

# CENPATICO BEHAVIORAL HEALTH

## **BEHAVIORAL HEALTH PROVIDERS**

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### **Coordination of Behavioral Health Services**

ATC partners with our Behavioral Health affiliate, Cenpatico, to deliver Mental Health and Substance Use Disorder services to our members. For information regarding Behavioral Health Services, locating providers, or for assistance in coordinating services for the member, please contact ATC's Integrated Medical Management department at 1-855-735-4398.

### **Behavioral Health Services Accessibility**

To ensure members have access to care, providers are required to comply with the following appointment standards:

- Emergent Care – immediately (24 hours per day, 7 days per week)
- Urgent Care - within 24 hours
- Non-urgent care – within 2 weeks
- Post Discharge Follow Up - within 5 days
- Office Wait Times - not to exceed 1 hour

### **Continuity of Care Coordination**

When members are newly enrolled and have been previously receiving Behavioral Health Services, Cenpatico will make best efforts to maximize the transition of members' care through providing for the transfer of pending prior authorization information for at least 180 days; and work with the member's provider to honor those existing prior authorizations.

### **Coordination and Communication between Behavioral Health Providers and PCP**

ATC encourages PCPs to consult with their members' Behavioral Health (Mental Health and/or Substance Use Disorder) provider(s). In many cases the PCP has extensive knowledge about the member's medical condition, mental status, psychosocial functioning, and family situation. Communication of this information at the point of referral or during the course of treatment is encouraged with member consent, when required. We encourage all service Providers to coordinate care with a member's entire treatment team, including but not limited to PCPs and the Behavioral Health Provider. Additionally, ATC and Cenpatico will offer trainings to PCPs and Behavioral Health Providers focused on the concepts of integrated care, cross training in medical, behavioral and substance use disorders, and screening tools.

Network Providers should communicate and coordinate with the member's PCP and with any other Behavioral Health Providers whenever there is a Behavioral Health problem or treatment plan that can affect the member's medical condition or the treatment being rendered to the member. Examples of some of the items to be communicated include:

- Prescription medication.
- Results of health risk screenings.
- The member is known to abuse over-the-counter, prescription or illegal substances in a manner that can adversely affect Medical or Behavioral Health treatment.
- The member is receiving treatment for a Behavioral Health diagnosis that can be misdiagnosed as a physical disorder (such as Panic Disorder being confused with Mitral Valve Prolapse).
- The member's progress toward meeting the goals established in their treatment plan.

A form to be used in communicating with the PCP and other Behavioral Health Providers is located on our websites at [www.absolutetotalcare.com](http://www.absolutetotalcare.com) and [www.cenpatico.com](http://www.cenpatico.com). Network Providers can identify the name and contact information for a member's PCP by performing an eligibility inquiry on the ATC Provider Secured Portal or by contacting their Provider Services helpline at 1-855-735-4398. Network Providers should screen for the existence of Co-Occurring Behavioral Health and Substance Use Disorders and make appropriate referrals. Network Providers should refer members with known or suspected untreated physical health problems or disorders to their PCP for examination and treatment. Cenpatico will also offer provider training on screening tools that can be used to identify possible Behavioral Health and Substance Use Disorders. Resources and training will include referral processes for Providers to assist members in accessing support through Cenpatico.

Cenpatico requires that Network Providers report specific clinical information to the member's PCP in order to preserve the continuity of the treatment process. With appropriate written consent from the member, it is the Network Provider's responsibility to keep the member's PCP abreast of the member's treatment status and progress in a consistent and reliable manner.

**The following information should be included in the report to the PCP:**

- A copy or summary of the intake assessment.
- Written notification of member's noncompliance with treatment plan (if applicable).
- Member's completion of treatment.
- The results of an initial Psychiatric evaluation, and initiation of and major changes in psychotropic medication(s) within fourteen (14) days of the visit or medication order.
- The results of functional assessments.

**Prior Authorization Requirements:**

All Non-Participating providers require authorization for all services, including traditional outpatient therapy services. The following services require prior authorization from Cenpatico for Participating providers:

<p>Behavioral Health Services includes Substance Use Disorder (Department of Alcohol and Other Drug Abuse Services – DAODAS) Services</p>	<ul style="list-style-type: none"> <li>• Inpatient Psychiatric</li> <li>• Detoxification</li> <li>• Residential Treatment Programs (SUD Only)</li> <li>• Partial Hospitalization Program (PHP)</li> <li>• Intensive Outpatient Therapy (IOP)</li> <li>• Psychological Testing</li> <li>• Neuropsychological Testing</li> <li>• Electroconvulsive Therapy (ECT)</li> <li>• Alcohol and/or Drug Treatments</li> <li>• Day Treatment</li> <li>• Vivitrol Injections</li> </ul>
<p>Community Support Services: Behavioral Health</p>	<ul style="list-style-type: none"> <li>• Peer Support Service</li> <li>• Behavior Modification</li> <li>• Family Support</li> <li>• Case Management</li> <li>• Psychosocial Rehabilitation</li> </ul>

Participating Network Providers are not required to obtain authorization for specific outpatient therapy services. For a comprehensive listing of covered Behavioral Health and Substance Use Disorder billing codes, including authorization requirements, please refer to the Covered Services and Authorization Guidelines section of the Cenpatico Provider Manual.