

AmeriHealth Caritas Louisiana

Behavioral Health Provider Reference Guide

Your network management representative: _____

Phone number: _____ Fax number: _____

Rapid Response and Outreach Team

1-888-643-0005

Member Services (available 24/7)

1-888-756-0004

Provider Network Management

1-888-558-2248 Fax: 1-225-300-9126

Provider Services

1-888-922-0007 Fax: 1-866-426-7393

Provider Hotline

1-877-931-4748

Behavioral Health Utilization Management (available 24/7)

1-855-285-7466 Fax: 1-855-301-5356

Behavioral Health Appeals

Fax: 1-888-987-5830

Mental Health and Substance Use Crisis Hotline (available 24/7)

1-844-211-0971

Language Interpretation Service

1-888-756-0004

Non-Emergency Medical Transportation (Logisticare)

“Where’s My Ride?” member Hotline

1-877-659-6144

Behavioral Health Services Requiring Prior Authorization

The following is a list of behavioral health services requiring prior authorization review for medical necessity and place of service. The AmeriHealth Caritas Louisiana Utilization Management (UM) department hours of operation are 8 a.m. – 5 p.m., Monday through Friday. The Behavioral Health Utilization Management phone line is available to take urgent precertification requests 24/7. Behavioral health forms can be found online at <http://www.amerihhealthcaritasla.com/provider/resources/forms/index.aspx>.

- All out of network services.
- Electroconvulsive Therapy (ECT).
- Medical Psychoanalysis (CPT code 90845).
- Psychiatric In-patient services.
- Psychological and Neuropsychological Testing.
- Respite Care (Adult Crisis Stabilization).
- Community Psychiatric Supportive Treatment (CPST) including:
 - Homebuilders (HB).
 - Functional Family Therapy (FFT).
 - Assertive Community Treatment (ACT).
 - Multisystemic Therapy (MST).
- Crisis Intervention Follow Up Services.
- Crisis Intervention- requires notification post service.
- Psychosocial Rehabilitation (PSR).
- Short Term Residential Care in a Therapeutic Group Home.
- Substance Use Disorder (SUD) Halfway House (Level 3.1).
- Long Term Residential Care (Adult only Level 3.3).
- Substance Use Disorder (SUD) Adult & Child/Adolescent Treatment Program (Level 3.5).
- Substance Use Disorder (SUD) Adult Treatment Program (Level 3.7).
- Substance Use Disorder (SUD) Intensive Outpatient Program (Level 2.1).
- In Lieu of Services:
 - In Lieu Of: Residential SUD in freestanding facility (IMD) for adults 21-64 years old.
 - SUD Level 3.1: Halfway House (with option of Room & Board).
 - SUD Level 3.2D: Sub-acute Detox (with option of Room and Board).
 - SUD x 3.3: Behavioral Health Long Term Residential (with option of Room & Board).
 - SUD Level 3.5: Residential Treatment (with option of Room and Board).
 - SUD Level 3.7: Adult Treatment (with option of Room and Board).
 - SUD Level 3.7D: Acute Detox (with option of Room and Board).
 - In Lieu of: Freestanding Psych Hospital / IMD for adults.
 - In Lieu of: Crisis Stabilization Units for All Medicaid Eligible Adults (Age 21 and Above).

Behavioral Health Services Requiring Prior Authorization (continued)

For the initial prior authorization of **psychiatric inpatient** stays, residential levels of care, **electroconvulsive therapy and/or partial hospitalization programs**, please submit requests by telephone to the UM department. Requests are also accepted by fax if they contain all the appropriate information to support a medical necessity review and/or level of care evaluation. AmeriHealth Caritas Louisiana will authorize levels of care depending on medical necessity. Requests to extend authorization on these services may also be submitted by telephone by calling the Utilization department.

For the initial prior authorization of **outpatient services** (including but not limited to: **psychoanalysis, psychological/neuropsychological testing, CPST, Crisis Intervention Follow Up, Psychosocial Rehabilitation, and SUD Intensive Outpatient Program**) please submit requests by completing and faxing the appropriate Outpatient Treatment Request form to the UM department. AmeriHealth Caritas Louisiana will authorize levels of care based on medical necessity. Requests to extend authorization on outpatient services may also be submitted by completing and faxing the appropriate Outpatient Treatment Request form to the Behavioral Health UM Department.

Behavioral Health Services that Do Not Require Prior Authorization

- 30-Hour Observations.
- Behavioral Health & Substance Use Disorder (SUD) Evaluations and Assessments.
- Behavioral Health & Substance Use Disorder (SUD) Medical Team Conference.
- Behavioral Health & Substance Use Disorder (SUD) Medication Evaluation, Management & Consultation.
- Behavioral Health & Substance Use Disorder (SUD) Outpatient Therapy (Individual, Family, Group Therapy Sessions including SUD Level 1).
- Behavioral Health & Substance Use Disorder (SUD) Therapeutic Injections.
- In Lieu of Services:
 - In Lieu of: Crisis Intervention (CI) Services for All Medicaid Eligible Adults (Age 21 and Above).
 - In Lieu of: 23-Hour Observation Bed Services for all Medicaid Eligible Adults (Age 21 and Above).
 - In Lieu of: Licensed Mental Health Professional Services for Non-Adults (Age 21 and Above).
 - In Lieu of: Injection Services Provided by Licensed Nurses to All Medicaid Eligible Adults (Age 21 and Above).

Behavioral Health Services that Require Notification

The following is a list of services that do not require clinical review to determine medical necessity **will require notification** to the Behavioral Health Utilization Management department as specified below:

- Substance Use Disorder Acute Detoxification (notification within 24 hours of discharge).
- Substance Use Disorder Sub-Acute Detoxification (notification within 24 hours of discharge).
- Crisis Intervention Behavioral Health Services (post service notification within 2 business days, auto approval/ authorization will be given at time of notification).

Claims Processing (paper)

AmeriHealth Caritas Louisiana
Claims Processing
P.O. Box 7322
London, KY 40742

*Timely Filing Limit — 365 days