



AMERICAN COUNSELING ASSOCIATION

American Counseling Association

“Dedicated to the growth and development of the counseling profession
and those who are served”

Proudly serving the counseling community for over
50 years!

5999 Stevenson Ave. Alexandria, VA 22304 / 800.347.6647 / 800.473.2329 (fax)
www.counseling.org

Provider Relations Contact List for Managed Care & Insurance Panels

Revised 10/08

"As a service to members, the American Counseling Association has partnered with Walsh and Dasenbrook, consultants in counseling practice management, to offer a series of bulletins on various private practice topics. This series includes timely information on starting or expanding a private practice, informed consent, HIPAA, managed care and insurance companies and strategies for enrolling as providers."

Walsh and Dasenbrook have co-authored, *The Complete Guide to Private Practice for Licensed Mental Health Professionals 3rd edition*. Their Guide contains the latest information on marketing, advertising, office procedures, dealing with managed healthcare and insurance billing. It also contains a CD-Rom with all the forms necessary for your practice. The Guide can be purchased through their web site at Counseling-PrivatePractice.com. For more information you can contact the authors at 3703 N. Main St. Suite 100 Rockford, IL. 61103 815.877.0399

IMPORTANT UPDATES!

NPI

All mental health providers will be required to apply for a provider identifier number by the Department of Health and Human Services through the HIPAA regulations of 1996.

New Information from Health and Human Services:

National Provider Identifier

For Health Care Providers

The Administrative Simplification provisions of the *Health Insurance Portability and Accountability Act of 1996 (HIPAA)* mandated the adoption of a standard unique identifier for health care providers. The National Plan and Provider Enumeration System (NPPES) collects identifying information on health care providers and assigns each a unique **National Provider Identifier (NPI)**.

Information can be obtained at their website <http://www.cms.hhs.gov/hipaa/hipaa2/npi-provider.pdf> and an application can be downloaded at <https://nppes.cms.hhs.gov/NPPES/Welcome.do>

CAQH

<https://caqh.geoaccess.com/oas/>

CAQH is the Council for Affordable Quality Healthcare. Through CAQH a counselor can submit a credentialing application that can be accessed by over one hundred insurance and managed health care companies. We recommend you go thru Aetna's Credentialing Customer Service Dept. at 800-353-1232 and ask to be referred to CAQH to receive an "identification number". Online, Aetna has a helpful link on their website that will facilitate this process, <http://www.aetna.com/provider/credentialing.html> . Just fill out the Aetna application request form and you will be added to their CAQH - Aetna Provider Application Roster. You can try this or you may want to contact Netsource Billing (Donna 866-441-1591) who will process your CAQH application for a fee.

HIPAA

Health Insurance Portability and Accountability Act
[Department of Health & Human Services - HIPAA](#)

The official central governmental hub for all **HIPAA** issues including rules, standards and implementation...

<http://www.hhs.gov/ocr/hipaa/>

LIST OF MANAGED CARE, INSURANCE COMPANIES, AND EMPLOYEE ASSISTANCE PROGRAMS ACCEPTING LICENSED MENTAL HEALTH PROFESSIONALS AS PROVIDERS OF MENTAL HEALTH SERVICES (UPDATE 10/08)

The following list has been compiled from information collected from practicing therapists. Comments regarding payment, paperwork, and time length for payment is anecdotal and not provided by the Managed Care or Insurance Company and is provided as a service to inform practicing therapists. The American Counseling Association takes no responsibility for contents.

***National Companies**

(note: We have found several managed care companies have considered requests for an increase in reimbursement amounts to providers. A call to provider relations asking for “a raise” may be beneficial.)

AETNA *National

(covers 11 million)

UOP Station

P.O. Box 2907

Minneapolis, MN 55402

<http://www.aetna.com/provider/credentialing.html>

1-800-353-1232

\$75 initial session, \$65 individual psychotherapy session

AMERICAN BEHAVIORAL * National

(covers 800,000 members and growing)

550 Montgomery Highway, Suite 300

Birmingham, AL 35216

<http://www.americanbehavioral.com/showandtell.asp?id=25274>

1-(800) 677-4544

\$60 individual psychotherapy session

ACI, A Specialty Benefits Corporation *National

5414 Oberlin Dr. Suite 240

San Diego, CA 92121

P: (800) 932-0034

F: (858) 452-7819

www.acieap.com

AMERICAN PSYCH SYSTEMS/ APS Healthcare (Maryland) and *National

(covers 20 million)

