

July 2018

Update: *Member Choice Form*

Summary: Effective August 1, 2018, Healthy Blue requires that a completed *Healthy Louisiana Mental Health Rehabilitation Member Choice Form* is submitted with authorization requests for mental health rehabilitation (MHR) services.

- The *Member Choice Form* must be completed, signed by all parties and received by Healthy Blue prior to the start of services.
- The *Member Choice Form* is required to be in the member's clinical record and is subject to audit upon request.

Healthy Blue monitors this process and ensures there are no overlapping authorizations unless it is during a planned transition. Healthy Blue assists members and providers throughout transitions to prevent gaps in service. During a transfer from one provider to another, the initial provider's authorization end date is adjusted and the new provider is given a start date on a new authorization. Providers are expected to cooperate in members' best interest during transfers, this includes sharing documentation and ensuring members have prescription refills if needed.

Members may only receive MHR services from one provider at a time with the exception of receiving tenancy support through the Permanent Supportive Housing Program or if Healthy Blue's behavioral health medical director determines it is medically necessary and clinically appropriate to receive services from more than one provider.

Providers must notify Healthy Blue immediately if it is suspected that a member is receiving MHR services from more than one provider to prevent duplication of service providers.

The *Member Choice Form* is located on our provider website at <https://providers.healthybluela.com> > Provider Support > Helping Members > Behavioral Health > Forms > select *Healthy Louisiana Mental Health Rehabilitation Member Choice Form*.

What if I need assistance?

For assistance, please contact Healthy Blue Provider Services at **1-844-521-6942** or your Provider Relations representative at **1-504-836-8888** or lainterpr@healthybluela.com.

<https://providers.healthybluela.com>

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