

Utilization Management/Authorization For CFTSS: OLP, CPST, PSR, FPSS Information presented below was provided by plans.							
Plans	Notification Required	Notification Process (call, email, submit form via portal, etc.)	Additional Information (for example contact person, link to form, etc.)	Pre-authorization Required (Visits 1-3)	Concurrent Review Required	Concurrent Review Process (call, email, contact person, submit form via portal, etc.)	Additional Information (for example contact person, link to form, etc.)
HealthFirst	Yes	online portal, call, fax	Lisa O'Keefe, (212)-547-2597, LO'Keefe@Healthfirst.org Christine Hohenleitner, (212)-209-6423 CHohenleitner@Healthfirst.org	No (for In-network providers) OON providers need authorization for all 4 services	In-network providers: OLP - No CPST - Yes PSR - Yes FPSS - No OON providers: need authorization for all 4 services	online portal, call, fax	Lisa O'Keefe, (212)-547-2597, LO'Keefe@Healthfirst.org Christine Hohenleitner, (212)-209-6423 CHohenleitner@Healthfirst.org
Amerigroup for BlueCross BlueShield of WNY Medicaid & CHP	No	N/A	N/A	No (for in network providers) OON providers, preauth required post first 90 days	No (for in network providers) OON providers, yes, required post first 90 days	Submit form with request for op svcs via fax BH OP Fax line: (877)-866-5229 For Additional Information call Provider Service: (866)-231-0847	BH OP Fax line: (877)-866-5229 For Additional Information call Provider Service: (866)-231-0847
Independent Health	No	No notification required	Raechel Schwartz (raechel.schwartz@beaconhealthoptions.com)	No	No	No concurrent review process required	Raechel Schwartz (raechel.schwartz@beaconhealthoptions.com)
MetroPlus	No	No notification required	Raechel Schwartz (raechel.schwartz@beaconhealthoptions.com)	No	No	No concurrent review process required	Raechel Schwartz (raechel.schwartz@beaconhealthoptions.com)
MVP	No	No notification required	Raechel Schwartz (raechel.schwartz@beaconhealthoptions.com)	No	No	No concurrent review process required	Raechel Schwartz (raechel.schwartz@beaconhealthoptions.com)
Molina HealthCare of New York Inc. (Formerly TotalCare)	Yes	Submit form via fax or portal Fax: (866)-879-4742	Katharine.OConnell@molinahealthcare.com	No (PAR Only, OON providers need authorization for all 4 services)	Yes	Submit form via fax or portal Fax: (866)-879-4742	Katharine.OConnell@molinahealthcare.com

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United Healthcare	Not required for PAR providers Always required for non-PAR providers	Utilize portal: www.uhcprovider.com/paan Or call Provider Line (from the back of the Member card): (866)-362-3368	Utilize portal: www.uhcprovider.com/paan Or call: -Dial Provider Line (from the back of the Member card): (866)-362-3368 -Enter TIN -Select " Care Notifications and Prior Auth " -Enter UHC Member ID -Enter Member DOB -Select " Mental Health "	Not required for PAR providers Always required for non-PAR providers	Not required for PAR providers Always required for non-PAR providers	Utilize portal: www.uhcprovider.com/paan Or call: -Dial Provider Line (from the back of the Member card): (866)-362-3368 -Enter TIN -Select " Care Notifications and Prior Authorizations " -Enter UHC Member ID -Enter Member DOB -Select " Mental Health "	For escalation of provider UM concerns contact: Danielle Galiard, LMHC BH Clinical Program Manager NY Medicaid Under 21 Email: Danielle.Galiard@UHC.com Phone: (518)-313-4898 Phone: (800)-548-6549 x67640 You may also contact Network Management if you have any questions (email strongly preferred): Email: NYNetworkManagement@optum.com Phone: (877)-614-0484
Wellcare	No	No notification required	Kerri Gunn Kerri.Gunn@wellcare.com	No	Yes	Online portal, call (800)-288-5441 or fax (855)-713-0591 for Patient Authorization	n/a
VNS	No	No notification required	Raechel Schwartz (raechel.schwartz@beaconhealthoptions.com)	No	No	No concurrent review process required	Raechel Schwartz (raechel.schwartz@beaconhealthoptions.com)
YourCare	No	No notification required	Raechel Schwartz (raechel.schwartz@beaconhealthoptions.com)	No	No	No concurrent review process required	Raechel Schwartz (raechel.schwartz@beaconhealthoptions.com)

Have additional questions for Managed Care Plans around Utilization Management or other topics?
Find the appropriate contact information on the MCO Plan Matrix at
www.matrix.ctacny.org