

Behavioral Health

Behavioral Health Covered Services

Integrated Behavioral Health Program Includes:

- Intensive Case management
- Peer support
- Condition Case Management- depression, alcohol and substance abuse disorders, anxiety and panic disorders, bipolar and eat disorders.
- Care & Utilization Management for inpatient residential for partial hospitalization, outpatient and community based behavioral health services.
- Inpatient mental health
- Transcranial Magnetic Stimulation
- Psychological and neuropsychological testing
- Community based outpatient services
- Behavioral health and substance use disorder EPSDT special service (up to age 21)
- Crisis stabilization
- Emergency room visits
- Medical detoxification
- Psychiatric residential treatment facilities (PRTF) for ages 6-21 only
- Extended care Units (ECU) (EPSDT expanded services through age 21 only)
- Residential substance use disorder services
- Outpatient Substance use disorder services
- Outpatient mental health services
- Electro-conclusive therapy (ECT)

Behavioral Health Covered Services

Continued Covered Services:

- Mobile crisis
- Community wrap around services
- Residential crisis stabilization
- Assertive community treatment (ACT)
- Peer support
- Parent training
- Wellness recovery support/crisis planning
- Crisis intervention
- Adults are covered on a psych unit affiliated with a hospital
- Free-standing psychiatric facilities only cover members under 21 and over 65 years of age for up to 15 calendar days per month for mental health services; services for SUD at free standing psychiatric facilities are covered as long as medical necessity is met
- Medication Assisted Treatment

Behavioral Health Rosters

Contracted providers, and groups are required to use the New Mexico Human Services Department-approved roster template for provider additions, terminations, demographic and location changes.

Participating healthcare providers must validate their provider directory information with Molina every 90 days.

Providers must be approved by Behavioral Health Human Services Department for supervisory services. Each agency is responsible for notifying the Managed Care Organization of BHSD approval.

Rosters eliminate the need for separate provider applications.

Mainlining an accurate and current Provider Directory is a State and Federal regulatory requirements in accordance with SB 137 and Health and Safety Code Section 1367.27, as well as an NCQA-required element. MHC is required to publish and maintain accurate provider directories Monthly.

Please refer to NMAC 8.321 .2.9 for details

Providers are to submit Behavioral Health Rosters to:

MHNM.ProviderServices@Molinahealthcare.com

Credentialing for Behavioral Health Practitioners

Licensed Practitioners:

- Psychiatrist (MD, DO)
- Physician Assistant (supervised by BH physician)
- Psychologist (PhD, PsyD, EdD)
- CNP/CNS/RN
- Master's Level Social Workers (LISW/LCSW, LMSW)
- Counselors (LPCC, LMFT, LPAT, LMHC, LAMFT, LADAC, LSAA)

Requires
Credentialing

Non-Licensed Practitioners:

- Behavior Management Services Worker
- Certified Peer Specialist
- Community Support Worker
- Provisional or temporary licensed master's level behavioral health professional

Credentialing Not
Required

Certified ABA Practitioners:

- Board Certified Behavior Analyst (BCBA)
- Board Certified Assistant Behavior Analyst (BCBA)
- Behavior Technicians (BCAT or RBT)

Credentialing Not
Required

A Hub for Mental Health Practitioners



We're bringing together the best and brightest minds in mental health to reimagine a more connected and effective system of support. Today, these collaborations feed a distinctive, ever-growing library of evidence-based content that is accessible, specialized, and engaging for every audience and learning style. Molina is here, every step of the way, and encourage you to use this free service to provide our Members the best health outcomes

3 SIMPLE STEPS:

- 1 Access the Psych Hub sign up page at app.psychhub.com/signup/molina-mhp
- 2 Create your profile
- 3 Begin your learning journey!



Contact Information:

Email: Support@psychhub.com



An App for Teens and Young Adults



Member Campaign Coming Soon!

BeMe helps teens and young adults find well-being. This services give them a safe space to learn about themselves. BeMe is more than just an app; it's a supportive space for teens and young adults, express, and navigate their emotions. Coaches are readily available in real-time to provide support whenever it's needed. No stigma, no judgement, just support.

BeMe provides support such as a mood check each morning, uplifting posts to all them to grow a little every day.

