

Prior Authorization Requirement for Peer Support Services and Evidence – Based Behavioral Health Service

06/21/23



Agenda

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Network Trainer

- Peer Support Services (PSS) Prior Authorization Process
- 2 Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form
- 3 Resources



Provider Express

The LA Page of Provider Express



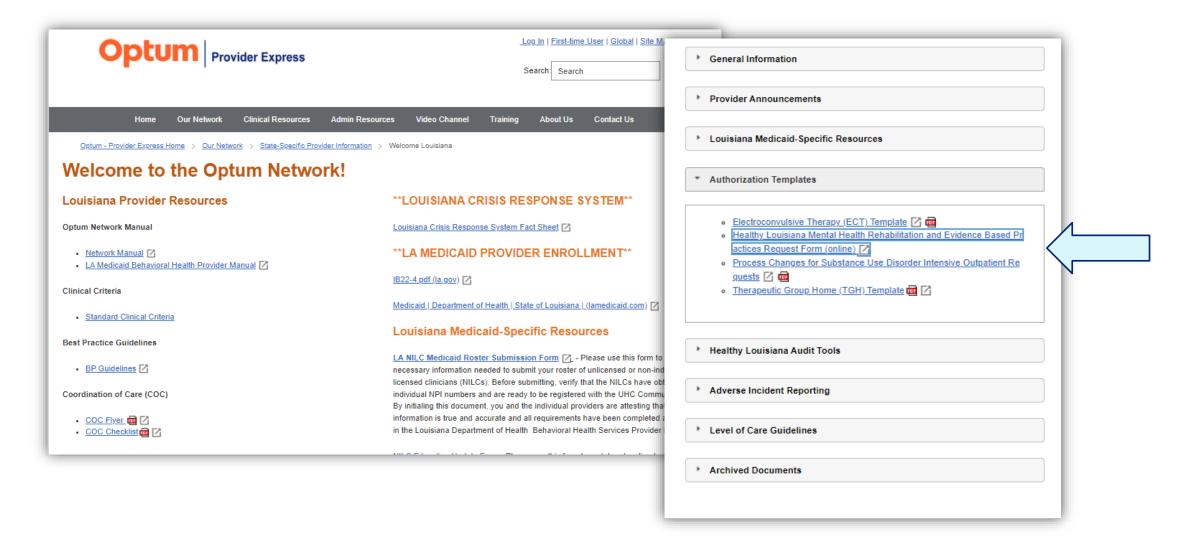
Provider Express

- In scope MHR and EBP services that require prior authorization can be requested through a portal located on the Provider Express website
- To access the request form, go to:
 <u>providerexpress.com</u> > Our Network >
 State Specific Information > Louisiana >
 Authorization Templates > Healthy
 Louisiana Mental Health Rehabilitation
 and Evidence Based Practices Request
 Form





Louisiana Page: Healthy LA MHR & EBP Request Form





Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form

Important Note: Please use Chrome with this form. Internet Explorer is not recommended due to performance issues.



Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request

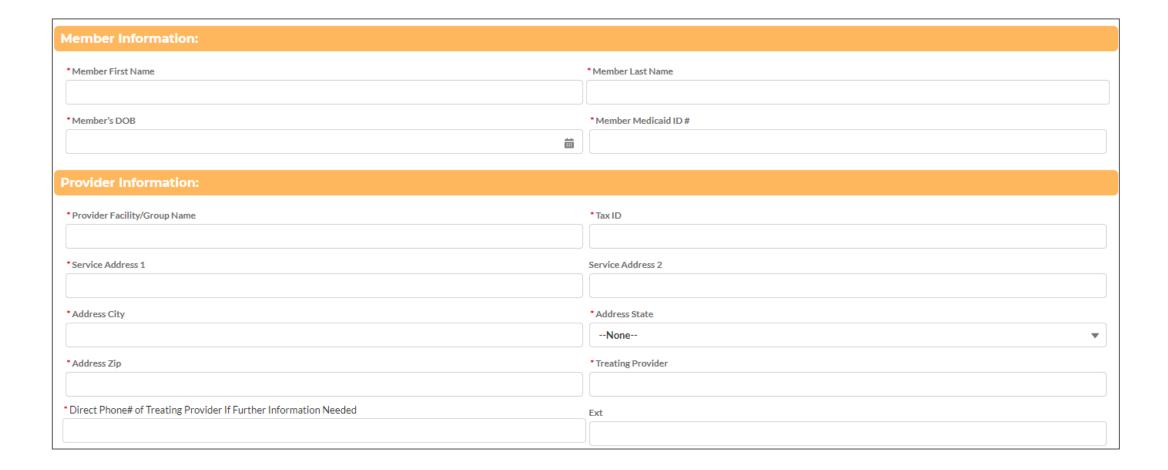
Professionals completing this Request form should consider the following information:

