



For patients who have TennCareSM

Referral Information for Outpatient Mental Health & Substance Use Disorder Treatment and Services and Treatment for Complex Cases

TennCare Managed Care Organization (MCO) Provider Directory Links:

Amerigroup	BlueCare Tennessee	UnitedHealthcare
<p>Provider Directory/Provider Portal: https://providers.amerigroup.com/pages/providerdirectory.aspx</p> <p>Tips for searching for a community mental health center:</p> <ul style="list-style-type: none"> • Click the Provider Portal link above. • Select Tennessee • Click Search Now • Select Location and Plan • Click Doctors by specialty and enter Community Mental Health Center <p>Tips for searching for an outpatient substance use disorder provider:</p> <ul style="list-style-type: none"> • Repeat the first four steps above. • Click Doctors by specialty and enter Outpt Sub Ab Trtmnt Svcs -adult or Outpt Sub Ab Trtmnt Svcs -children 	<p>Provider Directory: https://bcbst.sapphirecareselect.com/?ci=DFT&network_id=39&geo_location=35.0671000000001,-85.2456&locale=en_us</p> <p>Tips for searching for a community mental health center:</p> <ul style="list-style-type: none"> • Click the Find a Doctor link above. • Change All Networks to BlueCareSM. • To narrow the search, enter your City, State and Zip Code. • Search for Behavioral Health Facility. <p>Tips for searching for an outpatient substance use disorder provider:</p> <ul style="list-style-type: none"> • Repeat the four steps above. • Click the More Filters option and select Expertise. • Select the appropriate category from the drop-down list. 	<p>Provider Directory: https://www.uhcprovider.com/en/find-a-provider-referral-directory.html</p> <p>Tips for searching for a community mental health center: https://provider.liveandworkwell.com/content/laww/providersearch/en/home.html?siteId=10275&lang=1</p> <ul style="list-style-type: none"> • Enter city/location • From left menu, select Coverage/Plan Type > Medicaid • Search Community Mental Health Center <p>Tips for searching for an outpatient substance use disorder provider:</p> <ul style="list-style-type: none"> • Repeat the first two steps above. • Search Outpatient Substance Use Disorder

Are you concerned that your patients need:

- Medication-Assisted Treatment (MAT)
- Assistance with behavioral health appointments/resources
- Assistance with scheduling a follow-up appointment with a primary care provider
- Additional information about their health care benefits
- Advocacy and assistance in finding health care specialists
- MCO-level case management, because they are chronically ill

MAT Provider Referral Information		
<p>Amerigroup Real Solutions</p> <p>Portal for MAT providers: https://providers.amerigroup.com/ProviderDocuments/TNTN_CAID_MATProviders.pdf</p>	<p>Blue Care Tennessee</p> <p>Portal for MAT providers: https://bcbst.sapphirecareselect.com/?ci=DFT&network_id=39&geo_location=35.0671,-85.2456&locale=en_us</p> <p>Tips for searching for a MAT provider:</p> <ul style="list-style-type: none"> • Use the BlueCross Provider Search. • Choose BlueCare Network • Enter your location. • Choose Medication-Assisted Treatment. • You may need to expand the distance to 50 miles for some remote areas. • Doctors have limited waivers and availability will fluctuate, so providing multiple options is possible. <p>MAT Provider Referral line: 800-814-8936</p>	<p>United Healthcare</p> <p>Portal for MAT providers: https://www.uhcommunityplan.com/tn/tn-find-a-mat-provider</p> <p>Provider Services: 800-690-1606</p> <ul style="list-style-type: none"> ▪ Press 8 if this is related to behavioral health or substance use ▪ Say “Yes” if you are a provider, state your reason for calling (e.g., Find a provider for referral) ▪ Enter the member’s identification number

TennCare Managed Care Organization Contacts for Complex Cases

- **Use this information if your patients have challenging medical and behavioral health conditions and you need additional assistance locating an inpatient or outpatient provider.**

If you need help scheduling an outpatient appointment for a patient with complex medical or behavioral health needs, please contact the member's TennCare MCO:

TennCare Provider Referral Information		
<p>Amerigroup Real Solutions</p> <p>Amerigroup ED Referral Voice Mailbox for Case Management 615-882-8212</p> <p>Email referrals to case management: HCMREF@amerigroup.com</p> <p>Susan Hinson RN CCM Emergency Department Team Lead 901-232-6716 susan.hinson@amerigroup.com</p> <p>Provider portal: https://providers.amerigroup.com/pages/providerdirectory.aspx</p>	<p>BlueCare Tennessee</p> <p>Referral Line: 888-416-3025</p> <p>Email referrals to case management: cm_ref@BCBST.com</p>	<p>United Healthcare</p> <p>Provider Services: 800-690-1606</p> <p>Email referrals to case management: tn_case_management@uhc.com</p> <p>Inpatient Assistance: If you need assistance with discharge planning, contact your assigned UHC Utilization Nurse and they can refer you to a Discharge Care Manager.</p>
Member Contact Information		
<p>Amerigroup Real Solutions</p> <p>Member Services: 800-600-4441</p> <p>Amerigroup On Call 24/7: 866-864-2544</p> <p>https://www.myamerigroup.com/tn/home.html</p>	<p>BlueCare Tennessee</p> <p>BlueCare Member Services: 800-468-9698</p>	<p>United Healthcare</p> <p>Member Services: 800-690-1606</p>