

# 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
<b>HMO</b> <b>Commonwealth HMO</b> <b>Advantage HMO</b> <b>Commonwealth Advantage HMO</b> <b>Select Network Plans</b> <b>Your Choice</b>	<p>Prior Authorization is required.</p> <p>A <a href="#">Psychological/ Neuropsychological testing request form</a> must be submitted to the Mental Health Department and reviewed <i>prior</i> to services being rendered.</p> <p>Forms are available at <a href="http://tuftshealthplan.com/providers">tuftshealthplan.com/providers</a>.</p>	<p>The Mental Health Department provides authorization.</p> <p><b>Contact the Mental Health Department at 800-208-9565</b> within 30 calendar days of 1<sup>st</sup> appointment.</p> <p><b>Note:</b> 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><b>Contact the Mental Health Department at 800-208-9565.</b></p>	<p>The member is generally assigned to a Designated Facility (DF).</p> <p>All inpatient admissions must be preregistered.</p> <p><b>Contact the Precertification Department at 800-672-1515.</b></p>	<p>A list of DF facilities is available at <a href="http://tuftshealthplan.com">tuftshealthplan.com</a>.</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>
<b>EPO</b>	<p>Prior Authorization is required.</p> <p>A <a href="#">Psychological/ Neuropsychological testing request form</a> must be submitted to the Mental Health Department and reviewed <i>prior</i> to services being rendered.</p> <p>Forms are available at <a href="http://tuftshealthplan.com/providers">tuftshealthplan.com/providers</a>.</p>	<p>The Mental Health Department provides authorization.</p> <p><b>Contact the Mental Health Department at 800-208-9565</b> within 30 calendar days of 1<sup>st</sup> appointment.</p> <p><b>Note:</b> Medication Management billed as CPT code 90862 does not require prior authorization for in-plan providers only.</p>	<p><b>Contact the Mental Health Department at 800-208-9565.</b></p> <p>Members can use any Tufts Health Plan Designated Facility (DF) for inpatient and intermediate levels of care.</p>	<p><b>Contact the Mental Health Department at 800-208-9565.</b></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><b>Contact the Precertification Department at 800-672-1515.</b></p>	<p><b>Please call the Mental Health Department at 800-208-9565 for carve-out information.</b></p> <p>A list of DF programs is available at <a href="http://tuftshealthplan.com">tuftshealthplan.com</a>.</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
<b>POS</b>  <b>Your Choice</b>	<p>Prior authorization is required for both the in-and out-of-network level of benefit.</p> <p>A <a href="#">Psychological/ Neuropsychological Testing Request Form</a> must be submitted to the Mental Health Department and reviewed <i>prior</i> to services being rendered.</p> <p>Forms are available at <a href="http://tuftshealthplan.com/providers">tuftshealthplan.com/providers</a>.</p>	<p>The Mental Health Department provides authorization for the authorized level of benefits with in-network providers.</p> <p><b>Contact the Mental Health Department at 800-208-9565</b> within 30 calendar days of 1<sup>st</sup> appointment.</p> <p>Authorization is not required at the unauthorized level of benefit with out of network providers.</p> <p><b>Note:</b> 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><b>Contact the Mental Health Department at 800-208-9565.</b></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><b>Contact the Precertification Department at 800-672-1515.</b></p>	<p>A list of DF programs is available at <a href="http://tuftshealthplan.com">tuftshealthplan.com</a>.</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>
<b>PPO, including Navigator™ by Tufts Health Plan and Your Choice PPO plans</b>	<p>Prior Authorization is required for both the in and out of network level of benefit.</p> <p>A <a href="#">Psychological/ Neuropsychological Testing Request Form</a> must be submitted to the Mental Health Department and reviewed <i>prior</i> to services being rendered.</p> <p>Forms are available at <a href="http://tuftshealthplan.com/providers">tuftshealthplan.com/providers</a>.</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><b>Contact the Mental Health Department at 800-208-9565.</b></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><b>Contact the Precertification Department at 800-672-1515.</b></p>	<p>A list of DF programs is available at <a href="http://tuftshealthplan.com">tuftshealthplan.com</a>.</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><b>Note:</b> Closed PPO members must use only Tufts Health Plan contracted providers. They do not have an out-of-network benefit.</p>
<b>GIC Navigator™ by Tufts Health Plan</b>	<p>Available only for Massachusetts Group Insurance Commission (GIC) members. Mental health benefits are administered by United Behavioral Health.</p>				

\* Excludes members of the Massachusetts Group Insurance Commission (GIC)

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<b>Tufts Health Plan Spirit (GIC members only)</b>	Members must see Tufts Health Plan Spirit network providers only. Available only for Massachusetts Group Insurance Commission (GIC) members. Mental health benefits are administered by United Behavioral Health.				
<b>CareLink<sup>SM</sup></b>	Prior authorization is not required for psychological/neuropsychological testing.	Authorization is not required for outpatient treatment.	<b>Contact the Mental Health Department at 800- 232-1164</b> for services provided within MA and RI.  <b>Contact CIGNA Behavioral Health 800-806-3725</b> for services provided outside of MA and RI.	<b>Contact the Mental Health Department at 800-232-1164</b> for services provided within MA and RI.  All inpatient admissions in MA and RI must be preregistered.  <b>Contact the Precertification Department at 800-672-1515.</b>  <b>Contact CIGNA Behavioral Health 800-806-3725</b> for services provided outside of MA and RI.	For services with an in-network provider, the member pays a copayment.

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](http://tuftshealthplan.com).

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