Download the app:



24/7 crisis support text CRISIS TEXT LINE at [741741](tel:741741), or text TREVOR PROJECT support for LGBTQ+ at [678678](tel:678678)



Referral Required for QR Code and/or Registration Link



Identification of Substance Use Disorder and Serious Mental Illness

Molina's SUD Navigation Program

The Molina SUD Navigation Program is the Care Management component of the overall Molina SUD Care Model. Members enrolled in this program work closely with an SUD Navigator, a specialized care manager with expertise in substance use disorders, pain management, and mental health. The SUD Navigator utilizes specific screening and assessment tools, provides education that will increase knowledge of their condition; connect members with resources to assist with adequate access to treatment and helps reduce barriers to other Social Determinants of Health; and support members with care coordination of services to address opioid use issues. Through the SUD Navigation Program, enrolled members receive member-centric, targeted case management and support with navigating the healthcare system to manage issues with substance use. Please reach out to the Case Management Team for more information on this program or to refer.

If you have identified a member who needs extra help with their mental health and/or substance use needs, please contact Molina Member Services at (855) 322-4078 and ask to speak to a Behavioral Health Coordinator for Support assistance.

Key Interventions for Providers

- **Support** member in locating local 12-Step or self-support recovery meetings, such as [Narcotics Anonymous](#), [Alcoholics Anonymous](#), [SMART Recovery](#), or [Celebrate Recovery](#).
- **Connect** eligible members to the Molina Medication Therapy Management (MTM) Program for support with medication reconciliation and prescription safety. Reach out to the Molina Case Management Team to determine eligibility for this program.
- **Educate** members about local Controlled Substance Public Disposal locations. Collection sites can be located by contacting local law enforcement or by searching by zip code on the [US Drug Enforcement Agency's Locator Tool](#).
- **Refer** members to the Molina SUD Navigation Program, the Care Management component of the overall Molina SUD Model of Care (see above for more detail).

Assessment & Intervention of Behavioral Health Conditions:

- Depression
- Suicidality
- Substance Use Disorders (Alcohol and Other Drugs) and Opioid Use Disorders
- Anxiety
- Dementia and Alzheimer's
- Attention Deficit/Hyperactivity Disorder (ADHD)
- Maternal Mental Health
- Bipolar Disorder
- Schizophrenia and Psychotic Disorders
- Eating Disorders

Screening

Molina Healthcare recommends the use of the **National Institute on Drug Abuse (NIH)** Screening and Assessment Tools to screen for alcohol and other drug abuse & dependence. The National Institute on Drug Abuse also recommends additional screening tools, which can be found [HERE](#).

The screening assessments are used to test for alcohol and other drug abuse and dependence in adults and children. The tool is not diagnostic but is indicative of the existence of an alcohol or other drug problem.

Provider Education: Opioid Safety & Guidelines

CDC Guidelines Fact Sheet and links:

[Applying the CDC Guidelines Interactive Online Training](#)

[Treating Pain without Opioids](#)

[2022 CDC Clinical Practice Guideline for Prescribing Opioids for Pain](#)

[CDC Mobile App on Opioid Guidelines \(FREE\)](#)

[Pathways to Safer Opioid Use course from the Office of Disease Prevention & Health Promotion](#)

[Free CME on safe opioid prescribing & pain management. Offered by the University of Washington School of Medicine.](#)

[Naloxone Co-prescribing](#)

[Naloxone Prescribing in Primary Care](#)

[Naloxone Fact Sheet](#)

Opioid Tapering Resources:

CSAM: Tapering Long Term Opioid Therapy [PDF](#) and [Video](#)

[CDC Pocket Guide to tapering opioids](#)

BH Resources and Partnerships

MolinaHealthCare.com Provider Website- Offers education, clinical recommendations, and CMEs specific to pain and opioid safety.

[SAMHSA's MAT Practitioner Locator](#)- Find a MAT provider by zip code

- Molina Case Management- To refer a member to Complex Care Coordination
- [Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#)
- [Center for Disease Control and Prevention \(CDC\)](#)
- [American Society of Addiction Medicine \(ASAM\)](#)
- [National Institute on Drug Abuse \(NIDA\)](#)

Contact Us

Provider Escalation Steps

- Do you have a question? We can help!

1

Call Provider Services Contact Center

Phone: (855) 322-4078

Hours: Monday-Friday 8am-5pm MST

2

Contact Availability

Availability Essentials: [Molina Provider Portal](#)

Provider can inquire via **Secure Claims Messaging** or **Claims Inquiry Tool**

(please note: this tool will connect you to the dedicated Molina NM Analyst Team)

3

Reach out to your Provider Relations Representative

Providers should visit the Regional Map to locate their personal rep for their county:

[Molina NM Rep Map](#)

Providers can contact the provider services general box: MHNM.ProviderServices@molinahealthcare.com

4

Reach out to your Molina EVV team

Providers can contact the provider services general box: NMEVV@MolinaHealthCare.Com

Contact Health Plan Leadership Directly

Marlene Driscoll – Manager, Provider Relations: Marlene.Driscoll@MolinaHealthCare.Com



Behavioral Health Contacts

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Thank you!