

Memorandum

To: All PerformCare HealthChoices Network Providers
From: Sheryl M. Swanson, MBA, Director of Provider Network Development
Date: February 6, 2015
Subject: AD 15 100 Process Change for Outpatient Requests Requiring Medical Necessity Criteria (MNC) or Registration Effective March 30, 2015

Since April 2012, PerformCare has not required providers to register most outpatient services in order to receive payment. There remained a handful of services that require Medical Necessity Criteria (MNC) decision, prior approval or continue to require a paper form submission for registration via fax or mail (see the list below).

- Psychological/Neuropsychological Testing
- Initial request for Targeted Case Management
- Music Therapy
- Psychiatric Rehabilitation including Clubhouses
- Peer Support
- Any Mental Health Outpatient (MH OP) request when there is a current Level of Care approved that includes therapy since this could be considered a duplication of service (see Provider Memo AD 12 101 Transition to Registration Free Process for Most Ambulatory / Outpatient Services effective April 9, 2012)

Effective **March 30, 2015** requests may be submitted through one of the two methods described below. Please note the new fax number for providers that elect to continue to use paper submission.

Method 1 - Cabinet SHARE (PerformCare preferred method)

SHARE is an easy and free way to submit registration requests.

Electronic submission with SHARE: Better than mail or fax.

- SHARE is browser-based, so there's no software to install.
- It's easy to use, with a familiar, Windows-style file structure.
- SHARE is completely HIPAA compliant.
- Two-way communication means you can upload and download documents with notes.
- SHARE eliminates the costs and delivery time associated with mail.
- It's more efficient and inexpensive than fax.
- SHARE provides immediate confirmation of document delivery.

Getting started with SHARE is easy! Should you choose to use Cabinet Share, contact Member Services with the name and email address of the individual who will be submitting requests via Share and we will set up your account. Providers may have multiple registered users.

PerformCare will add this information to the Share database and you will receive an email that will provide a link to the Share website and will provide instructions for establishing an account. You will then be able to log into Cabinet Share and submit documents to PerformCare. Instructions for Cabinet Share are provided as an attachment

Method 2-Toll free faxing

A new fax number has been established for the submission of outpatient registration requests - **1-888-987-5828**

We encourage you to use “SHARE” powered by our content management partner, Cabinet Document Management Solutions. SHARE is paperless, free – and incredibly simple to use. If you can use email, you can use SHARE to send documentation to PerformCare. Please contact your Account Executive with questions about this new opportunity to reduce paper flow.

Attachment

cc: Scott Suhring, Capital Area Behavioral Health Collaborative
Pam Marple, Behavioral Health Services of Somerset & Bedford Counties
Missy Reisinger, Tuscarora Managed Care Alliance
Janina Kloster, PerformCare Account Executive
Kelly Lauer, PerformCare Account Executive
Lindsey Hoover, PerformCare Account Executive
Michele Countryman, PerformCare Account Executive
Samantha Murphy, PerformCare Account Executive