

Behavioral health services for Humana Gold Plus® Integrated Medicare-Medicaid Plans – Carelon Behavioral Health Options

Preauthorization for mental health, substance use disorder and partial/residential treatment for behavioral health services for Humana Gold Plus Integrated Medicare-Medicaid Plans are managed by Carelon Behavioral Health, including:

- Inpatient mental health services, including substance use disorders and residential treatment
- Psychological testing and evaluation
- Transcranial magnetic stimulation (TMS)
- Partial hospitalization

Mental health policies utilized in determining medical necessity can be found on [Carelon's Health Medical Necessity Criteria website](#).

How to submit preauthorization requests

The authorization process is initiated at the time of the call or online submission. Please include the following information 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 and alternative treatment modalities)
 - Medications and adherence
 - Significant comorbidities, medical issues, complications, toxicology screen results and current relevant laboratory results
 - Name of attending physician
 - Name and phone number of facility contact person
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- **Inpatient requests**
 - Phone: 855-481-7044. A licensed clinician is available 24 hours a day, 7 days a week. During regular business hours (Monday – Friday, 7:30 a.m. – 5 p.m., Central time), choose the prompt for inpatient admissions. After-hour calls are routed to an on-call clinician.
 - **Outpatient requests**
 - Online: www.carelonbehavioralhealth.com ([Register here](#))
 - Carelon Behavioral Health Interactive Voice Recognition (IVR): 855-371-9234. Behavioral health providers should have the practice or organization's Tax Identification Number, the member's identification number and date of birth, and the date of service to complete the request.
 - Humana phone: 855-235-8530 (TTY: 855-539-5884)

For questions

Behavioral health providers can direct questions about this program to Carelon Behavioral Health Options by calling 855-481-7044, Monday – Friday, 7:30 a.m. – 5 p.m., Central time.