

PROVIDER ALERT

New York State (NYS) Behavioral Health Service Request for NYS Community Plan Membership including Medicaid (Adults & Families)/HARP

Important Notification for All Personalized Recovery Oriented Services (PROS) Providers

New York State Office of Mental Health has issued new guidelines to Managed Care Organizations regarding Utilization Management for Personalized Recovery Oriented Services.

Effective November 21, 2022:

- Behavioral health service requests for PROS will no longer require prior authorization.
- Initial notification will no longer be required
- Concurrent authorizations will no longer be required

Concurrent review for PROS will be completed based on utilization management criteria defined by the New York State Office of Mental Health (NY OMH) according to the August 23, 2022

[NYS OMH PROS Utilization Management](https://omh.ny.gov/omhweb/bho/docs/pros-utilization-management.pdf) guidance document. This document is available for review online at omh.ny.gov/omhweb/bho/docs/pros-utilization-management.pdf

According to NYS OMH, “Insurers may conduct prospective concurrent reviews when a member has been enrolled in the program for at least 12 months, with at least 6 months of continuous engagement” and also meet one of the OMH clinical triggers.

It is recommended that providers review the clinical triggers identified by OMH. Providers will be contacted once the outlined PROS triggers are met

For questions or case consultation please contact **1-866-362-3368** and follow the prompts for behavioral health utilization management.

General inquiries can be submitted to: NYNetworkManagement@optum.com or by phone **1-877-614-0484**.