Optum provides behavioral health and substance abuse managed care services for UnitedHealthcare Community Plan of Iowa members.

The national Network Manual generally applies to all types of business. There are some sections where differences may apply based on state law. This addendum does not replace the primary Network Manual. Rather, it supplements the Network Manual by focusing on the core service array and procedures specific to the UnitedHealthcare Community Plan of Iowa.

When a provider is rendering services for a health plan member in the Iowa program and receiving payment from the health plan for services rendered, they must have a National Provider Identification (NPI) number and an Iowa Medicaid provider identification number.

**Summary of Services**

**Mental Health Services**
- Outpatient therapy provided by a licensed qualified provider including family therapy and in-home family therapy as medically necessary to address the needs of the child or other members in the family;
- Medication management provided by a professional licensed to prescribe medication;
- In-patient hospital psychiatric services including, except as limited, services in the state mental health institutes;
- Services that meet the concurrent substance use disorder and mental health needs of individuals with co-occurring conditions;
- Community-based and facility based sub-acute services;
- Crisis Services including, but not limited to:
  - 24 hour crisis response;
  - Mobile crisis services;
  - Crisis assessment and evaluation,
  - Non-hospital facility based crisis services;
  - Twenty-three (23) hour observation in a twenty-four (24) hour treatment facility;
• Care consultation by a psychiatric physician to a non-psychiatric physician;
• Integrated health home mental health services and supports;
• Intensive psychiatric rehabilitation services;
• Peer support services for persons with serious mental illness;
• Community support services including, but not limited to:
  o Monitoring of mental health symptoms and functioning/reality orientation,
  o Transporting to and from behavioral health services and placements,
  o Establishing and building supportive relationship,
  o Communication with other providers,
  o Ensuring member attends appointments and obtains medications, crisis intervention and developing a crisis plan, and
  o Developing and coordinating natural support systems for mental health support;
• Habilitation program services;
• Children’s mental health waiver services;
• Stabilization services;
• In-home behavioral management services;
• Behavioral interventions with child and with family including behavioral health intervention services (BHIS) and both Medicaid and non-Medicaid funded applied behavior analysis (ABA) services for children with autism; and
• Psychiatric Medication Institutions for Children (PMIC)

Substance Use Disorder Services

• Outpatient treatment;
• Ambulatory detoxification;
• Intensive outpatient;
• Partial hospitalization (day treatment);
• Clinically managed low intensity residential treatment;
• Clinically managed residential detoxification;
• Clinically managed medium intensity residential treatment;
• Clinically managed high intensity residential treatment;
• Medically monitored intensive inpatient treatment;
• Medically monitored inpatient detoxification;
• Medically managed intensive inpatient services;
• Detoxification services including such services by a provider licensed under Chapter 135B;
• Peer support and peer counseling;
• PMIC substance use disorder services consisting of treatment provided by a substance use disorder licensed PMIC and consistent with the nature of care provided by a PMIC as described in a low code Chapter 135H;
• Emergency services for substance use disorder conditions;
• Ambulance services for substance use disorder conditions;
• Intake, assessment and diagnosis services, including appropriate physical examinations, urine screening and all necessary medical testing to determine a substance use disorder diagnosis, identification of medical or health problems, and screening for contagious diseases;
• Evaluation, treatment planning and service coordination;
• Substance use disorder counseling services when provided by approved opioid treatment programs that are licensed under a low code Chapter 125;
• Substance use disorder treatment services determined necessary subsequent to an EPSDT screening;
• Substance use disorder screening, evaluation and treatment of members convicted of Operating a Motor Vehicle While Intoxicated (OWI), Iowa Code Section 321J.2 and members whose driving licenses or non-resident operating privileges are revoked under Chapter 321J, provided that such treatment service meets the criteria for service necessity;
• Court-ordered evaluation for substance use disorder;
• Court-ordered testing for alcohol and drugs;
• Court-ordered treatment which meets criteria for treatment services; and
• Second opinion as medically necessary and appropriate for the member’s condition and identified needs from a qualified health care professional with in the network or arranged for outside the network at no cost to the member.

Eligibility

It is the provider’s responsibility to verify Medicaid eligibility each month a service is rendered.

View eligibility online at UnitedHealthcareOnline.com

Prior Authorization Requirements

Members shall be able to access all behavioral health outpatient services (mental health and substance use) without a referral.

Prior authorization is required for services that are more intensive than outpatient, such as IOP, Day Treatment, Partial, Inpatient or Residential. Providers must ensure that the prior authorizations are in place before rendering non-emergent services.

Prior authorization requests can be obtained by calling: 888-650-3462.
Portal Access

Website: UnitedHealthcareOnline.com

This site should be used to view the eligibility verification, electronic claims submission, and claim status.

Website: UHCCommunityPlan.com

This site should be used to view the Prior Authorization list, access forms, and access the Provider Directory

Customer Service Center phone number: 855-802-7095

Website: providerexpress.com

This site should be used to update provider practice information.
Provider Service phone number: 877-614-0484

Appeals and Grievances

Call 888-650-3462 and a Customer Service representative will assist with this process.

Written requests can be sent to:
UnitedHealthcare Community Plan of Iowa
Appeals Department
PO Box 31364
Salt Lake City, UT 84131

Monitoring Audits

We will conduct routine on-site monitoring audits of nursing facilities for persons with mental illness, Psychiatric Medical Institutions for Children, Mental Health Institutes, and outpatient providers. These audits will focus on the physical environment, policies and procedures, and quality of documentation in the treatment records. Additionally, we will conduct routine treatment record reviews of inpatient records from general hospitals that provide inpatient psychiatric services and from freestanding psychiatric hospitals every three years.

The national Optum Network Manual outlines the scoring parameters as well as additional reasons other on-site audits may occur.