

DCH Launches Centralized Prior Authorization Portal

On December 15, 2016, DCH posted notice about the launch of the Outpatient Behavioral Health addition to DCH's Centralized Prior Authorization (PA) portal for Care Management Organization (CMO) members. That notice named an original implementation date of 2/1/2017. - The implementation date has been extended by one month to March 1, 2017.

As of March 1, 2017, prior authorization requests for Outpatient Behavioral Health services delivered by all independent practices, group practices, and Community Behavioral Health Agency Tier 1, Tier 2 and Tier 3 providers will be required to be submitted through the DCH Centralized Prior Authorization Portal. The only exceptions will be for Psychological Testing, Intensive Outpatient Program (IOP) and Partial Hospitalization Program (PHP). These authorization requests will continue to be submitted directly to the CMOs.

As previously stated, this feature will provide a single point of entry for electronic submissions of CMO-related Outpatient Behavioral Health services. Please note that all Fee for Service (FFS) Behavioral Health Service PAs will continue to be processed through Beacon Health Options. All Inpatient Behavioral Health services for CMO members will continue to be requested through the CMO in which the member is enrolled.

The following training resources offer instruction about the submission of prior authorization requests through the portal and are available to the Provider community via the MMIS Web Portal under the Provider Information tab, >Provider Education section:

- Under 'User Manuals', Step by step instructions for submitting a Behavioral Health PA via the Web Portal (Called CMO Behavioral Health Provider User manual)
- Under 'Training Offerings', a recorded WebEx session under 'Behavioral Health Web Entry Training'

A list of Frequently Asked Questions (FAQs) are made available with this banner message and will also be made available to providers via each of the CMOs. Providers are encouraged to read the FAQs document before attending the WebEx sessions, as many questions have already been asked and answered previously.

In addition to the three WebEx sessions that have already been conducted, two more WebEx training sessions will be offered during the following dates and times.

Date/Time	WebEx Information
2/16/2017 10-11 AM	Meeting link: https://allianthealthsolutions.webex.com/allianthealthsolutions/j.php?MTID=m8f3834e8e7e3e9b6d2e83b5cf4309748 Meeting Number: 645 286 543 Audio connection: +1-415-655-0002 US Toll Access code: 645 286 543
2/23/2017 2-3 PM	Meeting link: https://allianthealthsolutions.webex.com/allianthealthsolutions/j.php?MTID=m6f6e95b9600ca05c9e915f8f5529aa89 Meeting Number: 644 013 242 Audio connection: +1-415-655-0002 US Toll Access code: 644 013 242

Contact information for each of the CMOs is listed below.

CMO Name	Provider Services	Web Site
WellCare	1-866-300-1141	https://georgia.wellcare.com/provider/resources
Peach State	1-866-874-0633	http://www.pshpgeorgia.com/provider-quick-reference-information/
Amerigroup	1-800-454-3730	https://providers.amerigroup.com/pages/ga-2012.aspx
CareSource (eff. July 1, 2017)	1-855-202-1058	http://www.caresource.com/providers/

Thank you for monitoring the Georgia Medicaid Management Information System (GAMMIS) portal for upcoming information regarding future project implementations.