

Provider Notice

To: **All Network Outpatient and Community-Based Providers**
From: **Dan Eisenhauer, Director of Operations**
Date: **May 3, 2024**
Subject: **AD 24 104 PerformCare's New Online Prior Authorizations is Coming 7/1/2024**

PerformCare has worked with NantHealth | NaviNet to bring you Behavioral Health Authorization Management, a robust, intuitive, and streamlined online authorizations workflow. This new online authorization platform will be for ACT/CTT, Certified Recovery Services (CRS), Mobile Psych Nursing, Mobile MH/ID, Music Therapy, Outpatient (Adjunct and OON), MH Adult Long Term Partial Hospitalization, Peer Support, Psych Rehab/Clubhouse, Psychological/Neuro-Psychological Testing, Targeted Case Management, TMS and SU IOP providers who currently fax prior authorization requests.

In addition to submitting new authorization requests for authorization extension requests and inquiring about existing Authorizations, you will also be able to:

- Verify if **No Authorization is Required**
- Submit **Amended Authorization**
- **Attach supplemental documentation**
- Sign up for **in-app status change notifications** directly from the health plan
- Access a **multi-payer Authorization log**

PerformCare will offer training on the new system and training dates and times will be forthcoming.

If you have questions about this communication, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare
Scott Suhring, Capital Area Behavioral Health Collaborative
Missy Wileman, Tuscarora Managed Care Alliance
PerformCare Account Executives