

AmeriHealth Caritas Louisiana

Behavioral Health Provider Reference Guide

Your network management representative: _____

Phone number: _____ Fax number: _____

Rapid Response and Outreach Team

1-888-643-0005

Member Services (available 24/7)

1-888-756-0004

Provider Network Management

1-888-558-2248 Fax: 1-225-300-9126

Provider Services

1-888-922-0007 Fax: 1-866-426-7393

Provider Hotline

1-877-931-4748

EDI Technical Support Hotline

1-866-428-7419

Change Healthcare

1-877-363-3666

Electronic data interchange (EDI) and electronic remittance advice (ERA)

Electronic funds transfer (EFT)

1-866-506-2830

NaviNet

1-888-482-8057 www.navinet.net

Provider portal — care gaps, claim status, panel rosters, member eligibility

Behavioral Health Utilization Management (available 24/7)

1-855-285-7466 Fax: 1-855-301-5356

Behavioral Health Appeals

Fax: 1-888-987-5830

Mental Health and Substance Use Crisis Hotline (available 24/7)

1-844-211-0971

Language Interpretation Service

1-888-756-0004

Nonemergency Medical Transportation (Verida) Member Transportation Line

1-888-913-0364

Behavioral Health Services Requiring Prior Authorization

The following is a list of behavioral health services requiring prior authorization review for medical necessity and place of service. The AmeriHealth Caritas Louisiana Utilization Management (UM) department hours of operation are 8 a.m. to 5 p.m., Monday through Friday. The Behavioral Health Utilization Management phone line is available to take urgent precertification requests 24/7. Behavioral health forms can be found online at <http://www.amerihhealthcaritasla.com/provider/resources/forms/index.aspx>.

- All out-of-network services.
- Electroconvulsive therapy (ECT).
- Medical psychoanalysis (CPT code 90845).
- Psychiatric inpatient services.
- Psychological and neuropsychological testing.
- Community psychiatric supportive treatment (CPST) including:
 - Homebuilders® (HB).
 - Functional family therapy child welfare (FFT-CW®).
 - Assertive community treatment (ACT).
 - Multisystemic therapy (MST).
- Crisis intervention follow-up services.
- Mobile crisis response follow-up services for adults (age 21 and older).
- Community brief crisis support (CBCS) for adults (age 21 and older).
- Individual placement and support (IPS) for adults (age 21 and older).
- Personal care services (PCS) for adults (age 21 and older).
- Peer support services (PSS) for adults (age 21 and older).
- Crisis intervention — requires notification post-service.
- Psychosocial rehabilitation (PSR).
- Short-term residential care in a therapeutic group home.
- Substance use disorder (SUD) halfway house (Level 3.1).
- Long-term residential care (adult only, Level 3.3).
- Long-term residential care in psychiatric residential treatment facility.
- Substance use disorder (SUD) adult and child/adolescent treatment program (Level 3.5).
- Substance use disorder (SUD) adult treatment program (Level 3.7).
- Substance use disorder (SUD) intensive outpatient program (Level 2.1).
- “In lieu of” services:
 - In lieu of: freestanding psychiatric hospital / institution for mental disease (IMD) for adults (ages 21 – 64).
 - In lieu of: Crisis Stabilization units for all Medicaid-eligible adults (age 21 and older).
 - In lieu of: Mental Health Intensive Outpatient Program (MH-IOP) requires automated authorization (NaviNet Provider Portal)

Behavioral Health Provider Reference Guide

Behavioral Health Services Requiring Prior Authorization (continued)

For the initial prior authorization of **psychiatric inpatient** stays, residential levels of care, **electroconvulsive therapy and/or partial hospitalization programs**, please submit requests by telephone to the UM department. Requests are also accepted by fax if they contain all the appropriate information to support a medical necessity review and/or level of care evaluation. AmeriHealth Caritas Louisiana will authorize levels of care depending on medical necessity. Requests to extend authorization on these services may also be submitted by telephone by calling the UM department.

For the initial prior authorization of **outpatient services** (including but not limited to: **psychoanalysis, psychological/neuropsychological testing, CPST, crisis intervention follow-up, psychosocial rehabilitation, and SUD intensive outpatient program**) please submit requests by completing and faxing the appropriate Outpatient Treatment Request form to the UM department. AmeriHealth Caritas Louisiana will authorize levels of care based on medical necessity. Requests to extend authorization on outpatient services may also be submitted by completing and faxing the appropriate Outpatient Treatment Request form to the Behavioral Health UM department.

Behavioral Health Services That Do Not Require Prior Authorization

- 30-hour observations.
- Behavioral health and substance use disorder (SUD) evaluations and assessments.
- Behavioral health and substance use disorder (SUD) medical team conference.
- Behavioral health and substance use disorder (SUD) medication evaluation, management, and consultation.
- Behavioral health and substance use disorder (SUD) outpatient therapy (individual, family, or group therapy sessions including SUD Level 1).
- Behavioral health and substance use disorder (SUD) therapeutic injections.
- Behavioral health outpatient services — individual, group, or family psychotherapies.
- “In lieu of” services:
 - In lieu of: crisis intervention (CI) services for all Medicaid-eligible adults (age 21 and older).
 - In lieu of: 23-hour observation bed services for all Medicaid-eligible adults (age 21 and older).
 - In lieu of: licensed mental health professional services for all Medicaid-eligible adults (age 21 and older).
 - In lieu of: injection services provided by licensed nurses for all Medicaid-eligible adults (age 21 and older).

Behavioral Health Services That Require Notification

The following is a list of services that do not require clinical review to determine medical necessity but **will require notification** to the Behavioral Health Utilization Management department as specified below:

- Substance use disorder acute detoxification (notification within 24 hours of discharge).
- Substance use disorder subacute detoxification (notification within 24 hours of discharge).
- Crisis intervention behavioral health services (post-service notification within two business days; auto approval authorization will be given at time of notification).
- Mobile crisis response (MCR), initial contact —first 72 hours (age 21 and older) (post-service notification within two business days; auto approval/authorization will be given at time of notification).
- “In lieu of” services:
 - Behavioral Health Crisis Care initial first 23 hours of a crisis (age 21 and older) (post-service notification within two business days; auto approval/authorization will be given at time of notification).

Claims Processing (paper)

AmeriHealth Caritas Louisiana

Claims Processing

P.O. Box 7322

London, KY 40742

Timely Filing Limit — 365 days from date of service