6705 Rockledge Drive Ste. #200

Bethesda, MD 20817

1-800-888-1965

\$65

<http://www.apshealthcare.com/provider/ProviderHome.htm>

BENEFIT ADMINISTRATIVE SYSTEMS, LTD (Illinois) and various regions
17475 Jovanna Drive, Suite #1B
Homewood, IL 60430-4623
1-708-799-7400

<http://benadmsys.com/>

note: administers PHCS, CCN, Beach Street, MultiPlan, ABCCompany
payment varies

BEHAVIORAL HEALTH SYSTEMS, INC. ***National**

Two Metroplex Drive, Ste. #500

Birmingham, AL 35209

1-800-245-1150

<http://www.bhs-inc.com/providers/BecomeABhsProvider.asp>

BEHAVIORAL HEALTHCARE OPTIONS ***National**

P.O. Box 15645

Las Vegas, NV, 89114-5645

1-702-364-1484

<http://www.behavioralhealthcareoptions.com/body.cfm?id=8>

BENESIGHT / UMR***National**

P.O. Box 350

Pueblo, CO 81002

1-877-396-4834

www.benesight.com

\$70 total w/\$25 co-pay

BLUE CROSS/BLUE SHIELD OF IL

233 N. Michigan Avenue

Chicago, IL 60601-5655

<http://www.bcbsil.com/provider/credentialing/contract.htm>

85% of usual and customary, little paperwork, quick payments

BLUE CROSS/BLUE SHIELD NEW YORK

1-800-342-3494

1-800-552-6630 provider relations

1-800-261-5962

affiliated with Magellan

<http://www.empireblue.com/home-providers.html>

BLUE CROSS/BLUE SHIELD MICHIGAN
1-800-822-2761

BLUE CROSS/BLUE SHIELD VARIOUS STATES
Each state has its own BC/BS
Online web search: Blue Cross Blue Shield (type in your state)

BSSI/ BENEFIT SYSTEM AND SERVICE INC. (Illinois)
760 Pasquinelli Dr
Suite 320
Westmont, IL, 60559
1-630-789-2082
<http://www.benefit-sys.com/>
\$74, \$51.80 w/ \$22.20 copay

CERIDIAN (LIFEWORCS)
Minneapolis, MN
(covers 7 million)
800-367-3920

CHRISTIAN BROTHERS EMPLOYEE BENEFIT PPO (Illinois)
1205 Windham Parkway
Romeoville, IL 60446-1679
1-800-807-0400

CHESTNUT EAP
www.chestnut.org/eap
\$55-75, 3-6 session limits

CIGNA ***National**
P.O. Box 46270
Eden Prairie, MN 55344
1-800-442-2353/ 1-888-800-8849 x7064
\$50 in network plus \$10 co-pay, extensive paperwork
Michigan and New York 1-800274-7603
<http://www.cigna.com/health/provider/>
COMMONWEALTH ADMINISTRATORS/CHA HEALTH/ HUMANA
PO Box 3079
Lexington, KY 40588
1-800-457-5683

COMMUNITY CARE NETWORK/CCN/ COVENTRY ***National**
1-800-937-6824 / 1-800-247-2898
<http://www.firsthealth.com/>
\$75.50 w/\$10 co-pay

COMPREHENSIVE BEHAVIORAL CARE/ COMP CARE
(FL,CA,CT,DC,GA,IN,MC,TX,PA,MD)

619 Oak Street
Tampa, FL 33607
1-813-288-4808 (press 1)
<http://comprehensivecare.com/>

COMPSYCH BEHAVIORAL HEALTH CORP. * **National**

NBC Tower 24th Floor
455 N. City Front Plaza Drive
Chicago, IL 60611
1-800-557-1005
http://www.compsych.com/jsp/en_US/core/provider/credentialing.jsp?cid=46
60% of usual and customary, \$10 co-pay/ EAP \$30, \$0 co-pay, extensive paperwork and utilization review.

