



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

<Date>

<First name> <Last name>/<Group Name>
<Program Name if available>
<Address 1>
<Address 2>
<City>, <State> <Zip>

Re: Behavioral Health Services for New York Under 21 Medicaid Recipients

Dear <First Name> <Last Name>/<Group 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). Beginning January 1, 2020, the UnitedHealthCare Community Plan current benefit package will cover the following additional Children and Family Treatment and Support Services (CFTSS) which previously were only available to waiver children under Home and Community Based Services (HCBS):

- Youth Peer Support and Training
- Crisis Intervention

Out-of-network providers must notify UnitedHealthcare regarding which members you anticipate providing these services to ahead of the January 1, 2020 effective date.

Taking this action will minimize disruption to member care and provider payment.

You can notify us by calling the Clinical Services line: 1-866-362-3368 and speak with a member of the care management team.

In-network providers should refer to providerexpress.com for more detailed information about authorization requirements. Additional information including the Network Manual and other relevant materials can also be 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: **1-877-958-7745**
Phone: **1-877-614-0484**

Sincerely,

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