Behavioral Health Providers: Remember to Attach Pertinent Forms to Prior Authorization Requests

As a reminder for Behavioral Health providers (provider types 13, 14, 26, 63 and 82): Please use the appropriate prior authorization (PA) forms when requesting PA for behavioral health services. The forms provide the opportunity to supply all of the pertinent information for the PA to be reviewed for medical necessity. It is not sufficient to attach the clinical information alone.

PA forms are available on this website on the "Forms" page. The following list will assist you in selecting the correct form.

- To request a PA for psychological testing (CPT codes 96101, 96102, 96103), use FA-10A.
- To request a PA for neuropsychological testing (CPT codes 96118, 96119, 96120), use FA-10B.
- To request a PA for developmental testing (CPT code 96111), use FA-10C.
- To request a PA for outpatient mental health, use FA-11.
- To request a PA for rehabilitation and/or outpatient **behavioral health**, use FA-11A.
- To request a PA for crisis intervention services, use FA-11C.
- To request a PA for **initial** inpatient mental health, use FA-12.
- To request a PA for **concurrent** residential treatment center, use FA-13.
- To request a PA for therapeutic home pass, use FA-13A.
- To request a PA for **concurrent** inpatient mental health, use FA-14.
- To request a PA for **initial** residential treatment center, use form FA-15.

An authorization request is not complete until HP Enterprise Services (HPES) receives all pertinent clinical information. If HPES needs additional information to make a determination for a request, providers will be notified. Providers have five (5) business days to submit the requested information or the request will be denied for insufficient information (a technical denial). Technical denials cannot be appealed.

Note: The PA is not final until there is a determination of certified, partially certified or not certified. Billing with an authorization number in a pending or pending awaiting authorization status will result in a denied claim.