



77 Water St.
14th Floor
New York, NY 10005

<Date>

<Practitioner Name>
<Addr1>
<Addr2> <Floor> <Room>
<City>, <State> <Zip Code>

Re: Specialty clinics for children with a Serious Emotional Disturbance (SED) carve-in to Medicaid Managed Care

Dear <Practitioner Name>:

On January 1, 2019, the New York State Department of Health (NYS DOH) began to transition Behavioral Health Services covered for eligible Under 21 Medicaid recipients to Medicaid Managed Care Organizations (MCOs).

As part of this transition, the UnitedHealthcare Community Plan benefit package expanded on July 1, 2019, to cover additional mental health and substance use disorder services for youth and children under 21 including OMH Outpatient Clinic Services.

Beginning July 1, 2019, OMH Outpatient Clinic providers should bill UnitedHealthcare for services delivered to SED children enrolled in UnitedHealthcare Community Plan using the same APG rate codes and procedure codes used for non-SED children.

These codes are defined in the New York State Health and Recovery (HARP)/Mainstream Behavioral Health Billing and Coding Manual: omh.ny.gov/omhweb/bho/harp-mainstream-billing-manual.pdf

Out-of-Network Providers:

To minimize disruption to member care and provider payment, Out-of-Network providers must notify UnitedHealthcare which members you are serving to ensure that service continuation benefits are applied (up to 24 month for continuous course of treatment).

Pathways for submission:

Electronic: Submit Prior Authorization and Notifications (PAAN) and supporting documentation, including NYS SUD Notification Documents, through the [Prior Authorization and Notification Tool: uhcprovider.com/paan](http://uhcprovider.com/paan)

uhcprovider.com > Health Plans by State > New York > UnitedHealthcare Community Plan of New York home page > Prior Authorization and Notification > Prior Authorization and Notification Tool



Quick Reference Guide and Other Helpful Resources and Videos and Training to assist in the transition can be found at uhcprovider.com/paan

Telephonic: Requests for services that require authorization and notification (includes both prior authorization requests and concurrent review requests) can be obtained by calling:

Toll-free line: **1-866-362-3368** (as listed on the back of the Member card)

When prompted:

- Enter TIN
- Select “Care Notifications and Prior Authorizations”
- Enter UHC Member ID (as listed on front of the Member’s ID card)
- Enter Member DOB
- Select “Mental Health”

In-Network Providers:

In-network providers should refer to providerexpress.com for more detailed information including the Children’s Quick Reference Guide (QRG), Network Manual and other relevant materials found on Providerexpress.com > United States > Our Network > State-Specific Provider Information > New York > Welcome to the Network

Please contact Network Management if you have any questions (email strongly preferred):

Email: **NYNetworkManagement@optum.com**
Fax: **1-866-483-6254**
Phone: **1-877-614-0484**

Sincerely,

Tara Caruso
Director Provider Relations (NY, NJ, CT and VT)
Behavioral Network Services