



An important
message from
Provider Relations



BEHAVIORAL HEALTH PRIOR AUTHORIZATION SUBMISSION

Thank you for your continued partnership with Ambetter from Home State Health. We work to ensure that it is always easy to do business with Ambetter, and we want to notify you of some upcoming changes to our behavioral health prior authorization forms.

Summary of Change: Effective May 6, 2019 we will be converting to a new prior authorization form for behavioral health services.

- **NOTE** The fax number to submit a behavioral health request has changed 855-690-5433.

Why are these changes necessary? Our current “Outpatient Treatment Request” form is several pages long and confines you to our form’s format for supporting clinical documentation. Our new “Prior Authorization Form” is a single page and will allow you to submit clinical data in **any** form.

What are the impacts of these changes? When we switch to the new form we will also post parameters for supporting clinical documentation to help ensure that what you submit will provide the information we need to make a determination.

What if I need assistance? The new form will be posted on the Provider Resources page of our website: <https://ambetter.homestatehealth.com/provider-resources/manuals-and-forms.html> . Please don’t hesitate to reach out to our Provider Services team at 855-650-3789 with any questions you may have. Please fax BH Prior Authorization Submissions to 855-690-5433.

This information is also reflected in our Provider Manual. For access to the current provider manual, please visit our website at: <https://ambetter.homestatehealth.com> .

Sincerely,

Ambetter from Home State Health

- **Keep Up with Our Latest News and Announcements!** All of Home State’s News and Announcements are located on our website at www.HomeStateHealth.com. Here you can also find our annual provider manual, provider training opportunities, quarterly provider newsletters, and so much more!

Questions? Contact Provider Relations

1-855-650-3789 (TTY/TDD: 1-877-250-6113)

Ambetter.HomeStateHealth.com

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