

## UPDATE | South Country Health Alliance

May 10, 2019  
Provider Network Management

### **Utilization Management (UM) Updates for SCHA providers**

#### **BIG NEWS! Authorization Options Now Available on the Provider Portal!**

When sending information to SCHA Utilization Management use Fax #: 888-633-4052. If you have any questions regarding claims, please call our Provider Contact Center at 1-888-633-4055.

**Medical Pharmacy Authorizations Fax #:** 888-633-4052 - for SeniorCare Complete and AbilityCare  
866-533-5496 - for PMAP, MinnesotaCare, SingleCare, MSC+, SharedCare

**Provider Portal authorization submission and status view ARE NOW AVAILABLE**

#### **Submit your Medical Service or DME Authorizations electronically!**

Requests for some services such as Behavioral Health and Medical Pharmacy PA will not be available via the portal. Continue to use the forms located on our website. When filling out service request forms we encourage you to use the electronic fillable PDF forms on our website, then print and fax. Fax numbers can be found at the top of each form. Typed forms makes the information easier for the UM team to clearly read what you are requesting.

#### **Other services found on the Provider Portal:**

- Review Member eligibility
- Check status of a claim
- Payment Search
- Make an authorization request
- Check status of an authorization
- Online Provider Service Support
- **Note to EW providers** – Service agreements are not accessible via the portal

**To determine if the service/procedure equipment requires prior authorization** see the authorization list on our website at [https://mnscha.org/?page\\_id=304](https://mnscha.org/?page_id=304).

### **BEHAVIORAL HEALTH PROVIDERS IMPORTANT INFORMATION**

#### **SUD PROVIDERS**

For Outpatient and Inpatient (In Network for this service is defined as located in MN, IA, WI, SD, ND). The following service codes plus associated modifiers no longer require prior authorization to provide members direct access to treatment: R0944, R0945, R0953, H2035, H2036, H0020, H0047, T1016, H0038, H0001. **H2036** requires notification at admission and discharge; use form #4505.

**BEHAVIORAL HEALTH HOME PROVIDERS:** No prior authorization required in 2019, however notification is required. Use forms #4537 (BHH) or #4636 (HP).

**RRP PROVIDERS:** Require authorization number and practitioner level NPI and TIN.

**PSYCHOLOGICAL SERVICE PROVIDERS:** (In network for this service is defined as located in MN.) You no longer need prior authorization for the following service codes: 96112, 96113, 96121, 96130, 96131, 96132, 96133, 96136, 96137, 96116, 96138, 96139, 96146, 99451, 99452, 99453, 99454, 99457, 99491.

**IRTS PROVIDERS:** Notification of admission is required using form #4398. If member exceeds 90-day threshold, please submit form #4381 along with supporting clinical information.

**ACT PROVIDERS:** Notification is required using form #4398

## **OTHER PROVIDER INFORMATION**

**HOSPICE PROVIDERS:** No prior authorizations required however a notification is required. Use form #4735 – and note the admitting diagnosis is an essential requirement on the notification form.

**HOSPITALIZATION NOTIFICATIONS:** Inpatient admission and discharge notification is required. Use form #4492 when providing notification of an admission or discharge of an acute care hospitalization. The notification requirement includes inpatient acute care hospitalization for reasons of mental health or substance abuse, new moms, and births. This is required *even when* SCHA is not primary payor.

**NICU NOTIFICATIONS:** Notification is required. Use form #4492 when baby is admitted to NICU.

<b>CLAIMS PAYMENT</b>
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**ALL OUT-OF-NETWORK PROVIDERS MUST** register by submitting a Non-Contracted Provider Facility Information Form #4402. You will find this form on our website at [https://mnscha.org/?page\\_id=301](https://mnscha.org/?page_id=301). If you are not registered prior to submitting claims, the claim will be rejected. If you have any questions with this process, please call the Provider Contact Center at 1-888-633-4055.

**Claims Questions for 2018 Dates of Service:** Mayo Clinic Health Solutions Provider Call Center runout period will cease as of May 10, 2019 for dates of service 2018 and older. [MayoClinicHealthSolutions.com](http://MayoClinicHealthSolutions.com) will remain available through August 31, 2019. Mayo Clinic Health Solutions will accept calls regarding provider claims until May 31, 2019, at 1-800-995-4543. After May 31, 2019, all questions regarding outstanding claims with 2018 dates of service must be directed to South Country Health Alliance Provider Contact Center at 1-888-633-4055. Thank you for your cooperation.