CORESOURCE/ MATRIX ***National**

1-800-886-1171
<https://www.coresource.com/Members/Providers/>
80% of usual and customary after deductible

CORPHEALTH, INC. ***National**

1300 Summit Avenue Ste #600
Forth Worth, TX 76102
1-800-890-8288
<http://corphealth.com/providers/>

EMPLOYEE ASSISTANCE PROGRAMS AND CONTACT INFORMATION LIST
(***important national comprehensive list of EAP's**)

<http://www.eaplist.com/>

EMPLOYEE SERVICES INC.

(CT,MA,NJ,PA)
1-800-821-5054
<https://www.theeap.com/main/1078770254/>

FAMILY ENTERPRISES, INC./ FEI BEHAVIORAL HEALTH ***National**

(covers 2 million)
11700 West Lake Park Drive
Milwaukee, WI 53224
<http://www.feinet.com/providersrequest.htm>
1-800-782-1948 (press 5)

FIRST ADVANTAGE
(CA,IL,FL,NY,WA)
<http://www.fadv.com/eapsap/>

FIRST HEALTH SERVICES, INC. ***National**
501 Great Circle Road #300
Nashville, TN 37228
1-800-598-6462
<http://www.firsthealth.com/>

GEN AM BENEFITS/ GREAT WEST / with CIGNA(Midwest States Only)
P.O.Box 190018
North Charleston, SC 29419-9018
1-888-663-8081,
<https://www5.greatwesthealthcare.com/Providers/home.aspx>
MD referral necessary. 100% usual and customary. W/o MD ref 50% u+c

GUARDIAN (affiliated with CORPHEALTH) ***National**
P.O. Box 8007
Appleton, WI 54913
1-800-873-4542

HEALTHLINK (IL, MO Only)
788 Office Parkway
St. Louis, MO 63141
1-800-624-2356 x4180
1-800-392-8740 x34527
http://www.healthlink.com/home_physician_hospital.asp

HEALTH MANAGEMENT CENTER ***National**
Affiliated w/MHN
Credentialing 1-800-541-3353, 6:00 AM - 5:00 PM Pacific
Monday - Friday
\$60, extensive paperwork
HEALTH STAR/MEDCARE MANAGEMENT ***National**
1-800-367-1934
\$34 ins, \$34 co-pay, no paperwork

HELPNET INC. EAP
(west of Rockies, and NY,NJ)
1-800-443-5766
www.hnweb.com

THE HOLMAN GROUP * National

21050 Vanowen Street
Cahoga Park, CA 91303
1-800-824-2932
www.holmangroup.com

HORIZON BEHAVIORAL HEALTHCARE MANAGEMENT CORP. *National

(covers 5 million)
Acorn Building
134 N. Narberth Ave
Narberth, PA 19072
1-800-223-7050 (press o for operator)
<http://www.horizonhealth.com/>
\$60, no balance billing, no co-pay

HUMANA EMPLOYERS HEALTH *National

1100 Employers Blvd.
Green Bay, WI 54344
(See Corphealth)
In network 50% u&c, 50% co-pay

INTEGRA *National

(see MHN)
1060 First Avenue Ste. #400
King of Prussia, PA 19406

INTEGRATED BEHAVIORAL HEALTH *National

P.O. Box 30018
Laguna Niguel, CA 92607-0018
1-800-395-1616
<http://www.ibhcorp.com/providers/>
3 years post license experience to be paneled

KAISER PERMANENTE

(credentialing through American Psych Systems)
1-800-810-4766
<http://www.apshealthcare.com/provider/ProviderHome.htm>

MAGELLAN BEHAVIORAL HEALTH *National

(covers 24 million)
5565 Sterret Place Ste #500
Columbia, MD 21044-2611
1-800-788-4005
www.magellanprovider.com
\$60 w/ \$20 co-pay, 20 visits per year, pre-auth needed, medium amt. paperwork

MAMSI
(MD,DC,DE,PA,VA)
4 Taft Ct.
Rockville,MD 20850
1-877-842-3210
<http://www.mamsiunitedhealthcare.com/w/index.jsp>
(Affiliated w/ UHC)

MANAGED HEALTH NETWORK ***National**
(covers 10 million)
1600 Los Gamos Drive Ste. # 300
San Rafael, CA 94903
1-800-541-3353
<https://www.mhn.com/provider/content.do?mainResource=workManual&category=ww>
<http://www.mhneteap.com/docs/provintro.aspx>
\$65 initial assessment, \$60 individual psychotherapy, in network only, no balance billing,
extensive paperwork and re-authorizations

