

## Behavioral health services for Humana Fully Integrated Dual Plans – Carelon Behavioral Health Options

Preauthorization or notification for mental health, substance use disorder and partial/residential treatment for behavioral health services for Humana Fully Integrated Dual Plans are managed by Carelon Behavioral Health, including:

- Inpatient mental health services, including substance use disorders and residential treatment
- Partial hospitalization (Notification required)

Mental health polices utilized in determining medical necessity can be found on [Carelon's Health Medical Necessity Criteria website](#).

### How to submit preauthorization requests

The authorization process is initiated at the time of the call or online submission. Please include the following information to determine medical necessity:

- Date and time of admission
- Member name, date of birth, health plan name and plan ID number
- Type of admission: voluntary, involuntary, court-ordered, etc.
- Diagnosis
- Presenting symptoms
- Precipitating event
- Clinical history (including history of inpatient, outpatient and alternative treatment modalities)
- Medications and adherence
- Significant comorbidities, medical issues, complications, toxicology screen results and current relevant laboratory results
- Name of attending physician
- Name and phone number of facility contact person
  
- **Inpatient requests**
  - Phone: 855-481-7044. A licensed clinician is available 24 hours a day, 7 days a week. During regular business hours (Monday – Friday, 7:30 a.m. – 5 p.m., Central time), choose the prompt for inpatient admissions. After-hour calls are routed to an on-call clinician.
- **Outpatient requests**
  - Online: [www.carelonbehavioralhealth.com](http://www.carelonbehavioralhealth.com) ([Register here](#))
  - Carelon Behavioral Health Interactive Voice Recognition (IVR): 855-371-9234. Behavioral health providers should have the practice or organization's Tax Identification Number, the member's identification number and date of birth, and the date of service to complete the request.
  - Humana phone: 855-235-8530 (TTY: 855-539-5884)

### For questions

Behavioral health providers can direct questions about this program to Carelon Behavioral Health Options by calling 855-481-7044, Monday – Friday, 7:30 a.m. – 5 p.m., Central time.