

Conflict of Interest and Financial Incentives

College Health IPA and its behavioral health management company, Beacon CBHM does not compensate or give financial incentives or bonuses to contracted providers providing services or clinicians conducting reviews, which would impact utilization and/or compromise member healthcare by encouraging either under or over-utilization through the approval or denial of services. Practitioners are ensured independence and impartiality in making referral decisions that will not influence hiring, compensation, termination, promotion, or other similar matters. In addition, Beacon CBHM prohibits clinicians from conducting reviews when a conflict of interest is present (e.g., member is a friend, co-worker, relative, etc.).

Providers who have concerns regarding potential conflict of interest and/or financial decisions should contact Ruth Fikes, Vice-President of Product Management and Compliance at 800-779-3825 x5537.

Member Dispute of Charges

A recent ruling by the Department of Managed Health Care (DMHC) indicated that a member could not be held liable for a disputed charge related to a no show.

The policy of our health plan partners and DMHC is that members are to be held harmless in claims disputes.

Typical dispute cases are

- Members who dispute no show charges stating that an appointment had not been scheduled.
- Members who dispute late cancellation charges stating that they had called to cancel but office had no record of their call.

While members may sign a financial liability statement regarding no shows and late cancellations, providers must hold members harmless if a dispute arises. In addition, charges for no shows and late cancellations should not exceed the member's financial responsibility (e.g., co-insurance or co-payment) as outlined in their benefit plan.

URAC Accreditation

Beacon CBHM was awarded URAC Full Accreditation for Utilization Management in November 2011 and are in process to receive URAC Accreditation for Case Management in 2012.