

# MS CAN/MS CHIP Network Manual Addendum

- Mississippi Coordinated Access Network (Mississippi CAN) & Mississippi Children’s Health Insurance Program (Mississippi CHIP)
- UnitedHealthcare Community Plan of Mississippi

## Introduction

Optum provides behavioral health and substance abuse managed care services for UnitedHealthcare Community Plan of Mississippi members.

The National Network Manual generally applies to all types of business managed by Optum. There are some sections where differences may apply based on state law. This addendum does not replace the primary National Network Manual. Rather, it supplements the National Network Manual by focusing on the core service array and procedures specific to the Mississippi CAN and Mississippi CHIP benefit plans.

Behavioral and Substance Use Disorder Benefits for Mississippi CAN and Mississippi CHIP are administered by Optum as part of UnitedHealthcare Community Plan’s services.

When a provider is rendering services for a health plan member in the Mississippi CAN and Mississippi CHIP programs and receiving payment from the health plan for services rendered, they must have a valid Mississippi Medicaid and/or Mississippi CHIP number (if applicable) as well as a National Provider Identification (NPI) number.

## Summary of Services: Mental Health and Substance Use Disorders

### Outpatient

- Assessment
- Diagnostic Interview/Exam
- Outpatient therapy provided by a licensed qualified provider including family therapy and in-home family therapy as medically necessary to address the needs of the child or other members in the family - (Individual, Group and Family Therapy)
- Medication management provided by a professional licensed to prescribe medication
- Treatment Plan Review/Case Management/Intensive Case Management
- Medication Injection
- Nursing Services/Nursing Assessment
- Services that meet the concurrent substance use disorder and mental health needs of individuals with co-occurring conditions

- Community-based and facility-based sub-acute services
- Community Support Program (CSP) Habilitation program services
- Developmental Evaluation
- Neuropsychological Evaluation
- Behavioral interventions with child and with family including behavioral health intervention services such as applied behavior analysis (ABA) services for children with autism
- EPSDT screening
- Crisis Services
- Psychosocial Rehabilitation Day Treatment (Please refer to the STEM requirements)
- Multi-disciplinary diagnostic assessment
- Interdisciplinary treatment planning
- Therapeutic intervention
- Treatment evaluation/revision, and
- Discharge/aftercare planning
- Outpatient Electroconvulsive Therapy (ECT)

**Intensive Psychiatric Services-Prior Authorization is required for the following:**

- Inpatient Psychiatric Hospitalization
- Inpatient Detoxification
- Crisis Residential Services
- Residential Substance Use
- Intensive Outpatient Program (ICORT)
- Assertive Community Treatment (ACT)
- Acute Partial Hospitalization/Intensive Outpatient Services
- Mississippi Youth Programs Around the Clock (MYPAC) – CPST and wraparound facilitation (for children under 21 in the Mississippi CAN plan only including, but not limited to:
  - Monitoring of mental health symptoms and functioning/reality orientation
  - Peer Support Wraparound Facilitation
  - Establishing and building supportive relationship
  - Ensuring member attends appointments and obtains medications; crisis intervention and developing a crisis plan
  - Developing and coordinating natural support systems for mental health support
  - In-home behavioral management services
- Psychiatric Residential Treatment Facilities (PRTF) for children under 21
- Neuropsychological Testing
- Psychological Testing (Auth Process is different for psych testing - For details go to Provider Express > Quick Links > Forms > Optum Forms – Administrative > [Optum Psych Testing Request Form](#))

**Benefit Exclusions and Limitations**

There are no diagnostic exclusions for Mississippi CAN and Mississippi CHIP members. Treatment for substance use is covered as a primary or secondary diagnosis to a primary mental health diagnosis.

**Beneficiaries enrolled in MYPAC services:** Prior authorization is required and is only covered for Mississippi CAN member and is not covered for Mississippi CHIP.

## Eligibility

It is the provider's responsibility to verify Medicaid eligibility each month a service is rendered. View eligibility online at [uhcprovider.com](https://uhcprovider.com).

## Prior Authorization Requirements

All intensive outpatient/inpatient services require prior authorization.

Routine outpatient services do not require prior authorization. Please refer to the enrollee's Health Plan ID Card for Health Plan contact information regarding requests for prior authorization.

Members shall be able to access all routine behavioral health outpatient services (mental health and substance use) without a referral.

Prior authorization is required for Intensive Psychiatric Services identified above. Providers must ensure that the prior authorizations are in place before rendering services that require authorization.

Providerexpress.com > Our Network > State-Specific Provider Information > Mississippi > Mississippi Medicaid – Specific Resources > Clinical Criteria and Best Practice Guidelines > [Mississippi CAN Medicaid - Level of Care Guidelines](#).

Prior authorization requests can be obtained by calling **1-877-743-8734**.

Please see Mississippi-CAN Department of Medicaid Administrative Code for additional requirements: [medicaid.ms.gov/providers/administrative-code/](https://medicaid.ms.gov/providers/administrative-code/).

## Portal Access

**Website:** [uhcprovider.com](https://uhcprovider.com)

This site should be used to view the eligibility verification, electronic claims submission, and claim status.

**Website:** [uhcprovider.com](https://uhcprovider.com)

This site should be used to view the Prior Authorization list, access forms, and access the Provider Directory.

Customer Service Center phone number: **1-877-743-8734**

**Website:** [providerexpress.com](https://providerexpress.com)

This site should be used to update provider practice information.

Provider Service phone number: **1-877-614-0484**.

## Appeals and Grievances

Any appeals or grievances can be submitted in writing or by calling:

UnitedHealthcare Community Plan  
Appeals and Grievances  
P.O. Box 31364  
Salt Lake City, UT 84131-0364

MS CAN phone number: **1-877-743-8731**

MS CHIP phone number: **1-800-992-9940**