

## Behavioral health services for central and south Florida – Carelon Behavioral Health

Preauthorization and medical necessity reviews for mental health, substance abuse and partial/residential treatment for Medicaid members are managed by Carelon Behavioral Health (formerly Beacon Health Options) for the following regions:

- **Region 3:** Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee and Union counties
- **Region 4:** Baker, Clay, Duval, Flagler, Nassau, St. Johns and Volusia counties
- **Region 5:** Pasco and Pinellas counties
- **Region 6:** Hardee, Highlands, Hillsborough, Manatee and Polk counties
- **Region 7:** Brevard, Orange, Osceola and Seminole counties
- **Region 8:** Charlotte, Collier, DeSoto, Glades, Hendry, Lee and Sarasota counties
- **Region 9:** Indian River, Martin, Okeechobee, Palm Beach and St. Lucie counties
- **Region 10:** Broward County
- **Region 11:** Miami-Dade and Monroe counties

Carelon Behavioral Health manages preauthorization requests for the following services:

- Residential Treatment Center (SIPP)
- Inpatient Mental Health
- Inpatient Detoxification
- Inpatient Rehabilitation
- Crisis Stabilization
- Intensive Outpatient
- Therapeutic Behavioral Onsite Services (TBOSS)
- Psychosocial Rehabilitation
- Transcranial Magnetic Stimulation (TMS)
- Partial Hospital
- Targeted Case Management

### How to submit preauthorization requests

- **Inpatient preauthorization requests** for behavioral health services can be submitted to Carelon by calling **844-265-7590**. A licensed clinician is available 24 hours a day. During regular business hours (Monday – Friday, 8:30 a.m. – 6 p.m., Eastern time), choose the prompt for inpatient admissions. After-hour calls will be routed to an on-call clinician.

An authorization determination will be made at the time of the call. The following information is needed 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, alternate treatment modalities)
  - Medications and adherence
  - Significant comorbidities, medical issues, complications
  - Toxicology screen results, current relevant laboratory results
  - Name of attending physician
  - Name of facility contact person and his/her phone number
- **For outpatient preauthorization requests**, only the following services require preauthorization:
    - Psychosocial rehabilitation
    - Therapeutic behavioral on-site services
    - Targeted case management
    - Behavioralhealth overlay services
    - Therapeutic services for members in foster care

To request services, complete the form found [here](#) and fax it to **800-370-1116**.

### Questions?

Please direct questions about this program to Caelon Behavioral Health at **844-265-7590**, Monday – Friday, 8:30 a.m. – 6 p.m., Eastern time.