

## Memorandum

**To:** Mental Health and Substance Abuse Residential, Inpatient and Partial Hospitalization Providers  
**From:** Sheryl M. Swanson, MBA, Director of Provider Relations  
**Date:** August 1, 2014  
**Subject:** AD 14 104 Change in Utilization Management Contact Process

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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.

Beginning **September 15, 2014**, Providers completing Utilization Reviews for Initial Assessments, Continued Stays and Discharges will be placed into a Utilization Review call queue and connected live with a Utilization 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 Utilization Manager.

Providers who rely on PerformCare Utilization Managers to remind them of authorization expiration dates prior to the first uncovered day will no longer receive these daily reminder calls. Courtesy reminder calls will be provided on the first uncovered day to assist with ensuring lapses in authorizations do not occur. Providers can 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.

**Please be prepared to contact PerformCare for all reviews beginning September 15, 2014.**

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  
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