

Buprenorphine Enhanced Supportive Medication-Assisted Recovery and Treatment (BESMART) program network

Frequently asked questions

Overview

The Division of TennCare, along with the contracted managed care organizations (Amerigroup, BlueCare and UnitedHealthcare), has determined the need for a comprehensive network of care providers who offer specific treatment for members with opioid use disorder. To support TennCare's vision and help address this need, we created a network of care providers who've attested to their ability to provide BESMART services and have agreed to provide these services to our plan members.

Please use the following questions and answers to help you understand the BESMART network and how to submit claims for these services.

Frequently asked questions

What is medication-assisted treatment (BESMART)?

BESMART, for persons diagnosed with opioid-use disorder, is the use of medications, in combination with counseling and behavioral therapies, to provide a whole-patient approach to the treatment of substance use disorders.

What are the benefits of participating in the BESMART network?

In addition to having access to generic buprenorphine-naloxone sublingual tablets and film as preferred products for your members, health care professionals who are part of the BESMART network are allowed to complete an **abbreviated prior authorization form** for your members' medication, which helps reduce your administration burden and streamline your workflow. Additionally, health care professionals participating in the BESMART program will be able to prescribe higher doses of buprenorphine for members with full TennCare coverage.

What are health care professionals who are part of this program required to do?

Each physician is required to meet with a UnitedHealthcare Community Plan representative annually to discuss member engagement, education and other business operations.

In addition, health care professionals are required to participate in a minimum of one virtual education session per calendar year.

Key points

- BESMART is an evidence-based treatment approach that can help people struggling with opioid use disorder (OUD) sustain recovery
- Working with TennCare, we've created a network of health care professionals who can provide BESMART services to our members
- When you participate in TennCare's BESMART network, you are subject to certain requirements

Can a physician or practice designate a “BESMART Coordinator” to meet with UnitedHealthcare in place of the physician?

Yes, practices may designate a “BESMART Coordinator” or network specialist to work with us to fulfill the engagement requirements. This person is responsible for sharing all information discussed during these meetings with the BESMART-contracted physician and support staff within the practice. The “BESMART Coordinator” or network specialist will act as a proxy for the contracted physician, meaning the physician is responsible for understanding all information shared by the coordinator/specialist.

What does the audit process entail?

The quality assurance team will conduct at least 1 on-site audit per calendar year, using a tool that has been approved by TennCare. The audit team will review a minimum of 10 member charts.

For care providers who practice at multiple locations, we’ll conduct on-site audits at only 1 location. However, the audit will include several charts from the various locations where the care provider practices.

Have you determined the audit dates?

Our team has already begun performing audits. They’ll reach out to you directly to schedule your audit date if you haven’t had yours already.

If I have a patient who wants to get started with BESMART, what do they need to do?

To help get one of our plan members started with BESMART, you must have them sign a **Narcotic or Controlled Substance Agreement** demonstrating informed consent that you’ve discussed the risks and benefits with them. This agreement must be kept in the member’s clinical record.

Billing/Processing

Can I bill evaluation and management (E&M) codes in conjunction with the H codes on the same day? What about physician-coordinated care oversight and therapy?

Yes. You can bill E&M codes on the same day as any H code if the problem/diagnosis is unrelated to the addiction diagnosis. Please use the appropriate diagnosis pointer on each claim line when billing and ensure that the appropriate modifier (typically 25) is applied, in accordance with CPT® billing rules. Physician-coordinated care oversight and therapy are considered independent services and can both be billed if performed on the same date of service.

What is the billing frequency for BESMART services?

Any contracted BESMART health care professional can use the fee-for-service codes, which are billable once per visit for the date the service was rendered.

The payment appendix states H0033 is for “Oral medication administration, direct observation; outpatient buprenorphine.” Is that correct?

Yes. To further clarify, this code **excludes counseling/therapy** and is meant to be used only during the stabilization or maintenance phase. The “HG” modifier denotes the claim is for an opioid addiction treatment program. Therefore, you should bill H0033HG for appropriate BESMART stabilization/maintenance phase services.

What code should I bill within the office for stabilization or maintenance?

H0016HG can be billed in either the office or ambulatory setting when the appropriate services are rendered. If therapy isn’t provided, you should bill H0033HG when providing appropriate BESMART stabilization/maintenance phase services. Please refer to the payment appendix for a full description of each code and phase.

Is code H0049 an addition to the drug screen code 80305 or does it replace 80305?

These 2 codes represent 2 different services:

- H0049 represents screening, brief intervention and referral to treatment (SBIRT) services
- 80305 represents drug test(s) for any number of drug classes

It's important to bill the appropriate code for the service rendered and, in both cases, to bill with the appropriate "HG" modifier to denote the claim is for an opioid addiction treatment program.

Are the codes in the payment appendix the same for all TennCare managed care organizations (MCOs)?

Yes, as of July 1, 2021, each TennCare MCO will follow the same BESMART billing and coding structure.

Can I bill H0014 and H0016 for the induction phase on the same date of service?

UnitedHealthcare Community Plan will only reimburse for 1 BESMART service code per day, not 1 of each code. H0014HG should be billed for the Induction Phase when providing appropriate BESMART induction phase services. H0016HG should be billed when providing appropriate BESMART maintenance phase services. Please refer to the payment appendix for a full description of each code and phase.

Can Office-Based Opioid Agonist Treatment (OBOT)-licensed care providers access the enhanced rates offered to "BESMART Network" care providers?

No. Only contracted BESMART providers have access to the enhanced rates.

Drug Coverage

Is Sublocade™ injection covered by UnitedHealthcare Community Plan under BESMART?

Sublocade is available under the UnitedHealthcare medical benefit and requires a prior authorization. Sublocade is a medical injectable that isn't self-administered by the enrollee. The TennCare OptumRx pharmacy benefit only covers self-administered medications.

Are there any pharmacy-specific forms that the care provider and/or member must complete and sign as part of the BESMART program?

Yes. All buprenorphine products, including the preferred agents, require prior authorization under the TennCare OptumRx Pharmacy Benefit. TennCare manages the prior authorization criteria and forms in conjunction with their Pharmacy Benefit Manager, OptumRx. You can find them at optumrx.com/oe_tenncare/landing. We recommend you bookmark the site to access the full content (formulary, forms, important pharmacy updates, etc.).

Is Suboxone® (generic buprenorphine/naloxone) covered? Does it need an authorization as well?

Currently, under the TennCare OptumRx pharmacy benefit, Bunavail®, generic buprenorphine-naloxone sublingual tablets and generic film are the preferred products for providers in the TennCare "BESMART Network." Buprenorphine monotherapy, brand Suboxone film and Zubsolv® brand products are non-preferred agents and are therefore subject to additional prior authorization criteria.

Resources

Where can I find more information?

For more resources, visit us at UHCprovider.com, where you can find:

- Prior authorization and notification resources: UHCprovider.com/paan
- UnitedHealthcare Community Plan manuals: UHCprovider.com/manuals
- Opioid-related resources: UHCprovider.com > Menu > Resource Library > [Drug Lists and Pharmacy](#)
- Training: UHCprovider.com/training

Who can I contact if I have questions?

If you have questions, please call Provider Services at **800-690-1606** or send an email to SE_Government_Programs@uhc.com.