

## NEW VENDOR ALERT FOR BEHAVIORAL HEALTH BENEFITS! HEALTHSUN partners with BEACON HEALTH OPTIONS

HealthSun has partnered with Beacon Health Options (Beacon) for Mental Health Benefits effective **March 1<sup>st</sup>, 2023**.

Providers and members should expect their relationship with Beacon to be a highly collaborative partnership giving providers the tools necessary to manage the care of the member. Beacon will focus on member outcomes and case management. Beacon encounter data, claims and other clinical and administrative processes are designed to offer superior mental health and clinical management information to network providers. This information will give providers the required tools to provide a high level of effective and efficient services to our members.

Beacon will be responsible to perform the following functions:

- **Credentialing and Contracting**
- **Member Services**
- **Utilization Management (Member appeals and grievances will be covered by HealthSun)**

- **Claims Adjudication / Payment**
- **24 Hour Behavioral Health Clinical Coverage**

Benefits that Beacon will manage, but not limited to, are:

- **Inpatient Services** - Inpatient Mental Health Services, Detoxification
- **Diversions Services** - Crisis Stabilization, Partial Hospitalization and Clinical Stabilization Services for Substance Use Disorders
- **BH Emergency Services** - Emergency Screening Services, Medication Management Services, Short-Term Crisis Counseling and Short-Term Crisis Stabilization Services
- **Outpatient Services** :
  - **Mental Health:** Evaluation, Treatment, Medication and Consultation
  - **Substance Abuse Services:** Counseling, Diagnostic Evaluation and Medication Visit
  - **Special Procedures:** Electro-Convulsive Therapy and Psych/Neuro Testing

## Contact Us

Provider Services: (877) 999-7776

Hospital Admission, Prompt # 1

Pharmacy Department, Prompt # 2

Referrals and Authorizations, Prompt # 3

Claims Status, Prompt # 4

Denied Service or Authorization # 5

Eligibility Verification, Prompt # 6

Email: [providerservices@healthsun.com](mailto:providerservices@healthsun.com)

## Frequently Asked Questions . . .

What number should I call for authorizations for HealthSun members?

- Effective March 1<sup>st</sup>, 2023 you can call 1.800.397.1630 from 8 am -8 pm ET

What level-of-care criteria will Beacon use with HealthSun members?

- Beginning March 1, access a copy of the level of care criteria at <https://www.beaconhealthoptions.com/providers/beacon/handbook/clinical-criteria/> or by calling Beacon at (800) 397-1630 or via eServices.

Where should I send my claims for beginning on March 1, 2023?

- Providers should submit claims for all HealthSun members to Beacon either through electronic data interchange (EDI) connection (Payor ID 043324848) or via Beacon's eServices web application. EDI claims can be submitted directly by a provider, or through a billing intermediary.

Who can I call to obtain additional information?

- For questions regarding the plan, you may contact your local Provider Relations representative or call our Provider Services team at 1-877-999-7776

Will Beacon pay claims that are submitted by a non-behavioral health provider?

- No. Beacon will only pay claims for covered services provided by a Medicare eligible behavioral health provider.

Who can I call at Beacon to talk about contracting and/or other materials?

- You can call 1.800.397.1630, Email: [Miami\\_Partners@BeaconHealthOptions.com](mailto:Miami_Partners@BeaconHealthOptions.com)

Who can I call at Carisk to check on claim status prior to DOS 3/1/2023?

- As of 3/1/2023, you can call 305-514-5203 or email [healthsunclaims@cariskpartners.com](mailto:healthsunclaims@cariskpartners.com)

Mailing Address:  
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