

PROVIDER ALERT

New York State (NYS) Behavioral Health Service Request for NYS Community Plan Membership Including Medicaid (Adults & Families)/HARP/EPP

Important Notification for All Behavioral Health Providers

Effective July 1, 2019, Behavioral Health Service Requests for levels of care requiring prior authorization will be accepted electronically via the online Prior Authorization and Notification tool, in addition to telephonically. **Email and fax submission pathways will be decommissioned effective September 1, 2019.**

Pathways for submission:

1. **Electronic:** Submit Prior Authorization and Notifications (**PAAN**) and supporting documentation, including NYS SUD Notification Documents (Treatment plan/Appendix A and LOCADTR), through the [Prior Authorization and Notification Tool](#).

Quick Reference Guide and Other Helpful Resources and **Videos and Training** to assist in the transition can be found at this [link](#).

2. **Telephonic:** Requests for services that require authorization and notification (**includes both prior authorization requests and concurrent review requests**) can be obtained by calling:

Toll-free line: **1-866-362-3368** (as listed on the back of the Member card)

When prompted:

- Enter TIN
- Select “Care Notifications and Prior Authorizations”
- Enter UHC Member ID (as listed on front of the Member’s ID card)
- Enter Member DOB
- Select “Mental Health”

If an error occurs, please request that the answering agent redirect your call to the Behavioral Health Prior Authorization and Notification Line.

NOTE: The following electronic submission pathways will be decommissioned effective September 1, 2019:

Email: NYHARPAuthorizations@uhc.com

FAX: 1-877-339-8399

Additional alerts and information are posted on [providerexpress.com](#) (see New York Medicaid Provider Resources – Adults and New York Medicaid Provider Resources – Under the age of 21).

You may also contact Network Management if you have any questions:

Email (preferred): NYNetworkManagement@optum.com

Phone: **1-877-614-0484**