1) Prior authorization must be obtained for coverage of Mental Health Rehabilitation and Evidence Based Practices services as required by the member's benefit plan. Applicable codes include:

- Psychosocial Rehabilitation (PSR): H2017
 Permanent Supportive Housing (PSH): H2017 TG
- Community Psychiatric Support and Treatment (CPST): H0036 Permanent Supportive Housing (PSH): H0036 TG
- · Functional Family Therapy (FFT): H0036 HE
- Homebuilders: H0036 HK
- Multi-Systemic Therapy (MST): H2033
- Peer Support: H0038
- Assertive Community Treatment (ACT): H0039
- Crisis Intervention (CI): 2011
- Personal Care Services: \$5125.
- Personal Care Services: S5126
- Individual Placement Support: H2024
- Individual Placement Support: H2024 HK
- · Community Brief Crisis: H2011 HK
- · Mobile Crisis Initial: S9485 TG U8
- 2) Authorization is contingent upon the member's eligibility, terms of the benefit plan, state regulations, provider contract, Louisiana Medicaid Supplemental Clinical Criteria and Optum Policies/Procedures.
- 3) Please confirm member coverage and availability for this service prior to completing this form. If online access for coverage is not available for you please call the number on the back of the member's card.
- 4) Only completed submissions will be considered an official request for services.
- 5) CALOCUS or LOCUS, Member Choice Form, and the Adult or Child/Adolescent Assessment are required to be submitted in the attachments for all requests. ISP is required for established treatment and should be submitted in the attachments.

