



## Substance Abuse Prevention and Treatment Agency (SAPTA) Projects

Due to the changes in Medicaid associated with the Affordable Care Act, the cut in the State budget available to the SAPTA program, the State's plan to integrate substance abuse and

mental health treatment into a holistic patient treatment approach, the desire to implement centralized billing and the change in the underlying computer system, the SAPTA program was in need of a roadmap to the future. Time was of the essence as the funding previously authorized at the State level was being cut in anticipation of Medicaid reimbursement for SAPTA services. Delays would leave the State with insufficient funds to pay for services rendered. QuantumMark, LLC was hired to work with SAPTA in a number of engagements to assist.

- During the Needs Assessment Project we built consensus for the need for change, mapped the current processes, identified areas that required change to enable the new billing environment, determined the system requirements and developed a plan to move forward.
- QuantumMark conducted an assessment of the readiness of the 13 SAPTA providers to be accepted into the Medicaid program. We worked with each provider to complete whatever steps remained and successfully achieved certification for all 13 providers. We facilitated the training activities between the Medicaid Office and the providers and developed and delivered additional provider training, not available through the Medicaid Office, as well as supporting documentation to augment the training.
- After one year in the new environment, QuantumMark conducted an analysis of the individual providers to assess their success in transitioning to the Medicaid reimbursement model. Individual recommendations for improvement were prepared and the SAPTA staff was trained in how to use the improvement plans in the field.

Overall, the providers transitioned to the new billing model with minimal interruption in service. However, in some cases gaps in internal provider processes caused claims to be delayed or denied. Currently, QuantumMark is working with selected SAPTA providers one-on-one to implement improvements to address these issues.