

**To: AmeriHealth Caritas Louisiana MHR Services Providers**

**Date: July 30, 2018**

**Subject: Reminder: Member's Choice in Provider Form and Policy**

**Summary:** This notification is to remind providers of the requirement to include the *Member's Choice in Provider* form with all requests for prior authorization of Mental Health Rehabilitation (MHR) services, as well as to provide detailed information regarding the *Member's Choice in Provider* policy.

If you provide MHR services to AmeriHealth Caritas Louisiana members, it is important that you review the below information so that you and your agency are complying with this requirement.

AmeriHealth Caritas Louisiana implemented a *Member's Choice in Provider* form to be used for all MHR services in an attempt to reduce duplication of services in June of 2017. Providers are responsible for having the member and/or their legal representative complete and sign the form indicating their choice of provider for the provision of MHR services. The form must then be submitted along with the Prior-Authorization request to AmeriHealth Caritas Louisiana. The *Member's Choice in Provider* form can be located on the AmeriHealth Caritas Louisiana website at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) on the Providers tab under Forms.

**Please note the member choice policy below as it is now outlined in the Louisiana Health Department Behavioral Health Services Provider Manual effective April 2, 2018:**

1. Members may only receive MHR services from one provider unless one or both exceptions are met. For clarity, it is recommended both exceptions be listed in your policy (refer to BH manual for more detail).
2. ACLA must receive a fully completed and signed member choice form prior to the start of MHR services
3. The member choice form must be part of the member's record and is subject to audit by the ACLA
4. The Member Choice Form requirement ensures that during a transfer from one MHR provider to another, the initial provider is given an authorization end date while the new provider is given a start date. ACLA may allow for a minimal amount of service overlap between two providers to prevent a gap in services and assist with coordination in care between two providers.
5. Providers are required to notify the ACLA if it is suspected that a member is receiving MHR services from more than one provider.

6. Reference and additional details can be found in the Louisiana Department of Health Behavioral Health Services Provider Manual Chapter 2, Section 2.3: Outpatient Services: Member Choice Form and Process

**Questions:**

Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.