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## **The NH Insurance Department Identifies Reimbursement Options to Address the Mental Health Workforce Shortage**

**Concord, NH** - In March of 2021, the NH Insurance Department was tasked to work with the Governor's office and with providers to better understand how commercial insurers could provide behavioral and mental health reimbursement to supervised employees who hold a bachelor degree in a mental health or related field, but do not hold a professional certification. This task was addressed in Governor Chris Sununu's March 16, 2021 [correspondence](#).

In discussions with commercial insurers, opportunities were identified that would allow insurers to reimburse for some services without conflicting with NCQA standards or state law. Every insurer the NH Insurance Department spoke with indicated they had no objection to finding ways to broaden reimbursement for additional services. One opportunity discussed was to have behavioral health services eligible for reimbursement under a global payment.

"The NH Insurance Department issued a [bulletin](#) reminding insurers that they are required by law to have written policies and procedures for credentialing verification." said Commissioner Chris Nicolopoulos. "Yesterday, we issued a [letter](#) to providers letting them know they could be eligible to be reimbursed for some behavioral health services without conflicting with NCQA standards or state law."

Another opportunity that would address many concerns raised by providers is for them to invest in a certified mental health clinician that can supervise the work rendered by bachelor degree employees. Structuring the services this way would make the work provided by those employees eligible for reimbursement. Services structured this way would be eligible for reimbursement and ensures accountability of quality care to the patient.

"Tackling the challenges in New Hampshire's mental health system requires an all hands on deck approach," said Deputy Commissioner D.J. Bettencourt. "Governor Sununu's request to receive stakeholder input provided us with critical feedback to understand the challenges around workforce and consequently allowed us to identify some solutions to address the issue."

The NH Insurance Department understands the importance and the need to increase access to behavioral and mental health services in NH and will continue to prioritize this topic with stakeholders. We strongly encourage service providers to immediately begin increasing access to care and contact the NH Insurance Department should you have questions about billing eligibility.

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## **The New Hampshire Insurance Department Can Help**

The New Hampshire Insurance Department's mission is to promote and protect the public good by ensuring the existence of a safe and competitive insurance marketplace through the development and enforcement of the insurance laws of the State of New Hampshire. Contact us with any questions or concerns you may have regarding your insurance coverage at 1-800- 852-3416 or (603) 271-2261, or by email at [consumerservices@ins.nh.gov](mailto:consumerservices@ins.nh.gov). For more information, visit [www.nh.gov/insurance](http://www.nh.gov/insurance).

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