



MGBHP is transitioning EIBI benefits administration to Optum Behavioral Health

Effective July 1, 2026, Optum Behavioral Health will begin managing benefits for Early Intensive Behavioral Intervention (EIBI) services for all Mass General Brigham Health Plan (MGBHP) Commercial and MassHealth (Medicaid) plans. This change transitions prior authorization, claim processing, reimbursement and other administrative tasks from MGBHP to Optum.

Please review the following summary of what this change means to you. You can review further details in our [EIBI Quick Reference Guide](#).

Provider Contracting & Certification

- To render EIBI services after July 1, 2026, you must be contracted and credentialed with Optum Behavioral Health and certified as an EIBI provider by the Massachusetts Department of Public Health. We've reviewed MGBHP's claim history and most providers are already in the Optum network. If you aren't, we will contact you directly.

Working with Optum

You will use the Provider Express secure portal to check benefits and eligibility, request and manage prior authorizations, submit claims and more for EIBI services

- [Log In to the Provider Express secure portal](#) with your One Healthcare ID and password. Don't have a One Healthcare ID? Review the Use the [Create a One Healthcare ID self-paced guide](#) for step-by-step instructions.

Prior Authorization Changes

- **For date(s) of service through June 30, 2026:**
 - Mass General Brigham Health Plan will honor open (existing) authorizations for services delivered before the end of June.
- **For date(s) of service on or after July 1, 2026:**
 - For open (existing) authorizations approved by MGBHP that extend beyond July 1, Optum Behavioral Health will create authorizations as part of this transition. These will align with the existing approved EIBI services and date(s) of service. You will receive a copy of each Optum authorization for your records.
 - If you need to request authorization of new services to begin on or after July 1, please follow Optum's [Massachusetts ABA prior authorization process](#).

Claim Submissions

- **For date(s) of service through June 30, 2026:** Submit to Mass General Brigham Health Plan, as you do today.
- **For date(s) of service on or after July 1, 2026:** Submit to Optum Behavioral Health

Questions?

Please email Optum Provider Relations Advocate Heather Willis at heather.willis@optum.com.

