

PROVIDER Bulletin



November 25, 2013

This Provider Bulletin applies to the lines of business and provider types checked below:

PHP (Medicare) Primary Care Physicians Specialists
 PHC (Medicaid) Ancillary Hospitals

Please consider this Provider Bulletin as formal announcement that Psychcare, LLC has been selected as our behavioral health managed care company, effective January 1, 2014.

Effective January 1, 2014, Psychcare, LLC will replace Mental Health Network, Inc. (MHNet) for coordination of behavioral health services for PHC (Medicaid) and PHP (Medicare) members. The Florida Medicaid Community Behavioral Health Services Coverage and Limitation Handbook is a guiding document to Psychcare for the provision of behavioral health services for Medicaid recipients.

Member Identification Cards: Effective 1.1.2014, each PHC & PHP member will be issued new Member Identification Card bearing Psychcare's toll-free number: 855.765.9698

Psychcare Toll-free Number: 855.765.9698 – Assistance available 7 days a week, 24 hours per day.

Psychcare Facsimile Number: 800.221.5487

Psychcare Participating Providers: Please refer to PHC Provider Directory - January 2014 for a complete list of Psychcare providers located in Broward, Miami-Dade and Monroe Counties.

The PHC Provider Directory is accessible on-line at www.positivehealthcare.org

Outpatient Authorizations: PHC (Medicaid) Prior authorization for new treatment is required for the following services:
Psychosocial Rehabilitation (H2017)
Targeted Case Management (T1017, T1017HA, T1017HK)
Psychological Testing (H2019) and TBOSS (H2019 HO, H2019HN, H2019HM)

Prior Authorization is not required for other H and T codes not mentioned above.

Inpatient Authorizations: All inpatient treatment/admissions require approval.

In the event you have any questions surrounding the services and/or operational procedures of our new healthcare partner Psychcare, LLC, please do not hesitate to contact your Provider Relations Representative:

Providers located in Broward County: Lisa Thomas, 954.522.3132 ext. 3233

Providers located in Miami-Dade County: Julianne Allende, 954.522.3132 ext. 3209

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed agreement with AHF, PHP or PHC. If you have any questions or suggestions contact the Provider Relations Department at (954) 522.3132 or email to Remon.Walker@positivehealthcare.org