



PROVIDER ALERT

Authorization Process for Participants Changing Treatment Locations

April 22, 2021

Target Audience: BHA-licensed Programs

This alert serves as clarification of the authorization process when participants change treatment locations and there is an existing authorization on file. The scenarios listed below outline this process.

Scenario One:

If the participant is moving to a different treatment location that has the **same** Tax Identification Number (TIN) and Provider Type and is licensed to perform the services on the existing authorization:

- No provider action is required
- Claims will continue to process using the original authorization

Scenario Two:

If the participant is moving to a different treatment location that has a **different** TIN and/or has a different Provider Type and/or is not licensed to perform the service from the existing authorization, the following steps must be taken:

- Submit a request to end date the original authorization on the last day services are rendered at the original treatment location
- Enter a new authorization request, for the new treatment location, starting on the first date of service at that location

If you have any questions about the information in this alert, please contact Customer Service at 1-800-888-1965.

Please visit our website at maryland.optum.com for provider resources, online training, and more information.

Thank you,
Optum Maryland Team