

**PacifiCare Behavioral Health, Inc.**

# **Provider Manual**

**May 2003**

Attachment to the PacifiCare Behavioral Health, Inc.  
Practitioner, Group & Facility Agreement

## Quick Reference Guide for Oregon & Washington

### Provider Access

PBHI Clinical Care Management/ Eligibility & Benefits (24 hours) Oregon/Washington (PacifiCare Commercial)	(800) 577-7244
Secure Horizons	(800) 820-8202
Providence Health Plan (Oregon)	(800) 711-4577
Provider Helpline	(800) 716-1166
Physician Consultation Service (PCS)	(800) 292-2922
Prescription Solutions (Phone Authorization)	(800) 711-4555
PacifiCare of Oregon/Washington	(800) 932-3004

### Member Access

PacifiCare Commercial (Oregon/Washington)	(800) 577-7244
Secure Horizons	(800) 820-8202
Providence Health Plan (Oregon)	(800) 771-4577

### FAX Provider Assessment Reports (PAR) To

Confidential: (800) 992-2809

### Office Fax Number ( NO PAR FORMS)

Confidential: (503) 533-6747

### Send All Other Clinical Documentation To

PacifiCare Behavioral Health, Inc.  
PO Box 3009  
Hillsboro, OR 97123-3009

### Send All Other Correspondence To

PBH Network Management  
PO Box 3009  
Hillsboro, OR 97123-3009

**(see page 3 for Claims Submission Instructions)**

## **Claims Quick Reference Guide for Oregon & Washington**

### **PacifiCare of Oregon/Washington (Commercial & Secure Horizons) and Providence Health Plan – Oregon (Commercial, Medicaid & Medicare)**

Send Claims To:

PacifiCare Behavioral Health, Inc.  
Attn: Claims Department  
PO Box 31053  
Laguna Hills, CA 92654-1053

Provider Helpline for Claims Status Inquiry: (800) 716-1166 Option 2

### **Providence Health Plan – Oregon (PPO Only)**

Claims should be directed to the address indicated on the Member's Identification Card

## **PacifiCare Behavioral Health Overview**

Providers may get referrals from multiple lines of business (commercial, Medicare, etc.), so it is important for providers to understand the products offered and/or managed by PBH.

PacifiCare Behavioral Health is a wholly owned subsidiary of PacifiCare Health Systems. As a managed behavioral health organization, PBH manages a variety of “carve out” behavioral health business in Oregon & Washington:

- ◆ PacifiCare of Oregon ( Commercial & Secure Horizons)
- ◆ PacifiCare of Washington ( Commercial & Secure Horizons)
- ◆ Providence Health Plan (Commercial, Medicare+ Choice, Medicaid Chemical Dependency & PPO)

You will find product guidelines in this manual to assist you in obtaining eligibility, authorization and payment. Please review these guidelines carefully.

## Clinicians with Prescriptive Authority Only

### Outpatient Prescription Policies

PacifiCare Behavioral Health, Inc. does not cover medications and is not responsible for determining which medications will be covered under a specific formulary.

### Managed Formulary for Members Covered Under the PacifiCare of Oregon (PCOR) & PacifiCare of Washington ( PCWA) & Secure Horizons (SH)

PacifiCare offers employer groups two options when purchasing pharmacy benefits under the managed formulary- (1) a closed formulary or (2) a buy-up or three tier option.

- ◆ Under the first option or closed formulary option, **PacifiCare requires prior authorization for coverage of non-formulary drugs.** Prescription drugs listed on the formulary are considered a covered benefit. Any prescription for a non-formulary drug is the member's financial responsibility unless the member meets the criteria for coverage of a non-formulary drug and it is approved by the prior authorization process (see following section.)
- ◆ The buy-up option is a three-tier benefit design with a formulary generic, formulary brand, and non-formulary tier. Access to non-formulary medications is generally not limited except by benefit exclusion although coverage for selected drugs may require prior authorization to ensure that selected drugs are Medically Necessary and being utilized according to treatment guidelines consistent with good professional practice.

