sensitivity training is offered by a number of government agencies to assure minorities get culturally sensitive care. [Find out more](#)

### Populations Treated

Couples/Marriage    Adult    Family    Child    Adolescent    Group

### Areas of Clinical Expertise

- Anxiety
- Depression
- Mood Disorder
- EAP Services
- Post Traumatic Stress Disorder (PTSD)

### Attested Expertise

The following section displays specialties that require additional training and/or experience to be privileged to provide any of these services and that have already been attested to. To add an Expertise to this clinicians profile, please review the [Expertise Attestation](#) form to ensure the clinician meets the minimum requirement, and fax the signature page and any required documentation to [Network Management](#).

# Personal Details

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**Personal Details**  

<b>First Name</b> <span style="color: red;">*</span> <input type="text"/>	<b>Middle Initial</b> <input type="text"/>	<b>Last Name</b> <span style="color: red;">*</span> <input type="text"/>	<b>Individual NPI (Type I)</b> <input type="text"/>																				
<b>Taxonomy</b> <input type="text"/>	<b>Gender</b> <span style="color: red;">*</span> <input type="button" value="Female"/>	<b>Ethnicity</b> <input type="button" value="Select"/>																					
<b>Languages Spoken</b> <input type="button" value="Select"/> <input type="button" value="English"/>																							
<b>Cultural Competency Training</b> Please select the Cultural Competencies that you have completed training in.																							
<b>Available (9)</b> <table><tr><td>Cultural Competency</td><td><input type="button" value="Add &gt;"/></td></tr><tr><td>Communication Skills Alternate Language Availability</td><td></td></tr><tr><td>Communication Skills Interpreter Services Available</td><td></td></tr><tr><td>Communication Skills Soft Skills</td><td></td></tr><tr><td>Financially Challenged Patients</td><td></td></tr><tr><td>Homeless</td><td></td></tr><tr><td>LGBT Communities</td><td></td></tr><tr><td>People with Disabilities</td><td></td></tr><tr><td>Refugee or Immigrant Patients</td><td></td></tr><tr><td>Senior Care</td><td></td></tr></table>	Cultural Competency	<input type="button" value="Add &gt;"/>	Communication Skills Alternate Language Availability		Communication Skills Interpreter Services Available		Communication Skills Soft Skills		Financially Challenged Patients		Homeless		LGBT Communities		People with Disabilities		Refugee or Immigrant Patients		Senior Care		<b>Selected (0)</b> <table><tr><td>Cultural Competency</td></tr></table>	Cultural Competency	
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People with Disabilities																							
Refugee or Immigrant Patients																							
Senior Care																							
Cultural Competency																							

Cultural Sensitivity training is offered by a number of government agencies to assure minorities get culturally sensitive care. [Find out more](#)

# Directory Attestation View

Directory Attestation View X

Carefully review the information listed below, make any required edits, and then attest to the accuracy at the bottom of this page.

Individual NPI	Primary License Type	Medicaid ID	Medicare ID	Gender
	LCSW - Lic Clinical Social Worker	Yes - On File	Yes - On File	
Public Directory Email	General Communication Email	Group Website Address		Female
		[@yahoo.com]		

**Areas of Clinical Expertise**

- Anxiety
- Depression
- Mood Disorder
- EAP Services
- Post Traumatic Stress Disorder (PTSD)

**Availability**

Primary Address

Phone:

Accepting New Patients:

Yes

Monday:	Tuesday:	Wednesday:	Thursday:
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Friday:	Saturday:	Sunday:	
--	--	--	

**Close**

**Edit** **I So Attest**

# Technical Support

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## Provider Express Technical Support

For questions about using the site, issues with requesting a user ID and password, or for technical issues, call the Provider Express Support Center at **(866) 209-9320** from 7 a.m. to 7 p.m. (CST) or click on the Chat now button below to chat with a tech support representative online

**Need help? Chat now**

Our chat hours are:  
Monday–Friday: 7:00 a.m. – 7:00 p.m. (CST)

# Go Live Date: Oct. 31, 2023

# Q&A

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**Duration of segment**

# Thank You!

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UnitedHealthcare Community Plan

Provider Call Center

Phone: **1-866-675-1607**

Email: [networkse@optum.com](mailto:networkse@optum.com)



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