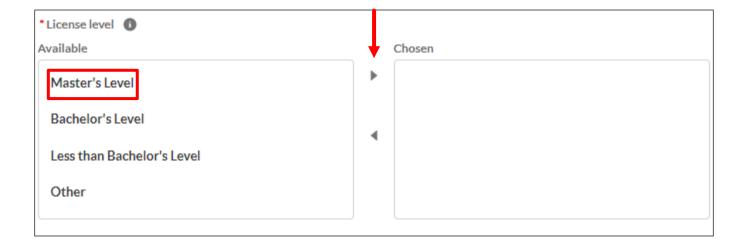


Member and Provider information



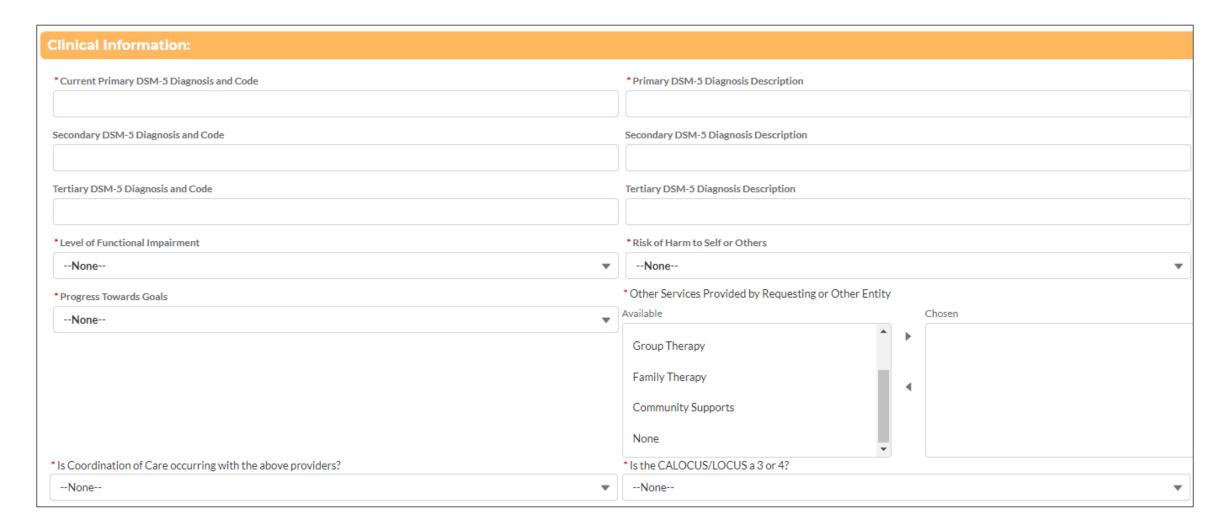


Provider information (continued)



