

## Reminder to Behavioral Health Network Regarding Prior Authorization Form Changes Effective June 15, 2015

UCare Behavioral Health has revised all Mental Health and Chemical Dependency forms to improve processing time and reduce provider administrative work (see prior notification of these changes in this [bulletin](#), dated May 19, 2015). The newly designed forms for Behavioral Health providers are required as of Monday, **June 15, 2015**. Find the forms [here](#), on our provider website under “Mental Health & Chemical Dependency Authorization & Notification.” The [Authorization Overview Document](#) that outlines the form required for each service has also been updated.

### **Advantages of the Form Changes Include:**

- Additional new form for Retroactive Authorization requests (for inpatient services that have already been rendered and for outpatient services that have been rendered more than 30 days prior to date of request)
- Separate forms for Mental Health and Chemical Dependency to avoid confusion
- Forms separate inpatient and residential services from outpatient services
- More intuitive layout including “How To” instructions for each form and an updated [Authorization Overview Document](#) outlining which form to use
- Fillable text option
- Simplified and reduced required information

### **Summary of Changes to UCare Behavioral Health Forms:**

Each of the newly revised Mental Health and Chemical Dependency forms has an attached page of instructions to assist providers with providing necessary information.

There are now five (5) required forms as of June 15, 2015:

- [Chemical Dependency Notice of Admission and Outpatient Request Form](#)
- [Mental Health Notice of Admission and Residential Request Form](#)
- [Mental Health Outpatient Request Form](#)
- [Psych Testing Request Form](#)
- [Behavioral Health Retro Authorization Request Form](#)

### **Form Descriptions:**

1) **Chemical Dependency Notice of Admission and Outpatient Request Form:** This form is used for all Chemical Dependency inpatient admissions, residential, and outpatient services that require an Authorization or Notification. Please note the requirement to attach the *Rule 25 Assessment and*

*Placement Summary Form* ([DHS-2794](#)). Inpatient medical detox will continue to be authorized by UCare's medical department.

2) **Mental Health Notice of Admission and Request Form:** This form is used for all mental health inpatient admissions and residential admits as well as partial hospitalization services that require an Authorization or Notification.

3) **Mental Health Outpatient Request Form:** This form is used for all outpatient mental health services that require an Authorization or Notification.

4) **Psychological Testing Request Form:** This form is used for Authorizations for all Psych Testing performed by in-network providers. Requests for testing should be made only after a comprehensive clinical evaluation has been conducted.

5) **Behavioral Health Retro Authorization Form:** This form should be used **in lieu of** the [Claim Adjustment/Recoupment Request](#) form that would be used in the event a claim denied for authorization related reasons.

- Authorization or Notification requests are considered retroactive for inpatient services that have already been rendered and for outpatient services that have been rendered 30 days prior to the date the form is being submitted.
- Retroactive requests require the *Behavioral Health Retro Authorization Form*, the required prior authorization form for the service (see the *Authorization Overview Document* for appropriate prior authorization form), and all clinical information and documentation that supports the level of care requested. Both forms, along with all clinical information and documentation, should be faxed to UCare Behavioral Health at **1-855-307-6981**.

### ***What is NOT Changing?***

There will be no changes to the Authorization and Notification Requirement Grids or claims submission processes. Contact information for Behavioral Health, phone numbers and fax numbers will remain the same.

***For more information, or to find Behavioral Health forms, please visit the UCare provider website found online at [www.ucare.org/providers](http://www.ucare.org/providers). Fax completed forms to UCare Behavioral Health at 1-855-307-6981.***

### ***Important Reminder when Faxing UCare Forms:***

As a reminder, ***the correct fax number for UCare Behavioral Health is 1-855-307-6981***. Please inform all agency staff who send the Authorization/Notifications of this important detail and make sure that any preprogrammed faxes have the correct number. Please also remind agency staff that the information included on forms falls under HIPAA rules and may be subject to required reporting if misdirected. Any faxes sent to incorrect numbers will need to be resubmitted to UCare Behavioral Health.

## ***Important Resources and Phone Numbers***

[Customer Services](#) (for UCare member inquiries)

[UCare Provider Manual](#)

[Behavioral Health Authorization and Notification Requirement Grids](#)

[Behavioral Health Forms](#)

[Authorization Overview Document](#) (forms and process guide)

[UCare Provider webpage](#)

[UCare Provider News webpage](#)

[UCare Provider Portal](#) (authorization lookup, claims status)

[Register your email](#) for information and updates

### **UCare Behavioral Health for Authorization and Notification questions:**

612-676-3300 or 1-888-531-1493

### **UCare Provider Assistance Center for claim and billing questions:**

612-676-3300 or 1-888-531-1493

### **UCare Provider Assistance Center for Provider Portal questions:**

1-866-245-9297

**Behavioral Health Fax number: 1-855-307-6981**