

PROVIDER ALERT

Authorization Requests for MH Residential Crisis With or without a Bed Hold

June 5, 2020

Optum Maryland would like to offer guidance to providers of MH Residential Crisis services and MH Residential Bed-Hold services on submitting authorization requests for specific services. Please see details below.

To request an initial MH Residential Crisis authorization:

- Choose Authorization plan: “MH-Residential Crisis – Initial”
- Select codes “S9485” and “T2048”
- Units and date span will default to match the State’s authorization parameters and need not be modified.
- Once the request is completed, it will be routed to Optum Maryland staff for review.

To request a concurrent MH Residential Crisis authorization *without a Bed Hold*:

- Choose Authorization plan: “MH-Residential Crisis – Concurrent”
- Select codes “S9485” and “T2048”
- The date span will default, and the number of units will default to zero. **Users must enter the number of units being requested for each code and the number of units should be the same for each code** (i.e., if entering 30 units for S9485, users should also enter 30 units for T2048).
- Once the request is completed, it will be routed to the CSA/LBHA for review.

To request a Mental Health Residential Bed Hold (only can be requested on Concurrent, in lieu of a request for additional MH Residential Crisis units):

- Select “MH-Residential Bed Hold Authorization Plan” which will only offer code “H0019”.
- The value for units will default to zero. Users must enter the number of units being requested, up to 30 units maximum.
- Once the request is completed, it will be routed to the CSA/LBHA for review.

If you have questions about the information in this alert, please contact MarylandProviderRelations@optum.com

Optum Maryland would like to reassure providers that all of our services are operating as normal during the current national response to COVID-19. Providers can continue to contact us at 1 (800) 888-1965. After-hours and holidays will be covered by clinical night staff for crisis and emergency services.

Thank you,
Optum Maryland Team