

Memorandum

To: Hospital Psychiatric and Substance Abuse Rehabilitation Providers
From: Rob Labatch, MSW, Director of Provider Network Management
Date: February 27, 2014
Subject: AD 14 100 Verification of Psychiatric and Substance Abuse Inpatient Rehabilitation Hospital Admission

This memo is to inform you of a change in the verification of admission process by the PerformCare Member Services Department. Effective **March 17, 2014**, PerformCare will no longer be calling providers to verify the date and time of our Members admission to your facility. Rather, it will be expected that inpatient units contact PerformCare with notification of the actual admission time and date.

When precertification occurs the member is typically not yet admitted to the facility. Because the timeliness of the admission process varies from facility to facility, the authorization is not generated until the admission process is complete and the member is physically in a bed on the unit. When the admission is completed for a prior authorized inpatient stay, providers will notify PerformCare of the actual date and actual time of admission by calling 1-888-700-7370. It is recommended that the call to Member Services be made as soon as possible. This phone call will trigger the entry of the authorization that is required for claims submission.

If you have additional questions or concerns regarding the process please contact your assigned Account Executive for further follow-up.

Cc: Scott Suhring, Capital Area Behavioral Health Collaborative
Pam Marple, Behavioral Health Services of Somerset & Bedford Counties
Missy Reisinger, Tuscarora Managed Care Alliance
Christine Marriot-Watt, Manager, Member Services
Janina Kloster, PerformCare Account Executive
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