

This communication should be viewed by:

Providers (NY Only)

Facilities

Personalized Recovery Oriented Services (PROS)

Redesign and Billing Changes

MVP Health Care® (MVP) appreciates the work that you do to support our Members and is committed to keeping you informed. This is a reminder of the New York State (NYS) Redesign for Personalized Recovery Oriented Services (PROS) billing guidance effective April 1, 2025.

PROS is a comprehensive recovery-oriented program for adult individuals that are at least 18 years of age or older with severe and persistent mental illness. The program's goal is to integrate treatment, support, and rehabilitation in a manner that facilitates the individual's recovery.

The PROS Redesign aims to:

- Eliminate redundancies within PROS and streamline the billing process
- Assist individuals in a relapse prevention plan
- Ensure financial sustainability of the program

Summary of Changes

- Number of Tiers reduced from 5 to 3. As a result of the tiering changes, rate codes 4520-4524 will be retired and replaced with rate codes 4516-4518.
- New minimum threshold for monthly base rate
- Updated definition of unit(s) and requirement to bill actual units on claim
- Complex Care Management and Peer Support added to Community Rehabilitation and Support (CRS)
- Expanded definition of Ongoing Rehabilitation Support (ORS)
- Realignment of Intensive Rehabilitation (IR)
- Additional Provider types approved

Training and Education

MVP has created training for Providers that includes information on member eligibility, available services, program requirements, prior authorization notification requirements, and billing guidance.

This training can be accessed by visiting mvphealthcare.com/providers/education and selecting *Clinical Education Resources*, then select *PROS Redesign Training for Providers*.

Claims testing and technical assistance is available upon request. Contact your Behavioral Health Professional Relations Representative for more information.

Additional information and resources

- For more detailed information, the original NYS memo announcing the PROS Redesign can be found at: omh.ny.gov/omhweb/bho/pros-redesign-billing-reimbursement-changes.pdf
- For PROS billing guidance, reference MCTAC Training: ctacny.org/login/?refer=/trainings/pros-redesign-billing-training-for-providers
- For program guidance, reference PROS Program and Operations Manual: ctacny.org/uploads/general/PROS%20Program%20and%20Operations%20Manual.pdf