

Provider Notice

To: **Targeted Case Management Providers**
From: **Dan Eisenhauer, Director of Operations**
Date: **November 14, 2024**
Subject: **AD 24 116 Requirement of Re-authorization for MH and SU TCM**

Currently, TCM providers must obtain an initial authorization for TCM services, and no additional re-authorizations after that initial authorization. The lack of a current TCM authorization in PerformCare's system creates many challenges such as reporting and coordinating care. Beginning 1/23/25, PerformCare will be requiring all TCM providers to have an active authorization for all members currently receiving TCM services. A TCM authorization will continue to be issued for a year. For providers to implement this new requirement, members will fall into three categories and will need the following action steps:

1. Members that were authorized more than one year prior to 1/23/2025 for TCM services and thus have no active authorization will require a new initial authorization.
2. Members that have a current authorization that was completed via fax **before 7/3/24** will require a new initial authorization via the NaviNet Provider Portal prior to the current authorization end date.
3. Members that have been authorized via the NaviNet Provider Portal since 7/3/24 will require a re-authorization prior to the current authorization end date.

Providers can follow these [instructions](#) in provider notice AD 17 105 to pull an authorization report to determine which members have been authorized in the last year. Providers should make note of the end-date of authorization for these members and be aware that the re-authorization will need to be submitted prior to the end of the current authorization timeframe via the NaviNet Provider Portal.

For all other current members being served, providers will need to complete an initial authorization for the Member and start to track when each Member is due for re-authorization.

PerformCare will allow providers a grace period to enter in these new initial authorizations for Members receiving TCM who do not have a current authorization as outlined below,

- For providers that are high volume (having 500 or more members), 6 months will be given to enter all required authorizations.
- For providers that are medium volume (having 100-499 members), 3 months will be given to enter all required authorizations.
- For providers that are low volume (having less than 100 members), 30 days will be given to enter all required authorizations.

With this change in requirements, providers will be taken to a new screen with a set of questions in the NaviNet Provider Portal that will electronically capture the information previously entered on the

authorization request form. This new process will start on 1/23/25. Effective 1/23/25, Providers will no longer need to upload the Targeted Case Management (TCM) Mental Health (MH) Authorization Request Form *for NaviNet Submission Only* form with the authorization. However, PerformCare requests that Providers report Sexual Orientation and Gender Identity assessment information via a new Navinet SOGI form that will be reviewed with TCM providers during training sessions.

PerformCare will be holding training sessions on this new requirement, the new assessment, and the new SOGI form in January. Please watch for dates and ensure that impacted staff at your agency can attend the trainings.

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