

Frequently Asked Questions for MS-CAN Psychiatric Residential Treatment Facility (PRTF)

Note: This document is a draft with content under final review. At the request of the Health Plan, we are making this information available, subject to final review. Any updates will be provided if and when required.

Q1: What is PRTF?

A1: PRTF services are authorized when an individual under age twenty-one (21) does not require emergency or acute psychiatric care but does require supervision and treatment on a twenty-four (24) hour basis. The goal of PRTF treatment is to help the individual reach a level of functioning where the least restrictive treatment will be possible. The level of care for admission to a PRTF is the same level of care as MYPAC - Mississippi Youth Programs Around the Clock.

Q2: Who is eligible for PRTF Services?

A2: Youth may be eligible for the PRTF program:

- If the beneficiary is under age twenty-one (21) and services are provided before the beneficiary reaches age twenty-one (21)
- or*
- If the beneficiary was receiving the services immediately before he/she reached age twenty-one (21), before the earlier of the following: the date he/she no longer requires the services or the date he/she reaches age twenty-two (22).

Q3: How does a person apply for PRTF Services?

A3: An individual is typically referred by a psychiatrist or a psychologist, and/or a professional staff of an acute care facility.

Q4: Where can I locate the Mississippi Administrative Code, Title 23, Part 207, Chapter 4: PRTF?

A4: The Mississippi Administrative Code for PRTF can be located on the Mississippi Division of Medicaid website: <https://medicaid.ms.gov/providers/administrative-code/>

Q5: Who can provide PRTF services?

A5: Refer to the list of [enrolled Mississippi Medicaid PRTF providers](#) found at medicaid.ms.gov > Programs > Mental Health > Mental Health Services > PRTF Providers

Q6: Can someone who does not live in Mississippi participate in the programs (PRTF)?

A6: All participants must be enrolled with Mississippi Medicaid.

Q7: How does a patient demonstrate need for PRTF services?

A7:

1. The individual has a psychiatric disorder that is documented by the assignment of an appropriate diagnosis, as per the most current version of the Diagnostic and Statistical Manual of Mental Disorders (DSM).
2. The individual can participate and process information as evidenced by an appropriate IQ for the program to which they have been admitted, unless there is substantial evidence that the IQ score is suppressed due to psychiatric illness.
3. The individual's psychiatric symptoms are severe enough to warrant residential treatment under the direction of a psychiatrist.
4. The referring psychiatrist or psychologist advises that residential treatment is needed.
5. At least one (1) of the following:
 - a) The individual has failed to respond to less restrictive treatment in the last three (3) months
 - b) Adequate less restrictive options are not available in the individual's community
 - c) The individual is currently in an acute care facility whose professional staff advise that residential treatment is needed



Q8: If a provider is not approved by the state of Mississippi, can the provider provide services of this type?

A8: No, the provider must be enrolled as a Mississippi Medicaid Provider in order to receive reimbursement for services provided to Mississippi Medicaid beneficiaries.

Q9: What happens if the patient does not follow the program or requirements of the PRTF services?

A9: A UnitedHealthcare Community & State Case Manager will work with the service provider before making a determination to deny.

Q10: Must a PRTF patient have an authorization?

A10: Yes. The Program must request an authorization. Providers would follow the same process to request a PRTF authorization as they would for any other service in Mississippi. Member Phone: 1-877-743-8731 or Provider Phone: 1-877-743-8734.

Q11: What are the state rates and codes for reimbursement for services provided by a Psychiatric Residential Treatment Facility (PRTF)?

A11: Please go to <https://medicaid.ms.gov/providers/fee-schedules-and-rates/#> and scroll down and reference the Psychiatric Residential Treatment Facility rates for the appropriate Calendar Year.

Q12: Where can I locate a copy of the administrative code regulating the PRTF Provider-Reference-Guide?

A12: Providers should reference Administrative Code: [Title 23, Part 207, Chapter 4](#), found at medicaid.ms.gov > Providers > Administrative Code

Q13: How does a provider get connected to Utilization Management for a PRTF authorization?

A13: Providers would follow the same process to request PRTF utilization management reviews as they would for any other service in Mississippi. Phone: 1-877-743-8734



Q14: What number would I call for a Case Manager for the PRTF?

A14: Providers should contact the Case Manager at the direct phone number he or she provided you, if you do not have the number please call Provider or Member service: Provider Phone: 1-877-743-8734. Member Phone: 1-877-743-8731.

Q15: How does a provider submit claims for PRTF services they have provided?

A15: Required Claim Form CMS UB-04

Claims/Customer Service #

- Phone: 1-866-556-8166
- Fax: 1-855-312-1470

Electronic Claims Payer ID: 87726

Paper Claims: When submitting behavioral Claims by paper, please mail claims to:

**UnitedHealthcare
P.O. Box 5032
Kingston, NY 12402-5032**

NOTE: Online options are available at uhcprovider.com.

For assistance in receiving a user ID please call toll-free 1-866-842-3278