

Date: December 8, 2011

To: PBH Network Providers

From: Nicole P. McKinney, PhD, LPC
Corporate Network Operations Director

RE: Five County Management of Authorizations for
Substance Abuse Services

Due to requirements in 42 CFR regarding Alcohol and Drug Abuse Patient Records, we are unable to obtain any existing authorization data from Value Options for Medicaid consumers receiving substance abuse treatment.

PBH will begin management of authorizations for all substance abuse services for consumers who had Medicaid originating from the Five County area beginning January 1, 2012.

Providers will be given a pass through for the month of January for services that typically would require authorizations (e.g., SAIOP, Opioid Treatment, etc.) This means that providers can submit claims for those first 30 days without having an authorization in the PBH system. This will allow providers an opportunity to finalize contracts, complete requirements to obtain a provider direct login, and begin submission of Treatment Authorization Requests (TARS) for Substance Abuse services with start dates of February 1, 2012 and beyond. Please refer to the authorization guidelines posted on the PBH website at <http://www.pbhsolutions.org> for questions about when an authorization is required.

For any specific authorization questions please contact the Utilization Management Department at 704-939-7700.

For general inquiries or technical assistance with completing a PBH provider/practitioner application, please contact a designated contract specialist for support as follows:

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