

Provider Bulletin



News and Information

May 29, 2020

UCare Introduces New and Updated Mental Health and Substance Use Disorders Prior Authorization and Notification Request Forms

UCare's Mental Health and Substance Use Disorder Services (MSS) team has updated and created new prior authorization and notification request forms. These updates offer instructions for what is needed to efficiently process requests and reduce the amount of administrative time for the provider community.

Our new email address is MHSUDservices@ucare.org. To ensure member's health information is protected, please use [UCare's Secure Email Site](#) to transmit an email communication to our Intake team. The team's new phone number and email are also listed on each form.

New/Updated Forms:

- Mental Health Inpatient and Residential*
- Mental Health Outpatient*
- Psychiatric Residential Treatment Facility (PRTF)*
- Institution for Mental Disease (IMD)*
- Early Intensive Development and Behavioral Intervention (EIDBI)
- Substance Use Disorder Inpatient and Residential*
- Substance Use Disorder Outpatient*
- Mental Health and Substance Use Disorder Out-of-Network

**Denotes new form*

UCare separated forms by service types to allow for quick and easy reference. We also added forms to report an admission to Psychiatric Residential Treatment Facilities (PRTF) and Institution for Mental Health Disease (IMD) stays. IMD-designed facilities/providers should begin using this form immediately.

Please note: Some forms now include information to collect the service provider clinic name and NPI number. Adding this data will help ensure UCare has the correct information to process claims efficiently when a service requires authorization.

Links to the new forms are on [UCare's provider website](#). Providers and their staff members should begin using the new forms as soon as possible and fully transition to the new forms by **July 1, 2020**.