

2024 Mental Health Parity Training for Delegated Providers

Frequently asked questions

Overview

The Mental Health Parity Training provides an overview of the Paul Wellstone and Pete Domenici Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA). MHPAEA requires all health plans to ensure that both quantitative treatment limits (e.g., benefit limits, out-of-pocket payments) and non-quantitative treatment limits (e.g., prior authorization, network adequacy) that apply to mental health/substance use disorder (MH/SUD) benefits are comparable to, and not more restrictive than, those applied to medical/surgical (M/S) benefits.

Frequently asked questions

Who needs to be aware of this information?

This list of FAQs is addressed to delegates for UnitedHealthcare commercial plans, Community Plans and Individual Exchange plans, also referred to as UnitedHealthcare Individual & Family Affordable Care Act (ACA) Marketplace plans.

Who at my organization needs to take the Mental Health Parity Training course?

This training isn't intended for direct care providers. It's intended for anyone involved in the administration of the delegated activities. This includes staff members who work in credentialing, contracting, provider reimbursement, network adequacy, formulary design, coding edits, case management/disease management, utilization management, quality oversight, monitoring, product development and plan administration.

How can I get the training?

Our interactive course is online at [Mental Health Parity Training for Delegated Providers](#).

How long is the training?

The Mental Health Parity Training course takes approximately 15 minutes to complete.



Please review the following document for frequently asked questions (FAQs) regarding Mental Health Parity Training. If there are any concerns or barriers to implementing these requirements, they must be addressed in advance with your Clinical Delegation Oversight Consultant (CDOC).

What's the deadline for taking this training?

Delegates have 90 days from the date of this mailing to complete the course.

I completed Mental Health Parity Training in 2023. Do I have to take it again?

Yes. This training must be taken each calendar year. Once you complete the training in 2024, you're not required to take it again until 2025.

My organization isn't a health plan. Why am I included?

Clinical delegates are responsible for a portion of the health plan process. In addition to all employees of UnitedHealthcare, delegated entities and vendors who support plan administration are also required to take this course.

My organization isn't delegated for mental or behavioral health. We don't perform these services or have any financial risk for these services. Why does this training apply to me?

Even though the federal legislation is titled Mental Health Parity, it isn't only applicable to MH/SUD benefits. This legislation ensures that MH/SUD benefits are no more restrictive than M/S benefits. Therefore, it has far wider applicability than MH/SUD benefit administrators.

My organization is only delegated for Medicare Advantage. Do I have to take this training?

No. This training course is for commercial, Medicaid and Individual Exchange lines of business, including delegates and vendors who support plan administration. Medicare Advantage-only is out of scope.

What if I don't want to take the training or I've already completed Mental Health Parity Training from another entity?

This training still needs to be completed for UnitedHealthcare. Requirements for delegation include completing all required training courses.

Will UnitedHealthcare provide a slide deck for the course?

No, a slide deck cannot be provided. Attestations must be submitted through the online course.

Must each person at my organization fill out the attestation separately?

We prefer that each staff member completes the training and attestation individually. However, if this isn't feasible, one person may attest for others who have also completed the UnitedHealthcare training. The attestation form includes a notes section where the names all staff members who have taken the course can be listed.

Who should we contact if we need additional information?

Please reach out to your Clinical Delegation Oversight Consultant (CDOC) if you have questions about the required training that aren't included in this FAQ.