

Brief Notes

News for
Brokers and Consultants

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Out-of-network claim review for Intensive Outpatient Services

Horizon Blue Cross Blue Shield of New Jersey would like to inform you of a new initiative regarding intensive outpatient behavioral health care. This impacts Horizon POS and Horizon Direct Access members who are receiving out-of-network services by health care professionals/facilities. As you know, Horizon BCBSNJ contracts with Magellan Behavioral Health (Magellan) for utilization management of certain behavioral health benefits, including intensive outpatient care. Intensive outpatient behavioral health benefits* are available when the services are medically needed and rendered at the appropriate level of care.

Starting April 1, 2008, if a member and/or his or her dependents are currently receiving, or planning to receive, out-of-network intensive outpatient behavioral health benefits, we encourage them to have the behavioral health care professional/facility first call Magellan at **1-800-626-2212** to determine if services are medically necessary and are being provided at the appropriate level of care. The review process will then occur between the behavioral health care facility and Magellan.

A Magellan Care Manager will review the request and provide a determination of medical necessity. This process will allow the Magellan Care Manager to review the proposed course of treatment in advance, based on the clinical information provided and determine if and to what extent benefits will be payable under the applicable group plan.

In addition, the review will provide an opportunity for the behavioral health care professional/facility and the Magellan Care Manager to work together to establish a plan that is appropriate for the member and maximize available benefits. The member and behavioral health care professional/facility will be notified of the outcome.

If Magellan does not receive information from the behavioral health care professional/facility that is necessary to establish the medical necessity of services, or an unfavorable determination is made, members receiving services at out-of-network facilities may be financially responsible for all or a portion of the cost of the services, in accordance with the terms of their benefit plan. Intensive outpatient behavioral health benefits are only available when the services are medically necessary and rendered at the appropriate level of care.

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To maximize Horizon POS and Horizon Direct Access plan benefits, we encourage members to consider using a participating behavioral health care professional/facility. The participating behavioral health professional/facility will coordinate benefit eligibility directly with Magellan on the members' behalf.

Please note: Self-funded groups have the option to participate in this initiative and will only be included if they elect to do so. These groups should discuss this process with their respective sales representative or broker.

If you have questions regarding the behavioral health care review process, or require additional information, please contact your Horizon BCBSNJ sales representative or account manager.

*Intensive outpatient programs are defined as having the capacity for planned, structured, service provision of at least two hours per day/three days per week. The range of services offered are designed to address a mental or a substance-related disorder and could include group, individual and/or family psychotherapy.