MULTIPLAN ***National**
115 5th Avenue
New York, NY 10013
1-800-546-3887
<http://www.multiplan.com/providers/>
\$68/ \$10 co-pay

NEW DIRECTIONS BEHAVIORAL HEALTH
Shawnee Mission, KS
(covers 1.6 million)
\$65 initial assessment, \$60 individual
<https://www.ndbh.com/NDPortal.aspx?mode=PROV>

NCPPO (Maryland, DC, parts of Delaware)
P.O. Box 5537
Springfield, VA 22150
1-800-346-1520

OASIS HEALTH CARE ***National**
1-800-531-0200 x402
<http://www.oasishealthcare.com/online/providers.htm>
\$70, \$15 co pay
25 session/year

OPTUMHEALTH BEHAVIORAL SOLUTIONS
<http://www.ubhonline.com/cred/credIndex.html> ;www.optumhealth.com
(covers 43 million)

PACIFICARE BEHAVIORAL HEALTH now affiliated w/UBH ***National**
(covers 4 million)
23046 Avenida de la Corlota Ste. #700
Laguna Hills, CA 92653
<http://www.ubhonline.com/> \$60-75
1-800-357-5850

PLANNED BEHAVIORAL HEALTHCARE, INC. (affiliated w/MHN)***National**
(covers 10 million)
9535 Forest Lane Ste.#110
Dallas, TX 75243
<http://www.mhnetcap.com/docs/provintro.aspx>
1-800-866-7242 x2452
\$60 EAP/\$100 Critical Incidence-Stress Management
5 years clinical experience required

PPO NEXT ***National**
1-800-334-5646
<http://www.pponext.com/v5/provider/index.asp>
www.pponext.com/

PREFERRED PLAN (IL)
(now w/ Multiplan)
<http://www.multiplan.com/providers/>
1-847-564-0235

PRINCIPAL LIFE
PO Box39710
Colorado Springs, CO 80949
1-800-233-8030

PRIVATE HEALTHCARE SYSTEMS / MULTIPLAN ***National**
9399 W. Higgins Road. Ste.#500
Rosemont, IL 60018
1-800-950-7040,
<http://www.phcs.com/providers/prospectiveproviders.aspx>
Covers: Great Western Ins.; Trustmark; Guardian Ins.; Aetna PPO
TRICARE ***National**
(through Value Options and Humana w/physician supervision for now)
<http://www.mytricare.com/internet/tric/tri/tricare.nsf/HomePage/Prov?OpenDocument>
<https://www.tricareonline.com/portal.do>

UNITED BEHAVIORAL HEALTH, INC. *National

(covers 22 million)

One Piere Place, Ste.#550w

Itasca, IL 60143

1-800-333-8724/ 1-800-250-6176/

<http://www.ubhonline.com/cred/credIndex.html>

\$75 initial apt., \$60, \$54 client/ \$6 co-pay, pre-auth needed, paperwork low

UNITED HEALTHCARE INSURANCE CO. *National

P. O. Box 30555

Salt Lake City, UT 84130-0555

1-800-638-8075

1-877-842-3210 provider relations

<https://www.unitedhealthcareonline.com/b2c/frameIndex.html>

\$60 total, \$25 co-pay

VALUE OPTIONS *National

(covers 24 million)

P.O. Box 141927

Irving, TX 75014-1927

1-800-228-1286

1-800-535-0108

1-800-247-6070 (IL, MI, WS, OH)

They prefer you call for provider application

<http://www.valueoptions.com/providers/Providers.htm>

\$73 initial assessment, \$65 total, \$55 with a \$10 co-pay, fast payments

VMC BEHAVIORAL HEALTHCARE SERVICES EAP *National

(covers 4S million)

100 S. Greenleaf

Gurnee, IL 60031-3378

1-888-969-4048

<http://www.vmceap.com/>

\$60 EAP, \$75 for initial assessments, \$70 for individual psychotherapy

WELLPOINT *National

(covers 13.7 million)

San Diego, CA

1-800-728-9493

Call for provider application

http://wellpointbehavioral.com/pro/pro_index.html

\$80 initial assessment, \$65 individual