



State of New Hampshire Insurance Department

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FOR IMMEDIATE RELEASE

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New Hampshire Insurance Department Releases Bulletin Addressing Access to Behavioral Health Integration Services

CONCORD, NH (November 15, 2023) – In a bid to enhance access to mental health services and streamline coordinated, patient-centered care, the New Hampshire Insurance Department (NHID) has issued a bulletin, Docket Number INS 23-038-AB, addressing the coverage of Behavioral Health Integration (BHI) services for health insurers.

Recent reviews conducted by the NHID revealed challenges faced by behavioral health practitioners and billing practitioners in securing reimbursement from commercial health carriers. These challenges primarily stem from difficulties associated with billing codes related to BHI services. In response, the NHID has issued guidelines for health insurers operating in the state.

“As we navigate the evolving landscape of mental health services, collaboration is key,” said Insurance Commissioner DJ Bettencourt. “Insurers are urged to engage closely with behavioral health providers and professional associations, fostering a shared understanding of billing code use within Behavioral Health Integration services. This collaborative approach is fundamental to enhancing the effectiveness and accessibility of mental health care.”

Acknowledging challenges faced by practitioners, the NHID encourages insurers to address areas of ambiguity, including billing protocols, roles of Behavioral Health Care Managers, and eligibility criteria for clinical practitioners in BHI. This approach seeks to promote consistency and understanding within the BHI service domain.

To enhance best practices, insurers are advised to leverage guidance from authoritative bodies such as the Centers for Medicare & Medicaid Services (CMS)

and the American Medical Association (AMA). This recommendation underscores the importance of aligning with industry standards and utilizing expertise to establish and maintain proper billing practices for Behavioral Health Integration services, contributing to improved mental health care delivery.

“The proactive monitoring and modification of processes by insurers, in response to denial rates associated with BHI-related billing codes, are crucial steps in optimizing the implementation of Behavioral Health Integration service models,” said Dr. Jason Aziz, Director of Health Economics at the NHID. “This approach not only aims to reduce unnecessary claim denials but also contributes to the overall improvement of mental health care delivery, aligning with industry standards and best practices.”

For more information, insurers are urged to refer to the full bulletin, located at <https://www.nh.gov/insurance/media/bulletins/2023/documents/pcbh-bulletin20231115-ins-23-025.pdf>.

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. For more information, visit <https://www.nh.gov/insurance>.

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