### To Receive Formulary Information and Drug Authorization Guidelines

- ◆ The PacifiCare of Oregon/PacifiCare of Washington & Secure Horizons Formulary is available on the Internet. You may access the Formulary through the PacifiCare website: [www.pacificare.com](http://www.pacificare.com). You may browse by drug name or therapeutic class.

- ◆ Providers can also fax or phone in requests for hardbound copies of the formulary, wall chart versions, or alternative lists to PacifiCare's pharmacy department fax (206) 230-7487 or phone (206) 230-7121. Be sure to include the return mailing address and quantity requested. Please allow 2-4 weeks for delivery.
- ◆ Prescription Solutions (PacifiCare's Prior Authorization Manager) provides a fax on demand system with immediate access to formularies, plan specifications, and prior authorization guidelines. This automated fax-back system is easy to use and available twenty-four hours a day, seven days a week for your convenience. A catalog of documents (document #1000) lists all documents available for immediate retrieval. Documents may be ordered by calling (877)-MDRXFAX / (877) 637-9329) from any touch-tone phone and ordering documents by their document number.

## **To Request Prior Authorization For Non-Formulary Medications**

- ◆ A request for prior authorization can be initiated by telephone or fax by the prescriber. Based on information provided, a decision is rendered within minutes for telephone requests or within 48 hours for fax requests.
- ◆ The Prior Authorization staff will adhere to Plan approved criteria, National P&T practice guidelines, and other professionally recognized standards in reviewing each case, rendering a decision based on established protocols and guidelines, and referring cases to Clinical Pharmacists in accordance with standing procedures. Prescription Solutions may require chart documentation to support the prior authorization request.

**Requests should be directed to:**

Prescription Solutions Prior Authorization Department

Hours of operation: Monday – Friday 6:00 am to 6:00 p.m. (PST)

**Phone: (800) 711-4555**

**Fax: (800) 527-0531**

To expedite your request, please have the following information available:

- 1) Patient name, PacifiCare ID number, and date of birth
- 2) Patients medical diagnosis
- 3) Prescriber name, specialty, address, telephone number and fax number
- 4) Medication name, strength, and directions for use
- 5) Name of specific medications tried and failed
- 6) Date patient started on medication if already receiving
- 7) Please provide a specific reason for request. List names of medications tried and the dates of treatment failures or the adverse reactions that occurred. Patient chart notes, lab results, or procedure reports may be requested if further documentation is needed.

Authorizations for approved requests will be communicated to the prescriber. The prescriber can then phone in the prescription to the member's pharmacy.

## **Members Covered under the Providence Health plans**

Providence Health Plan maintains an open formulary. However, some medications do require prior authorization. Should you prescribe a medication that requires prior authorization, you may contact Providence Health Plan for pharmacy authorizations:

Portland Area	(503) 215-7479
	(800 )989-7479
Eugene Area	(541) 242-9125

## **Outpatient Laboratory Services**

### **For Members Covered under the PacifiCare of Oregon/Washington & Secure Horizons Plan**

- ◆ All outpatient laboratory services should be coordinated with the primary care physician or medical group.
- ◆ PBH recommends that providers work with members to review the procedures for having laboratory tests done. Providers or members should contact the primary care physician or medical group for all laboratory testing.

### **For Members Covered Under the Providence Health Plan**

- ◆ To ensure proper coverage, providers and patients should consult their medical health plan for specifics when referring for laboratory services
- ◆ Providence maintains a network of contracted laboratories in Oregon and Washington for members to access.

## Provider Appeal Protocol

This section contains important information about how to appeal claims payment and treatment authorization decisions made by PacifiCare Behavioral Health.

