



Provider Manual

INTRODUCTION SECTION

Table of Contents

INTRODUCTION SECTION

<u>Section</u>	<u>Page</u>
Our Values	2
Our History	2
Our Products	5
Contact Us	6

INTRODUCTION

Welcome!

New Avenues is a specialized behavioral health management company that delivers premier employee assistance and behavioral health programs throughout the United States. We very much value and respect the professionals who work with us in delivering high quality professional behavioral health services to the members and plans for whom we work. It is through your professional interaction with members that treatment is experienced and hope for recovery is realized.

New Avenues offers Preferred Provider Networks, Behavioral Health Benefit Administration, Utilization Review and Employee Assistance Programs through collaboration with its network of selective facilities and experienced professionals. We do business as New Avenues, the Midwest Behavioral Health Network (MBHN), and MBHN Plus.

We Live our Values:

We are committed to:

- Upholding the integrity and trust upon which we were founded;
- Training and supporting our valuable team of employees;
- Respecting the professionalism of providers;
- Maintaining the privacy and confidentiality of all members whom we serve;
- A belief in the strength of the individual and the family; viewing each individual as having capacity for resolving issues within one's work, family, and social context;
- Offering the public a broad range of choice, expertise, and trust of the professionals credentialed and approved to participate in the Network;
- Delivering service and a high degree of satisfaction at all levels of interaction through compassionate, personalized, and respectful business relations;
- Responsible, timely, reasonable, and honest handling of claims, authorizations, and fees;
- Ethical clinical case management under the direction of a psychiatrist; with input and review by a formal committee of professionals from the region; maintaining the highest professional standards of our profession;
- Establishing relationships, partnerships, and collegiality with whomever we work such that the goals of our many stakeholders are accomplished through association with us.

These values guide the staff and programs of the New Avenues and Midwest Behavioral Health Network when it comes to fulfilling its mission of providing the highest quality behavioral healthcare. And these beliefs serve as the operating principles behind key functions such as contracting, care management, claims management, and quality improvement.

Our History:

Established in 1978, New Avenues, Inc. is a privately held company with administrative and clinical case management offices in South Bend, Indiana and a Network of over 900 providers in 15 states offering a full range of behavioral health services. Our organization doing business as New Avenues Employee Assistance Program, Midwest Behavioral Health Network (MBHN) and MBHN Plus specializes in offering employers high value employee assistance programs, behavioral health

carve-outs, gate keeping utilization review in behavioral health, critical incident stress debriefing, and training.

The Provider Manual:

The Provider Manual is written to assist the professionals who are part of our networks to understand the standards, policies and procedures utilized by New Avenues, Inc. in administering employee assistance programs and behavioral health plans and to outline our responsibilities to you. The Manual applies to New Avenues Inc. d/b/a as New Avenues and the Midwest Behavioral Health Network and MBHN Plus.

New Avenues also maintains a web site at www.NewAvenuesOnline.com. This Provider Manual is available on the web site. Any changes, additions or corrections to this Manual will be communicated to you through the web site. Use this Manual as a reference guide for steering through New Avenues and Midwest Behavioral Health Network.

The most recent Provider contract shall supercede any variance between this Provider Manual and the Provider contract. New Avenues reserves the right to clarify any agreements or definitions in this manual and make amendments at any time.

New Avenues reserves the right to interpret and construe any terms or provisions in this manual and to amend it, in its sole discretion, at any time. To the extent that there is an inconsistency between the manual and the participating Provider contract, the participating Provider contract provisions shall govern.

We look forward to working together to deliver premier service to our members and health plans.

OUR PRODUCTS

New Avenues and the Midwest Behavioral Health Network offer a full continuum of behavioral healthcare services. The company enters into service agreements for employee assistance programs and behavioral health management services with various purchasers and clients that include business and institutional entities of all sizes, health maintenance organizations, physician-hospital organizations, self-insured health plans, and third party administrators. In order to clarify the nature of the various plans and what may be involved for you in participating with New Avenues, here is a brief description of our business arrangements. Contracting is subject to provider credentialing in compliance with NCQA standards.

