



May 10st, 2017

Optum Transition

New Payer for BHSD and CYFD Services Beginning July 1st, 2017

It has been a true privilege to work with and serve providers and consumers in New Mexico for the past eight years. OptumHealth New Mexico's (OHNM) role as the administrative service organization (ASO) for BHSD and CYFD behavioral health funds comes to an end after this fiscal year. This means that OHNM will no longer pay for the State's non-Medicaid behavioral health services beginning with dates of service on July 1st, 2017.

The State's new payer for these funds will be Falling Colors. This is a significant change to the way providers will be reimbursed, and we want to ensure this time of transition is as smooth as possible. Falling Colors will be taking on the ASO role for services beginning on July 1st. Falling Colors can be reached at 1-505-428-0838 by phone and support@bhsdstar.org by email.

The normal 90 days timely filing requirements will remain in effect. **Optum and the State strongly encourage providers to submit claims and invoices for services as soon as possible.** We also encourage providers to re-work any FY17 denials received as soon as possible. The best way to do this is to fill out the attached [Claims Research Template](#) and send it to claimsresearchnm@optum.com.

FY17 BHSD and CYFD funds are reimbursable to providers for BH services only while the funding is available. We realize that working with a new payer will likely be an adjustment for providers. We ask that special attention be given to closing out FY17 reimbursements from Optum.