



PROVIDER ALERT



Alert # 2 – 1-29-10 HCAL, HCBK, HCCMP, HCNC, HCNE, HCYA

CRISIS SERVICES CHANGE IN AUTHORIZATION PROCEDURE

Effective March 1, 2010, Community Care will be revising the manner in which authorizations for Crisis services are issued. Providers will continue to fax the Crisis Service Notification form for each Member after the delivery of service. However, the form has been revised to accommodate the changes we are implementing (copy of form attached). The form will be located on the Community Care website on March 1, 2010.

The changes to the authorization process are as follows:

- An authorization will be given for a period of six (6) months from the date of the request;
- The authorization will be identified as “CRI” which will include the following service codes:
 - H0030 – Telephone Crisis
 - H2011 – Walk-In Crisis
 - H2011-HE – Mobile Crisis (Individual Delivered)
 - H2011-HT – Mobile Crisis (Team Delivered)
 - H2011-HK – Medical Mobile Crisis
 - H2011-ET – Mobile Crisis (Team Deployed)
- One Hundred (100) units will be given for the six (6) month period under the CRI Authorization
- Community Care will only authorize services up to sixty (60) days prior to the date the form was submitted to Community Care. For dates beyond the sixty (60) day period will be considered a Procedural Non Compliance (PNC) and will have to be reviewed through the PNC Committee.
- If additional units are needed (beyond the 100 in the authorization period), provider must call Community Care’s Provider Line 1-888-1251-2224 to request additional units. A maximum of 50 units will be provided (unless approved through a clinical review).
- Please remember that this authorization process change does not alter the services/codes on your contract but rather applies to services currently contracted.

**** For Crisis services (identified above) rendered on or after March 1, 2010, use of the revised Crisis Notification form will be required in order for the service to be properly authorized.**

If you have any questions related to this change, or are unsure if this affects you, please contact your Provider Relations Representative at 1-888-251-2224.