### Provider Appeals Regarding Members Covered under PacifiCare of Oregon & PacifiCare of Washington & Secure Horizons

PacifiCare of Oregon and PacifiCare of Washington do not delegate the provider appeal process to PacifiCare Behavioral Health. Providers who wish to appeal a PacifiCare Behavioral Health utilization management decision regarding a member covered under the PacifiCare of Oregon or PacifiCare of Washington Medical Plans should contact PCOR/PCWA Regional Customer Service according to the following:

Commercial	(800) 932-3004
Secure Horizons	(800) 533-2743

### Provider Appeals Regarding Members Covered Under Providence Health Plan

Providence Health Plan does not delegate the provider appeal process to PBH. Providers who wish to appeal a PBH utilization management decision regarding a member covered under the Providence Medical Plan should contact Providence Health Plan Customer Service according to the following:

Commercial (including Medicaid)	(800) 878-4445
Medicare	(800) 603-2340

## Providence Health Plan Commercial Product Guidelines

PBH manages inpatient and outpatient mental health benefits for the Providence Health Plan. Commercial plans include: Commercial HMO members and Medicare+ Choice members. Please refer to the general sections of your provider manual for guidelines on referrals, authorizations and PBH access standards for routine, urgent and emergent referrals.

Eligibility & Pre-authorization	(800) 711-4577	Inpatient & Outpatient services require pre-authorization
Benefit Verification	(800) 711-4577	Benefit levels and copayment varies by plan type
Claims	(800) 716-1166 option 2	PBH PO Box 31053 Laguna Hills, CA 92654-1053

## Providence Health Plan PPO Product Guidelines

Providence Health Plan offers a PPO Product. Providers must be contracted by Providence Health plan to be PPO provider. PBH is delegated to perform the credentialing of PPO providers.

PBH certifies and manages inpatient services for selected plans. PBH does not certify outpatient mental health services.

### **Inpatient (In-network & Out-of-Network):**

PBH will provide certification & case management

Eligibility & Benefit Verification	(503) 574-7600 (800) 793-9338	Eligibility & benefit verification supplied by Providence Health Plan. If certification is required, provider will be transferred to PBH for certification review
Inpatient Certification	(503) 574-7600 (800) 793-9338	Inpatient certification is required on a select number of plans. Providers are encouraged to call to ensure compliance with certification requirements
Claims	Identified on member's ID card	Claims should be directed to the claims submission address on the member's ID card

## PacifiCare of Oregon/PacifiCare of Washington Commercial/Secure Horizons Product Guidelines

PacifiCare of Oregon & PacifiCare of Washington HMO and Secure Horizons plans are managed by PacifiCare Behavioral Health. All services must be pre-authorized and provided by a PBH contracted provider. Please refer to the General sections of your Provider Manual for guidelines on referrals, authorizations and PBH access standards for routine, urgent and emergent referrals.

### **Inpatient & Outpatient:**

PBH will refer, authorize, case manage and pay claims

Eligibility/ Benefit Verification & Pre-Authorization	(800) 577-7244 (800) 820-8202	Inpatient & outpatient prior authorization required
Claims	(800) 716-1166 option 2	PacifiCare Behavioral Health Inc. Attn: Claims PO Box 31053 Laguna Hills, CA 92654-1053

## **Depression Screening for Older Adults with Medical Conditions is Offered by PBH Oregon & Washington**

Older adults with severe medical problems often experience depression. In Oregon and Washington, PBH is working together with PacifiCare of Oregon and PacifiCare of Washington to provide depression screening for older adults with heart disease, congestive heart failure, diabetes, or generally poor health. New Secure Horizons members with these health conditions are given the opportunity to take part in a free telephone screening for signs of depression. At the end of the brief screening the member is told whether or not they have symptoms of depression. The member is then given the opportunity to have their call transferred to PBH Customer Service where they can be provided with an immediate referral for a more in-depth assessment by a mental health professional. These members are also urged to discuss the results of the screening with their doctor and any behavioral health professional they may already be seeing.