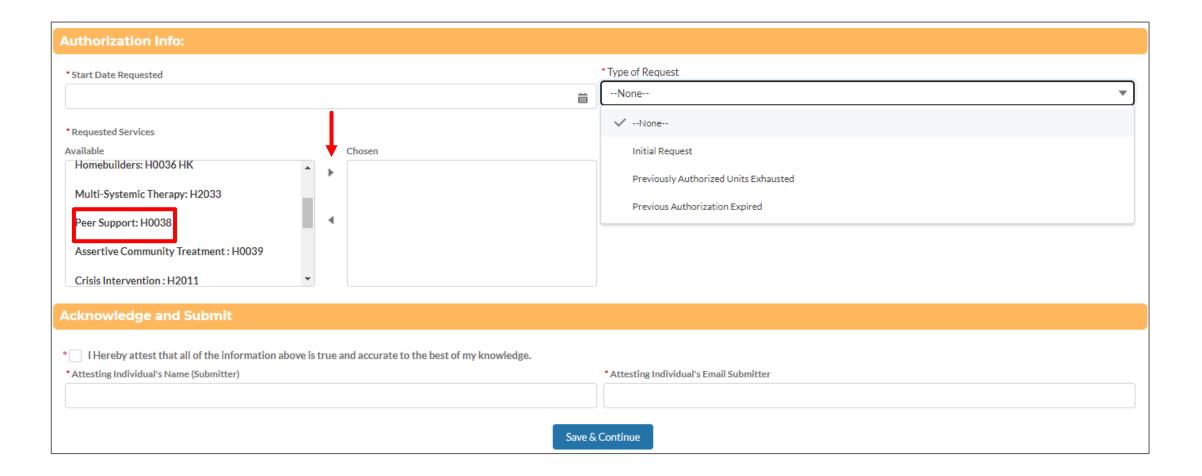


Clinical information



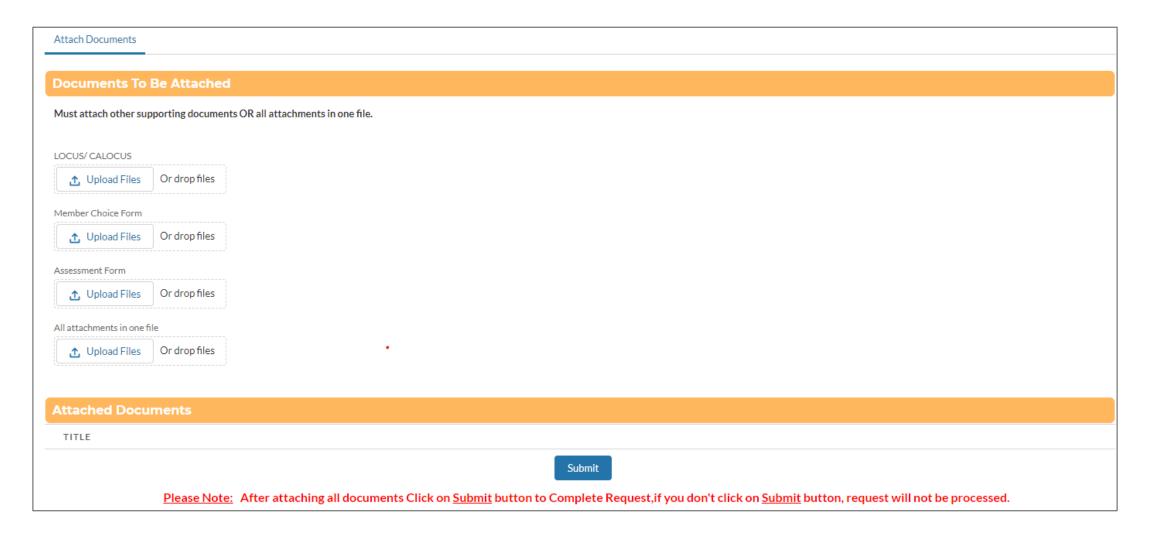


Authorization information





Attach documents





Peer Support Services Roster Form

- The PSS Roster Form is located on the <u>LA Page of providerexpress.com</u>.
- Please submit the completed roster form to networkse@optum.com for loading Peer Support Providers.



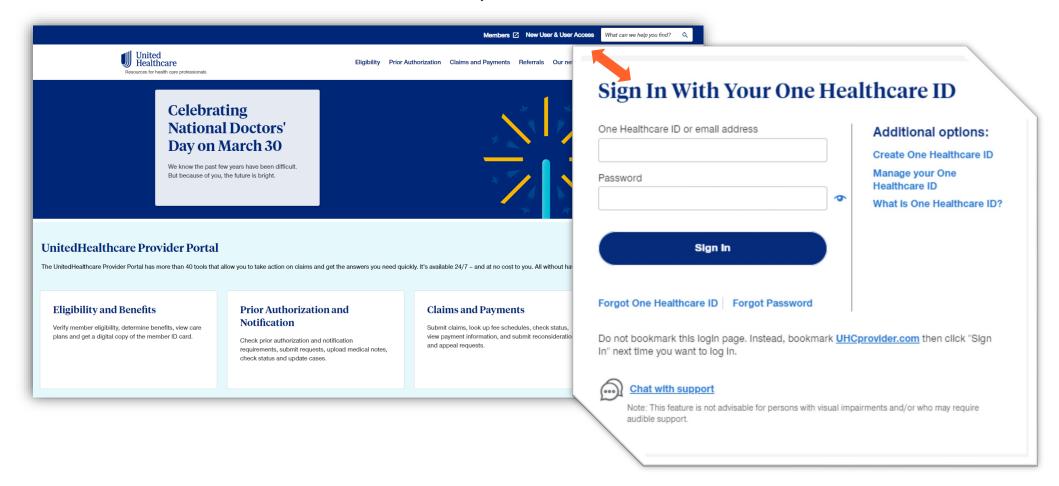
Accessing Your Prior Authorization

- UHCprovider.com
- Prior Authorization and Notification Tool



Accessing your prior authorizations online

UnitedHealthcare Provider Website > UHCprovider.com > Prior Authorization and Notification Tool





Resources



Resources

- Louisiana Medicaid Supplemental Clinical Criteria for Peer Support Services
 - Go to: providerexpress.com > Clinical Resources > State Specific Criteria > State/Contract Specific Criteria > LA Supplemental Clinical Criteria > <u>Louisiana Medicaid Supplemental</u> <u>Clinical Criteria</u>
- LDH Behavioral Health Services Provider Manual
 - Chapter 2: Behavioral Health Services; Section 2.3: Outpatient Services



Prior Authorization and Notification Tool Resources

Live training session

- **UHCprovider.com** > Menu > Resource Library > Training
 - > Prior Authorization and Notification Overview

Other training resources

 UHCprovider.com > Menu > Prior Authorization and Notification > <u>Prior Authorization and Notification Tool</u> > Quick Reference Guides, Videos and Training Tools





Summary

Where do I submit my authorization requests?

The Louisiana Page of Provider Express

To access the request form, go to: <u>providerexpress.com</u> > Our Network > State Specific Information > Louisiana > Authorization Templates > Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form

Where do I check online for my authorizations?

UHCprovider.com

To access the Prior Authorization and Notification Tool Go to: UHCprovider.com > Sign In: With Your One Healthcare ID and Password > Prior Authorization and Notification Tool

viewing my authorization online, who do I contact?

Technical Assistance

uhcprovider.com/en/contact-us/technical-assistance.html



Thank You!

UnitedHealthcare Community Plan

Provider Call Center

Phone: **1-866-675-1607**

Email: networkse@optum.com

