

Provider Notice

To: Child Partial Hospitalization Program Providers
From: Scott Daubert, PhD., VP Operations
Date: May 15, 2018
Subject: MH 18 100 Partial Hospitalization Continued Stay and Discharge Process

PerformCare has decided that to best serve our Members and improve coordination and active discharge planning, we will be implementing the telephonic review process for all Child Partial Hospitalization Programs. This means that paper case submissions will discontinue as of June 15, 2018. The precertification process will be unaffected.

The Partial Program will be responsible for contacting PerformCare by calling 1-888-700-7370 on the last funded date of service by 3:45pm to complete a telephonic medical necessity review with a Clinical Care Manager. The determination and authorization information will be given immediately upon completion of the review. This process will repeat at the end of each authorization period throughout the member's treatment. Once a member has completed, transferred, or discharged from the program, the Partial Program is again responsible for notifying PerformCare and completing a telephonic discharge review with a Clinical Care Manager within two business days.

Thank you for the valuable service you provide to our members. Please feel free to contact your Account Executive with any questions.

cc: James A. Laughman, PerformCare
Scott Suhring, CABHC
Jack Pizzoli, PerformCare
Tia Mann, Behavioral Health Services of Somerset & Bedford Counties
Tina Heinrich, Behavioral Health Services of Somerset & Bedford Counties
PerformCare Account Executives