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Aetna Better Health® of Illinois

Billing guidance for behavioral health services: Pathways to Success

We would like to provide clarification and guidance regarding recent billing trends identified for certain behavioral health services. This communication is intended to support accurate billing practices and minimize claim denials.

Summary of findings

We have identified instances where services commonly associated with the Pathways to Success program are being submitted under billing structures that are not aligned with program requirements. These submissions are resulting in claim denials.

Key reminders

- **Program eligibility**

Pathways to Success is a program for Medicaid enrolled children under the age of 21 in Illinois who have complex behavioral health needs and require intensive home and community-based services. To determine which youth are eligible for the Pathways to Success program and to ensure that they are receiving the most appropriate tier of care coordination, a Behavioral Health Decision Support Model is utilized and administered solely by The Department of Healthcare and Family Services (HFS).

- **General service requirements**

Pathways services are expected to be delivered consistent with the values and principles of the program. Staff delivering Pathways services to program-eligible children must be trained in System of Care and Transformational Collaborative Outcomes Manager (TCOM) principles. Services must be recommended by a Licensed Practitioner of the Healing Arts (LPHA), in consultation with the Child and Family Team (CFT), on the child's Illinois Medicaid Comprehensive Assessment of Needs and Strengths (IM+CANS). Rendering provider must coordinate with Care Coordination and Support Organizations (CCSOs), including participating in CFT meetings and collaborating in the review and update of the IM+CANS for Pathways members. Services may not be duplicative of other services, regardless of payer or program source.

- **Billing NPI and program alignment**

Providers participating in Certified Community Behavioral Health Clinic (CCBHC) programs must ensure that claims are billed under the correct NPI.

- CCBHC services should be billed under the designated CCBHC NPI and are reimbursed under the PPS rate.
- Pathways services are not included in the CCBHC PPS rate and must be billed in alignment with Pathways program requirements.

- **Procedure code accuracy**

Please ensure that the HCPCS/CPT codes submitted accurately reflect the service rendered and align with the appropriate program and reimbursement structure.

Additional support

If you need assistance, or have questions, please contact your [Provider Relations Representative](#) or email us at ABHILProviderRelations@AETNA.com.