

## WHO IS BEACON HEALTH OPTIONS?

# Managed Care Organization/Provider Handout

If someone you are meeting needs a referral for behavioral health treatment or substance use disorder services, please feel free to contact Beacon Health Options Maryland at the following toll-free number between 8:00 AM-6:00PM:

**1-800-888-1965**

**1-866-835-2755**  
(TTY)

As a resource for Screening Tools and information for common Behavioral Health Disorders, please visit our website section dedicated to Non-Behavioral Health Providers at:

[http://maryland.beaconhealthoptions.com/med\\_hc\\_professionals.html](http://maryland.beaconhealthoptions.com/med_hc_professionals.html)

Our Primary Care Provider Tool Kit includes screening tools, information on specific mental health conditions, and releases of information: <http://pcptoolkit.beaconhealthoptions.com/>



**Beacon Health Options (Beacon) serves as Maryland's Administrative Services Organization to help manage the State's Public Behavioral Health System (PBHS).** Beacon assists in the management of the PBHS by providing a variety of administrative and clinically-based services. These services include: utilization management, care coordination, customer service, claims payment, reporting, data analysis, provider relations, training, promotion of recovery-oriented care, expansion of best practices, member advocacy, and peer recovery support.

Beacon supports providers, mental health and substance use disorder advocates, and local authorities (Core Service Agencies and Local Addiction Authorities) through care management activities, quality initiatives, claims payment, and technical assistance to respond to the behavioral health needs of the members we serve. We ensure that the 1.3 million Medicaid recipients and those eligible uninsured recipients who access behavioral health care receive appropriate and timely treatment.

### Provider Search Options

Beacon maintains an updated list (available to the public) of participating providers registered through our ProviderConnect platform. Known as ReferralConnect, this resource includes the ability to search for specialty providers, languages spoken, and hours of operation. ReferralConnect may be accessed at: <https://www.valueoptions.com/referralconnect/home.do>

## Coordination of Care for Pregnant Women

In an effort to support potentially vulnerable populations, Beacon has a specialized team that can assist with care coordination for pregnant women who may be struggling with addiction or severe mental health concerns. If you would like to learn more about this program, please contact:

Jay Hensley, RN, MCO Liaison for Coordination of Care at [Jay.Hensley@beaconhealthoptions.com](mailto:Jay.Hensley@beaconhealthoptions.com) or 410-691-4048.



## Intensive Care Management

For those individuals who are struggling to maintain ongoing recovery efforts, Beacon's intensive care management team can assist in linking individuals to services and in coordinating somatic, behavioral and substance use needs with appropriate releases. If you would like to speak to someone about the intensive care management program, please contact:

Donise Price, LCSW, Intensive Case Manager at [Donise.price@beaconhealthoptions.com](mailto:Donise.price@beaconhealthoptions.com) or 410-691-1715.

## Additional Resources

The Beacon Health Options website has a number of resources that could be beneficial to somatic providers:

**Achieve Solutions:** Achieve Solutions has a wide range of articles, informational resources, and self-assessments: <https://www.achievesolutions.net/achievesolutions/en/maryland/Home.do>

**Beacon White Paper on Confronting the Crisis of Opioid Addiction:**  
<http://maryland.beaconhealthoptions.com/spotlight/Beacon-White-Paper.pdf>

**Core Service Agency (CSA) Contacts Link for Referrals to Grant Funded State SUD Residential Levels of Care, including Pregnant Women & Children:**  
<http://www.marylandbehavioralhealth.org/core-service-agency-directory>

**Local Addictions Authority (LAA) Contacts Link for Referrals to local behavioral health providers:**  
[http://bha.dhmm.maryland.gov/Documents/QUICK\\_LINKS/LocalAddictionsAuthority\\_LAA.pdf](http://bha.dhmm.maryland.gov/Documents/QUICK_LINKS/LocalAddictionsAuthority_LAA.pdf)

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