

March 2019

## **Mental health agency requirements in audit protocol**

**Background:** As a part of Healthy Blue's Provider Monitoring Provider Program, we audit providers according to National Committee for Quality Assurance (NCQA) standards, Louisiana Department of Health (LDH) required elements, *Clinical Practice Guidelines* and additional standards as applicable.

### **New audit protocol requirements**

Due to recent changes in treatment audit requirements by the Mental Health Rehab Agency and the Behavioral Health Rehab Agency, Healthy Blue will now include Mental Health Rehab Agency requirements in our audit protocol. These requirements can be found in the [\*LDH Behavioral Health Services Manual\*](#).

The new audit elements can also be found on the [LDH website](#) by navigating to Provider & Plan Resources > [Provider Monitoring Report \(#358\)](#).

### **What if I need assistance?**

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

<https://providers.healthybluelouisiana.com>

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