

Provider Update

Mental Health Targeted Case Management and Mental Health Rehabilitative Services Update

Summary of change: Amerigroup* recently notified you of changes related to Mental Health Targeted Case Management (TCM) and Mental Health Rehabilitative Services (MH Rehab) beginning September 1, 2014. We are providing additional clarification as it relates to notification and authorization for these services.

✦ What this means to you:

Amerigroup will require authorization for Mental Health Targeted Case Management and Mental Health Rehabilitative Services for Medicaid STAR and STAR+PLUS effective September 1, 2014. Authorization waivers will exist for 90 days post-implementation.

As outlined in Senate Bill 58 from the 83rd Legislature, Mental Health Targeted Case Management (TCM) and Mental Health Rehabilitative Services (MH Rehab) are carved into Medicaid Managed Care effective September 1, 2014. Local mental health authorities and applicable behavioral health practitioners will be required to coordinate care with the member's applicable managed care organization (MCO), and claims will be processed by the member's MCO for these services as well.

What is the impact of the change?

You will experience changes related to coordination of care and precertifications. There will be a 90-day authorization waiver for those services that were already authorized by Texas Medicaid & Healthcare Partnerships. On December 1, 2014, that waiver will end, and any service rendered without an authorization will be denied. Therefore, it is important to begin coordinating service needs with Amerigroup beginning September 1.

What is the process?

Amerigroup will utilize the Uniform Managed Care Manual (UMCM) Chapter 15.2 form (Mental Health Targeted Case Management and Mental Health Rehabilitative Services Request Form) as approved by the Texas Health and Human Services Commission (HHSC) and documented in the Uniform Managed Care Manual (UMCM) located on the HHSC website at <http://www.hhsc.state.tx.us/medicaid/managed-care/UMCM/Chp15/15-2.doc>.

This form must be fully completed, and there are two ways to submit the form to Amerigroup upon completion:

1. Submit the HHSC form for the ANSA/CANS information to request authorization via fax at 1-866-877-5229.
2. Submit the HHSC form via the TCM/MHR Services Request Form link at providers.amerigroup.com/TX > Provider Resources & Documents > Forms. This form can be saved and attached to a precertification request.

**In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc.*

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Upon receipt of the completed form, Amerigroup will review the information along with the member's history and contact the provider if additional information is needed. If the form is incomplete or any additional information is needed, Amerigroup will not authorize services until the additional information is received. If deviation from the Level of Care is requested, additional clinical information is required. Amerigroup recommends submitting this information at the time the Mental Health Targeted Case Management and Mental Health Rehabilitative Services Request Form is submitted; otherwise, a delay in authorization could occur. Amerigroup will provide authorization notices upon completion of the authorization request.

Amerigroup will not require an authorization for crisis intervention services.

What if I need assistance?

If you have questions about this communication, received this fax in error, or need assistance with any other item, contact your local Provider Relations representative or call our Provider Services team at 1-800-454-3730.



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