



# PROVIDER ALERT

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Alert # 1-2003-07-01-HCYAB/HCAL

July 2003

## Outpatient Registration Instructions and Notification

We are pleased to announce that Community Care has established a standardized process for outpatient registration. This change is largely due to suggestions and input from the provider community about the authorization process as documented in our most recent Provider Satisfaction Surveys. The registration process continues to allow members to be seen whenever needed for outpatient care, and in fact, encourages entry into the outpatient level of care, while eliminating the need for service authorization once the member has been appropriately registered with Community Care.

To begin this process, we are asking that you begin submitting the enclosed registration requests specific to you as a contracted provider to Community Care on all new members, or when an already existing authorization expires. When submitting the new outpatient registration forms, please sure to fax them to **1-877-371-0014**, or mail them to Community Care at:

Community Care  
ATTN: Registration Processing  
One Chatham Center, Suite 700  
112 Washington Place  
Pittsburgh, PA 15219

A very detailed instruction packet is enclosed with this notification in order to assist you in completing the registration requests. Please be sure to read it carefully and follow all of the required procedures prior to submission to Community Care to alleviate any delay in processing your request. As a reminder, the instruction packet is designed for your information and should not be completed and returned, **the registration form included in the instruction packet is a sample only**. If you need additional outpatient registration forms, please call Community Care to request additional copies by calling our Customer Services Line at **1-888-251-2224**. Do not photocopy these forms as they are individually identified by form and by provider.

You will continue to receive a weekly authorization report for services other than those included in the outpatient registration process. In addition you will receive a separate outpatient registration report in the same mailing. **Current outpatient authorizations will remain effective and you will not need to register the member until the current authorization expires.**

As part of the alert process we have included some frequently asked questions listed below.

### **What happens when the member is in treatment with another provider?**

Previously, members could not have two authorizations for the same type of care with different providers. Moving forward members can register at more than one network facility for outpatient services. Community Care will not reject the second registration. It will be important for providers to address this from a clinical perspective. Meaning, does it make clinical sense for members to be seeking services for the same type of care from more than one provider?

### **What will happen with current authorizations?**

Current authorizations will remain effective. Providers will not need to register a member until the current authorization expires.

### **Will claims pay without an “authorization”?**

Yes, claims will pay without an authorization number as long as the member has been appropriately registered. Claims can be submitted using the registration number, recognizing that provider billing systems may require a number on the claim in order to submit the bill.

### **What happens if a member starts in mental health treatment and later on we find that the member is in need of outpatient substance abuse treatment, do we need to get a new registration?**

If your facility is licensed and contracted with Community Care to provide both mental health and substance abuse treatment you will only need to register the member once. If the member needs to be referred to another facility for a different type of outpatient care the member will need to be registered by the new provider.

### **When do we have to send the registration forms in to Community Care?**

Members must be registered within 90 days of the start of outpatient services in order for the claims submission deadline to be met. Claims that are submitted for members who have not been registered will deny. Claims submitted past the 90-day time frame will deny due to untimely filing. Providers are encouraged to register members as soon as possible after they have been evaluated.

### **What happens if a member loses eligibility some time after the member has been registered?**

It will be important for providers to closely monitor eligibility since the registration will last an entire year. If a member is eligible when treatment starts then loses eligibility for a month and regains it the following month the provider does not have to register the member again. The registration will stay in effect for the year in spite of fluctuating eligibility. However, claims will not pay when submitted for members who are ineligible with Community Care

Additional training sessions have been scheduled to assist you in transition for these upcoming changes. The training dates and locations are as follows:

**HealthChoices Southwest Region**

**Monday, June 30, 2003**

3:00 PM – 5:00 PM

Community Care

One Chatham Center, Suite 700

Room 750

Pittsburgh, PA 15219

**Thursday, July 10, 2003**

9:00 AM – 12:00 Noon

Community Care

One Chatham Center, Suite 700

Room 750

Pittsburgh, PA 15219

**HealthChoices Capital Region**

**Monday, June 30, 2003**

1:00 PM – 3:00 PM

Community Care Offices

1200 Camp Hill Bypass, Suite 100

Berks Room

Camp Hill, PA 17011

**Wednesday, July 9, 2003**

9:00 AM – 12:00 Noon

Community Care

1200 Camp Hill Bypass, Suite 100

Berks Room

Camp Hill, PA 17011

Please register your staff for these sessions as soon as possible to assure a place at this very important and information training. Please contact Adam Hommey by phone at (412) 454-8626, or via email at [hommeyar@ccbh.com](mailto:hommeyar@ccbh.com) at your earliest convenience.