

Important contact information for behavioral health integration

Summary: On December 1, 2015, specialized behavioral health services were integrated into Healthy Louisiana. Healthy Blue now directly manages this care for our members. We are excited to welcome behavioral health providers to our network, and we are working diligently to ensure a smooth transition for our providers and our members.

What this means to me

If you have questions or need assistance during the transition process, please reach out to us immediately. We are here to help, and we want to provide you with all of the tools necessary to make this behavioral health integration successful for you and your patients. Listed below is important contact information that you will want to have on hand during the integration.

Important contact information to reference during behavioral health integration

Prior authorization

- Requests can be submitted through Availity, the Healthy Blue secure portal, at <https://www.availity.com>
 - To register for access to Healthy Blue, go to <https://www.availity.com/providers/registration-details>.
 - Portal does allow for attachment of clinical information.
- Requests can be submitted by fax for level of care:
 - Emergent/acute care requests: **1-877-434-7578**
 - Nonurgent/outpatient care requests: **1-866-877-5229**
- Requests can be completed live with a clinician 24/7:
 - Call **1-844-227-8350**.
 - Follow behavioral health provider prompting.
 - To determine if a code requires prior authorization, refer to the provider lookup tool on the provider website.

Credentialing

- Immediately notify us of any changes in licensure, demographics or participation status by calling **1-225-819-4893, ext. 82171**.

Behavioral health member services (including translation services)

- **1-844-821-2280**

Pharmacy services

- Call Express Scripts at **1-844-367-6111** for technical assistance for processing a prescription claim.
- You can reach the Healthy Blue Pharmacy department at **1-844-864-7868**.

Claims/appeals

The information in this bulletin may be an update or change to your provider manual. Find the most current manual at:

<https://providers.healthybluela.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

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- Call Provider Services at **1-844-521-6942** for routine claims/appeals inquiries.

Secure provider website

- Access the website through <https://www.availity.com>.
- Call **1-800-282-4548 (1-800-AVAILITY)** if you have questions about registering.
- Log in using your Availity ID and password to access:
 - Eligibility and benefit inquiries.
 - Claim status inquiries.
 - Claim submissions.
 - Appeals.
 - Panel listings.
 - Precertifications.

Nonsecure provider website <https://providers.healthybluelca.com>

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- Behavioral health resources section
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- Handbooks and quick reference card (QRC) section
- Member eligibility section
- Pharmacy section
- Quick tools section
- Training programs section
- Tutorials section
- Vendor/partner links and information section

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.