

Mental Health Authorization Requirements for Commercial Products

The following grid is intended to clarify when authorization requirements apply depending on the member's product.

Product	Outpatient Psychological/ Neuropsychological Testing	Outpatient Treatment	Intensive Outpatient/Partial Hospital Treatment	Inpatient Treatment	Notes
HMO Advantage HMO Select Network Plans	<p>Prior Authorization is required.</p> <p>A Psychological/ Neuropsychological testing request form must be submitted to the Mental Health Department and reviewed <i>prior</i> to services being rendered.</p> <p>Forms are available at tuftshealthplan.com/providers</p>	<p>The Mental Health Department provides authorization.</p> <p>Contact the Mental Health Department at 800-208-9565 within 30 calendar days of 1st appointment.</p> <p>Note: Medication Management billed as CPT code 90862 does not require prior authorization for in-plan providers only.</p>	<p>The member is generally assigned to a Designated Facility (DF).</p> <p>Contact the Mental Health Department at 800-208-9565</p>	<p>The member is generally assigned to a Designated Facility (DF).</p> <p>All inpatient admissions must be preregistered.</p> <p>Contact the Precertification Department at 800-672-1515.</p>	<p>A list of DF facilities is available at tuftshealthplan.com</p> <p>Advantage HMO members may have a deductible and coinsurance for services.</p> <p>Select Network members must receive services from participating Select Network providers.</p>
EPO	<p>Prior Authorization is required.</p> <p>A Psychological/ Neuropsychological testing request form must be submitted to the Mental Health Department and reviewed <i>prior</i> to services being rendered.</p> <p>Forms are available at tuftshealthplan.com/providers</p>	<p>The Mental Health Department provides authorization.</p> <p>Contact the Mental Health Department at 800-208-9565 within 30 calendar days of 1st appointment.</p> <p>Note: Medication Management billed as CPT code 90862 does not require prior authorization for in-plan providers only.</p>	<p>Contact the Mental Health Department at 800-208-9565</p> <p>Members can use any Tufts Health Plan Designated Facility (DF) for inpatient and intermediate levels of care.</p>	<p>Contact the Mental Health Department at 800-208-9565</p> <p>Members can use any Tufts Health Plan Designated Facility (DF) for inpatient and intermediate levels of care.</p> <p>All inpatient admissions must be preregistered</p> <p>Contact the Precertification Department at 800-672-1515</p>	<p>Please call the Mental Health Department at 800-208-9565 for carve-out information</p> <p>A list of DF programs is available at tuftshealthplan.com</p>

To view example ID card images, reference the [ID Card Guide](#).

Note: Claims must be received within 90 days from the date of service. Reference the [claims submission policy](#) for addresses to submit paper claims.

Product	Outpatient Psychological/ Neuropsychological Testing	Outpatient Treatment	Intensive Outpatient/Partial Hospital Treatment	Inpatient Treatment	Notes
POS	<p>Prior authorization is required for both the in-and out -of-network level of benefit.</p> <p>A Psychological/ Neuropsychological Testing Request Form must be submitted to the Mental Health Department and reviewed <i>prior</i> to services being rendered.</p> <p>Forms are available at tuftshealthplan.com/providers</p>	<p>The Mental Health Department provides authorization for the authorized level of benefits with in-network providers.</p> <p>Contact the Mental Health Department at 800-208-9565 within 30 calendar days of 1st appointment.</p> <p>Authorization is not required at the unauthorized level of benefit with out of network providers.</p> <p>Note: Medication Management billed as CPT code 90862 does not require prior authorization.</p>	<p>Members can use any Tufts Health Plan Designated Facility (DF) at the authorized level of benefit and any facility at the unauthorized level of benefit.</p> <p>Contact the Mental Health Department at 800-208-9565</p>	<p>Members can use any Tufts Health Plan Designated Facility (DF) at the authorized level of benefit and any facility at the unauthorized level of benefit.</p> <p>All inpatient admissions must be preregistered</p> <p>Contact the Precertification Department at 800-672-1515</p>	<p>A list of DF programs is available at tuftshealthplan.com</p> <p>For services with an in- network provider, the member pays a copayment.</p> <p>For services with an out-of-network provider, the member pays a deductible and co-insurance.</p>
Navigator™ by Tufts Health Plan (PPO Product)	<p>Prior authorization is required for both the in-and out-of-network level of benefit.</p> <p>A Psychological/ Neuropsychological Testing Request Form must be submitted to the Mental Health Department and reviewed <i>prior</i> to services being rendered.</p> <p>Forms are available at tuftshealthplan.com/providers</p>	<p>Authorization is not required for outpatient treatment.</p> <p>For services with an in-network provider, the member pays a copayment.</p>	<p>Members can use any Tufts Health Plan contracted facility at the authorized level of benefit and any facility at the unauthorized level of benefit.</p> <p>Contact the Mental Health Department at 800-208-9565</p>	<p>Members can use any Tufts Health Plan contracted facility at the authorized level of benefit and any facility at the unauthorized level of benefit.</p> <p>All inpatient admissions must be preregistered</p> <p>Contact the Precertification Department at 800-672-1515</p>	<p>Member's inpatient responsibility will vary according to the hospital selected and the services provided.</p> <p>For services with an out-of-network provider, the member pays a deductible and co-insurance.</p>

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Product	Outpatient Psychological/ Neuropsychological Testing	Outpatient Treatment	Intensive Outpatient/Partial Hospital Treatment	Inpatient Treatment	Notes
PPO	<p>Prior Authorization is required for both the in-and out-of -network level of benefit.</p> <p>A Psychological/ Neuropsychological Testing Request Form must be submitted to the Mental Health Department and reviewed <i>prior</i> to services being rendered.</p> <p>Forms are available at tuftshealthplan.com/providers</p>	<p>Authorization is not required for outpatient treatment.</p> <p>For services with an in-network provider, the member pays a copayment.</p>	<p>Members can use any Tufts Health Plan contracted facility at the authorized level of benefit and any facility at the unauthorized level of benefit.</p> <p>Contact the Mental Health Department at 800-208-9565</p>	<p>Members can use any Tufts Health Plan contracted facility at the authorized level of benefit and any facility at the unauthorized level of benefit.</p> <p>All inpatient admissions must be preregistered</p> <p>Contact the Precertification Department at 800-672-1515</p>	<p>A list of DF programs is available at tuftshealthplan.com</p> <p>For services with an in- network provider, the member pays a copayment.</p> <p>For services with an out-of-network provider, the member pays a deductible and co-insurance.</p> <p>Note: Closed PPO members must use only Tufts Health Plan contracted providers. They do not have an out-of-network benefit.</p>
CareLinkSM	<p>Prior Authorization is not required for Psychological/ Neuropsychological testing.</p>	<p>Authorization is not required for outpatient treatment.</p>	<p>Contact the Mental Health Department at 800- 232-1164 for services provided within MA and RI.</p> <p>Contact CIGNA Behavioral Health 800-806-3725 for services provided outside of MA and RI.</p>	<p>Contact the Mental Health Department at 800-232-1164 for services provided within MA and RI.</p> <p>All inpatient admissions in MA and RI must be preregistered</p> <p>Contact the Precertification Department at 800-672-1515</p> <p>Contact CIGNA Behavioral Health 800-806-3725 for services provided outside of MA and RI.</p>	<p>For services with an in- network provider, the member pays a copayment.</p>

The information contained in the document is a guide. For the most complete information, call the Mental Health Department at 800-208-9565 or check the member's benefit information at tuftshealthplan.com.

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