

**See the timeline below of NCPA's advocacy efforts.**

**January 1, 2020** - BCBSNC announces preauthorization requirement for psychological and neuropsychological testing.

**January 17, 2020** - Martha Turner-Quest (NCPA Executive Director) reaches out to all DIPP members asking for examples of difficulties with the pre-authorization for neuropsychological and psychological testing requirement.

**January 22, 2020** - Martha Turner-Quest emails Dr. Kate Hobbs-Knutson, Chief of Behavioral Health with BCBSNC, an extensive and detailed letter co-authored by Drs. Bob Conder, Charlie Cooper, Cris Saffo, Mark Stein, Pamela Trent and Ms. Martha Turner-Quest. It describes how numerous psychologists from across the state are urgently reporting that the pre-authorization procedures for testing have posed several very serious barriers for patients seeking psychological and neuropsychological testing services in out-patient behavioral, medical and neurological practices, and in-patient medical hospitals and medical schools.

**January 23, 2020** - Upon receipt of the letter, Dr. Hobbs-Knutson agrees to a conference call with Drs. Cris Saffo (then DIPP Board President), Pamela Trent (DIPP Insurance Committee Co-Chair), and Martha Turner-Quest. Dr. Hobbs-Knutson clarifies that the prior authorization is part of Utilization Management that BCBSNC has taken in-house from Magellan. She states that similar pre-authorizations are in place for some purely medical services.

**February 19, 2020** - Martha Turner-Quest emails Dr. Hobbs-Knutson a letter penned by Dr. Bob Conder, NCPA member and President of the North Carolina Neuropsychological Society, regarding the negative impacts on patient care throughout the state.

**March 18, 2020** - Members of the Insurance Committee fine-tune a summary of member concerns regarding pre-authorizations and provide feedback on the 4-page pre-authorizations form to help organize the meeting with Dr. Kate Hobbs-Knutson.

**March 20, 2020** - Dr. Kate Hobbs-Knutson meets with NCPA/DIPP leaders.

**April 14, 2020** - BCBSNC announces the development of a Behavioral Health Provider Advisory Group (BHPAG), seeking diverse perspectives from the provider community to help refine their strategy, develop communications and inform policy.

**April 20, 2020** - Dr. Cris Saffo summarizes the meeting with Dr. Kate Hobbs-Knutson to share with NCPA members.

**June 9, 2020** - NCPA, as a member of the Joint Insurance Committee (JIC), meets with representatives from BCBSNC. The JIC is comprised of members representing psychology, psychiatry, social work, and licensed clinical mental health counselors.

**June 22, 2020** - Martha Turner-Quest meets with Breanna Johnson at BCBSNC to discuss the development of the Blue Cross North Carolina Behavioral Health Provider Engagement Strategy.

**June 25, 2020** - Dr. Peter Hampton and Dr. Jennifer Larson (nominated by NCPA) are chosen to participate on the BCBSNC's Behavioral Provider Health Advisory Group.

**July 23, 2020** - Martha Turner-Quest meets with Dr. Ish Bhalla (Associate Medical Director of Behavioral Health Value Transformation). Dr. Bhalla discusses his commitment to value-based

care. Martha discusses the ongoing issues NCPA members are experiencing with BCBS prior-authorizations for psychological and neuropsychological testing.

**August 10 2020** - Dr. Bob Conder (NCPA Insurance Committee and President of the Neuropsychological Society) also meets with Dr. Ish Bhalla.

**September 8, 2020** - Dr. Bob Conder polls the North Carolina Neuropsychological Society to gain feedback from members about neuropsychological testing pre-authorization. Dr. Conder continues discussions with Dr. Bhalla to establish clarity about the concerns.

**October 19, 2020** - Dr. Bob Conder and Dr. Joanna Mussey (NCPA Insurance Committee) create a survey about preauthorization for psychological and neuropsychological testing so that NCPA may also provide feedback to Dr. Ish Bhalla of BCBSNC.

**November 1, 2020** - BCBS announces the removal of the Psychological and Neuropsychological preauthorization requirement.