



Provider Alert

Children's Behavioral Health Initiative (CBHI) Authorization requirement for Mass General Brigham Health Plan

Thank you for your ongoing support of our members during this time of transition!

It has come to our attention that many providers are uncertain about authorizations for CBHI Services.

As noted in the [Mass General Brigham Health Plan Provider Manual Addendum](#), CBHI services do not require authorization or notification. This includes BHCA services.

If you are an in-network provider with Optum, and you have attested to the relevant CBHI Areas of Expertise, you should have received the fee schedule with the codes for billing and submitting CBHI claims. **If the youth is one of our active members, you can start services and submit claims immediately without having to request an auth online or by phone.** This is applicable to both initial authorizations and reauthorizations.

- Family Support and Training (no authorization required)
- Therapeutic Mentoring (no authorization required)
- Intensive Care Coordination (ICC) (no authorization required)
- In-Home Behavioral Services (no authorization required):
- In-Home Therapy Services (no authorization required)
- Youth Mobile Crisis Intervention (no authorization required)
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For additional assistance, please contact the Provider Service Line at 1-844-451-3519. For escalated issues, please contact the Network Relations escalations mailbox at : ma-nh-me-networkmanagement@optum.com

For CBHI questions, please contact our CBHI Program Manager, Brad Eardley via email: Bradley_eardley@optum.com