

Provider Notice

To: Mental Health and Substance Abuse Residential, Inpatient and Partial Hospitalization Providers
From: Scott Daubert PhD, VP Operations
Date: March 28, 2016
Subject: AD 16 101 Utilization Management Process

In order to best serve our members and improve our availability to the Provider Network, the Utilization Management team will be implementing a new contact process during business hours (Monday through Friday 8:30 am until 4:30 pm). This process will not affect business processes after-hours. Providers should continue to call PerformCare's Contact Center for all Utilization Reviews and will be routed to a Clinical Care Manager.

As of **May 2, 2016**, PerformCare's utilization call queue will only be used for Providers completing Utilization Reviews for **Initial Assessments** and will be connected live with a Clinical Care Manager. This will apply to the following Levels of Care: Mental Health Inpatient, Mental Health Partial Hospitalization, Substance Abuse Hospital and Non-Hospital based Rehab, Substance Abuse Halfway House and Substance Abuse Partial Hospitalization. Substance Abuse Hospital Based Detox and Non-Hospital Based Detox will be included in the Utilization Review call queue when PerformCare is completing the bed search to ensure immediate connection with a Clinical Care Manager. Detox remains a non-authorized service.

Beginning **May 2, 2016**, Providers will be assigned to Clinical Care Managers to complete Continued Stay Reviews and Active Discharge Planning. As well, PerformCare Enhanced Care Managers will start completing Continued Stay Reviews and Active Discharge Planning for those members assigned to the Enhanced Care Management program. This will apply to the following Levels of Care: Mental Health Inpatient, Mental Health Partial Hospitalization, Substance Abuse Hospital and Non-Hospital based Rehab, Substance Abuse Halfway House and Substance Abuse Partial Hospitalization. Providers will continue to verify authorizations through Provider Connect or by calling Member Services to ensure reviews for Continued Stay or Discharge are completed prior to a lapse in authorization.

Detox Providers may call in discharge and after care 2 business days from date of Detox discharge.

Please be prepared to implement above changes for all reviews beginning May 2, 2016.

Thank you for the valuable services you provide to Members. Please feel free to contact your Account Executive with any questions.

cc: Scott Suhring, Capital Area Behavioral Health Collaborative
Pam Marple, Behavioral Health Services of Somerset & Bedford Counties
Missy Reisinger, Tuscarora Managed Care Alliance
Jim Laughman, PerformCare Executive Director
Jack Pizzoli, PerformCare Clinical Director
PerformCare Account Executives