



June 30, 2016

Dear Provider,

Effective July 1, 2016, the South Carolina Department of Health and Human Services (SCDHHS) will include Outpatient Mental Health Services and Rehabilitative Behavioral Health Services (RBHS) as part of the Managed Care benefit.

Absolute Total Care (ATC) believes it is very important to contract with providers who are already delivering Rehabilitative Behavioral Health Services to their members. All current members of ATC have a 90 day continuity of care period for any care that began prior to July 1, 2016.

ATC has been provided several comprehensive authorization files from SCDHHS and are in the process of loading the authorizations. All authorizations obtained will be updated prior to the effective date of the benefit. Beginning mid-July, we will provide you with a list of members and their associated authorizations. If any ATC members are found to not be included in the authorization file provided, ATC will provide retrospective back date of authorizations to 7/1/16. This will ensure an authorization is on file for services provided during this time period.

Prior to the end of the continuity of care period, providers are encouraged to begin submitting Outpatient Treatment Request (OTR) for authorizations to continue services after September 30, 2016. We encourage providers not to wait until September 30th to submit their requests for authorization, as this could delay response times. We will process requests for authorization up to 30 days in advance of the requested start date of the authorization during the Transition of Care (TOC) period (7/1/16 – 9/30/16).

If you choose not to contract with us, we will work with you and the member on transitioning care to a provider that is in the ATC network.

Instructions and forms for prior authorization can be found at:

- <http://www.cenpatico.com/providers/south-carolina/sc-provider-tools/?state=South-Carolina#forms?state=South-Carolina>

Requests for authorization can be faxed to: 1.866.694.3649

Please contact our provider services team at 1.866.534.5976 with any questions.

If you would like information on becoming a Cenpatico provider, please:

- Email: Mona.Dixon@EnvolveHealth.com
- Visit: <http://www.cenpatico.com/providers/south-carolina/south-carolina-join-our-network/?state=South-Carolina>
- Call: 1.866.534.5976

Thank you,
Mel Martin, Provider Relations Manager