



## Children's Behavioral Health Initiative, CBHI Change in Process for Outpatient Services

### Medical necessity reviews may apply for outpatient services

Effective 1/1/19, Optum will be administering the mental health/substance use benefits for Neighborhood Health Plan (NHP) Massachusetts (NHP will be known as AllWays Health Partners of Massachusetts effective January 1, 2019).

For services that do not require an authorization, Optum will initiate the Practice Management and Outpatient Care Engagement programs for CBHI members.

- Practice Management applies data analytics to identify potential atypical practice patterns.
- Outpatient Care Engagement uses claims analysis to identify cases for which treatment intensity is higher than average. Members with higher treatment intensity often have more complex clinical needs.

These programs may identify the need for a telephonic review with our clinical staff. If you or your organization receives a call from the Practice Management and/or Outpatient Care Engagement teams, you must respond to the call, in accordance with your Agreement.

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Detailed information related to Practice Management and Outpatient Care Engagement is available on our provider website, [providerexpress.com](https://providerexpress.com). From the home page, select Our Network > Welcome to the Network > Massachusetts.

**If you have any questions, please contact your  
Network Manager at [provider.services@optum.com](mailto:provider.services@optum.com).**