

NEXACC

Billing, Books, and Payroll for Behavioral Health and Substance Use Programs

Phoenix, Arizona - serving healthcare clients nationwide since 2021

Authorization tracking, level-of-care documentation, and Medicaid rules that change by state.

Behavioral health billing fails on authorizations and units, not on medicine. Sessions delivered past an expired authorization, group units billed against an individual code, and level-of-care changes that were never re-authorized all become write-offs. We track the authorization calendar as tightly as the claim queue.

BENCHMARKS

Authorization compliance: 100% target

No session delivered on expired units

Denial rate benchmark: 8-12%

Behavioral runs higher than medical; above 15% is fixable

Days in A/R target: Under 40

Medicaid-heavy panels settle slower than commercial

Where the money leaks

Expired authorizations

Care delivered after the last approved unit is almost never paid retroactively. We alert before the final units are consumed.

Unit and modifier errors

Group, individual, and family sessions carry different codes and time thresholds. One wrong modifier denies the whole day.

Level-of-care transitions

Moving a client between outpatient, intensive outpatient, and partial hospitalization requires a new authorization before the first session at the new level.

How we run it

01 Authorization calendar

Every client's approved units and expiration date tracked in one view.

02 Session-to-claim reconciliation

Delivered sessions matched to billed units weekly, not monthly.

03 State Medicaid rules

Program-specific edits applied per state so claims match the plan actually in force.

04 Denial appeals with clinical documentation

Appeals packaged with the notes the payer requires, not a generic form letter.

05 Program-level reporting

Revenue and utilization by program so you can see which level of care carries the practice.

Payers we bill every month

- State Medicaid and behavioral health carve-outs
 - Medicare
 - Optum / United Behavioral Health
 - Magellan
 - Beacon
 - Commercial EAP contracts
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State rules we work under

Medicaid programs, payer portals, and payroll rules change at the state line.

Arizona (AZ)

AHCCCS (Arizona Health Care Cost Containment System) - AHCCCS

Metros: Phoenix, Scottsdale, Mesa, Tempe

Maine (ME)

MaineCare - Maine Department of Health and Human Services (DHHS)

Metros: Portland, Bangor, Lewiston-Auburn, Augusta

New Jersey (NJ)

NJ FamilyCare - New Jersey Department of Human Services

Metros: Newark, Jersey City, Princeton, Cherry Hill

North Dakota (ND)

North Dakota Medicaid - North Dakota Health and Human Services (ND HHS)

Metros: Fargo, Bismarck, Grand Forks, Minot

Oregon (OR)

Oregon Health Plan (OHP) - Oregon Health Authority (OHA)

Metros: Portland, Salem, Eugene, Bend

Washington (WA)

Apple Health - Washington State Health Care Authority (HCA)

Metros: Seattle, Bellevue, Tacoma, Spokane

Texas (TX)

Texas Medicaid - Texas Health and Human Services Commission (HHSC)

Metros: Houston, Dallas-Fort Worth, Austin, San Antonio

Questions we get

Do you handle state Medicaid behavioral health carve-outs?

Yes. Carve-out rules differ sharply by state, from managed-care assignment to unit definitions, and we apply the rules for the state where the service is rendered rather than a national default.

Can you track authorizations for us?

Yes. We maintain the authorization calendar and alert your clinical team before the last approved units are consumed, which is where most behavioral health write-offs originate.

What about telehealth sessions?

Telehealth place-of-service and modifier requirements changed repeatedly and still vary by payer and state. We keep a per-payer matrix and bill to the rule in force on the date of service.

Do you support substance use programs billing multiple levels of care?

Yes. We track outpatient, intensive outpatient, and partial hospitalization separately, including the new authorization required at each transition.

Run your own numbers

Estimate recoverable revenue for your behavioral health practice at
<https://www.nexacc.com/estimators/healthcare?facility=behavioral-health>

Book a free 30-minute consultation: <https://www.nexacc.com/schedule>

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