

## **Prior authorization extension for mental health rehabilitation services during COVID-19 emergency**

**Background:** In response to the COVID-19 emergency, Healthy Blue is assuring continuity of care for members with existing prior authorization for mental health rehabilitation (MHR) services through this declared state of emergency.

### **What is the impact of this change?**

Healthy Blue requests documentation from providers so that we are aware of continuation of services, needs for continued service continuity, or needs to expand service coordination.

Upon notification by the provider, Healthy Blue will extend the authorization for at least three months, unless the previous authorization was for a shorter duration of time. In those cases, Healthy Blue will extend the authorization for at least the previously approved amount of time.

If an extension is requested for greater than three months, Healthy Blue will review the request for medical necessity. New authorization requests should follow standard processes currently in place.

### **How do I notify Healthy Blue that a member needs to continue with services?**

To submit a request for continuation of services, please use one of the following methods:

- Fax: **1-866-877-5229**
- Online via Availity: <https://apps.availity.com/availity/web/public.elegant.login>

If you are unable to submit a request for authorization and services are needed, please contact Provider Services at **1-844-521-6942**. You may hear a message regarding the automatic extension of existing elective service authorizations; however, Healthy Blue is still requesting notification for the specialized behavioral health services outlined in *Healthy Louisiana Informational Bulletin 20-4: COVID-19 – MHR Telemedicine/Telehealth*: <http://ldh.la.gov/index.cfm/page/1198>.

### **What information is requested for notification?**

If you are unable to complete the *Behavioral Health Outpatient Treatment Request form*, please provide the following information:

- Member name
- Member ID
- Member date of birth
- Requested units and dates of service
- Name and phone number of requesting clinician

### **Additional MHR guidance**

For additional guidance related to the provision of MHR services during the COVID-19 emergency, please see *Healthy Louisiana Informational Bulletin 20-4: COVID-19 – MHR Telemedicine/Telehealth*: <http://ldh.la.gov/index.cfm/page/1198>.

<https://providers.healthybluelo.com>

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**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 our Provider Relations Hotline at **1-504-836-8888**. For Provider Relations representatives and territories, please reference

[https://providers.healthyblue.com/Documents/LALA\\_CAID\\_ProviderRelationsRepsMapRebrand.pdf](https://providers.healthyblue.com/Documents/LALA_CAID_ProviderRelationsRepsMapRebrand.pdf).