Type of Plans	Activity
Midwest Behavioral Health Network (MBHN) PPO	New Avenues, Inc. sponsors the Midwest Behavioral Health Network (MBHN) as its cornerstone network. It is a registered PPO in the State of Indiana. All behavioral health plan benefit administration contracts include access to the participating MBHN Network. The MBHN Network includes the full spectrum of participating behavioral health practitioners including psychiatrists, psychologists, masters level therapists, marriage and family therapists, addiction specialists, advanced nurse practitioners, as well as inpatient programs, intensive outpatient programs, and partial programs. Some client companies choose to contract for access to the MBHN network only. These will be identified in your contracts. In such cases, the health plan benefit design offers an incentive to their covered members to use the MBHN network. PPO Services include MBHN performing: ▶ MBHN Network management.
MBHN Health Plan Administration of Behavioral Health Benefits	New Avenues, Inc. d/b/a Midwest Behavioral Health Network administers behavioral health benefits for private and public employer-sponsored health plans subject to their plan documents. These plans typically offer both in-network and out-of network benefits, with plan design incentives for members to use in-network providers. Pre-certification is typically required. Services include MBHN performing ▶ member services ▶ referral assistance ▶ utilization management ▶ MBHN Network management & provider relations ▶ claims re-pricing in collaboration with a third party administrator, and ▶ quality assurance.
HMO Plan Behavioral Health Benefit Administration (MBHN)	Under these plans, typically an HMO has contracted with New Avenues, Inc. d/b/a Midwest Behavioral Health Network directly or with a physician- hospital organization that has delegated to MBHN behavioral health benefit administration. The HMO plans are administered subject to NCQA standards; typically access is limited to in-network providers, plan oversight & appeals are handled by the HMO, and pre-certification is required on all services. Our services include MBHN performing: ▶ member services ▶ referral assistance ▶ utilization management ▶ case management, ▶ MBHN Network management & provider relations ▶ claims processing & direct payment, and ▶ quality assurance. MBHN providers may not opt out of seeing HMO clients.
New Avenues Employee Assistance Program and its EAP Network	New Avenues contracts directly with employers to provide employees and their family members with short term counseling at no charge to the employee. The employers typically underwrite EAP benefits that range from 3-7 face-to-face visits. EAP providers are typically masters level therapists, psychologists, and addiction specialists. New Avenues EAP Services include: ▶ Member services and referral to the New Avenues EAP Network providers ▶ care management ▶ case coordination for management referrals ▶ arranging fitness for duty evaluations ▶ EAP Network management & provider relations ▶ training & communication programs ▶ claims processing & direct provider payment, and ▶ quality assurance. Eligible providers may opt to participate or not in the EAP network.
“Gatekeeping” Integrated EAP and Behavioral Health	Some EAP client companies contract for New Avenues EAP to also serve as the “gatekeeper” to their health plan. In these situations, New Avenues becomes the entry point for both EAP and behavioral health benefits. New Avenues performs: ▶ All the EAP services listed above plus the health plan benefit administrative services, including access to New Avenues EAP Network and the MBHN network ▶ care management ▶ utilization management ▶ provider relations ▶ training and communication programs ▶ claims processing for EAP claims and re-pricing of health plan claims, and ▶ quality assurance. New Avenues tries to offer members continuity of care between the EAP and health plan.
ADVANTAGE Medicare Preferred Plus Choice	MBHN coordinates referrals and case management for Preferred Plus members through a delegation agreement with ADVANTAGE Health Solutions. This Network is only open to Medicare Providers. MBHN Providers may opt to participate or not. MBHN performs: ▶ member services ▶ referral assistance ▶ case management ▶ access to the MBHN Network ▶ credentialing and provider relations.
MBHN Plus PPO	MBHN has an agreement with Select Health Network to provide limited regional services as a partner preferred provider network for employers who have direct contracts with Select Health Network and who want access to a behavioral health network. Enrollment is currently limited to Northern Indiana – Southwest Michigan region; Network participation is optional.

CONTACT US

- Web Site:** www.NewAvenuesOnline.com
- Provider Relations:** Provider Relations Coordinator:
info@NewAvenuesOnline.com
1-800-223-6246 or (574) 968-0579
- Claims/Benefit:** Claims Manager:
info@NewAvenuesOnline.com
1-800-223-6246 or (574) 968-1067
- Claims Submission Address:** Midwest Behavioral Health Network
P.O. Box 360
South Bend, IN 46624
- New Avenues Employee Assistance
Program.
P.O. Box 360
South Bend, IN 46624
- Appeals: HMO Plan Appeals: To HMO Plan Direct**
- | | |
|--|--|
| HMO Grievances
Appeals & Grievance Coordinator
ADVANTAGE HEALTH SOLUTIONS, INC.
9490 Priority Way, West Drive
Indianapolis, IN 46240
1-888-806-1029 | Medical Management Dept.
M-PLAN
8802 N. Meridian St., Suite 100
Indianapolis, IN 46260
ATTN: Clinical Appeals Review
1-800-816-7526 |
|--|--|
- All Other Appeals:** New Avenues/Midwest Behavioral Network
P.O. Box 360
South Bend, IN 46624
ATTENTION: Senior Care Manager
1-800-223-6246
- Complaints/Concerns:** New Avenues/Midwest Behavioral Network
P.O. Box 360
South Bend, IN 46624
ATTENTION: Senior Care Manager
1-800-223-6246
- Changing Your Address/Group Status:** New Avenues/Midwest Behavioral Network
P.O. Box 360
South Bend, IN 46624
ATTENTION: Provider Relations
info@NewAvenuesOnline.com

The **Provider Manual** was originally printed in 1997, revised in 1998 as the Midwest Behavioral Health Network Provider Manual, and has been updated since that period.

This new edition applies to all providers who contract with New Avenues, Inc. d/b/a both New Avenues Employee Assistance Program, the Midwest Behavioral Health Network (MBHN), and the Midwest Behavioral Health Network Plus (MBHN Plus).

The Effective Date of this current Provider Manual is July 1, 2005.

Updates will be posted on our web site.

www.NewAvenuesOnline.com