

PROVIDER QUICK POINTS

PROVIDER INFORMATION



January 8, 2020

Minnesota Health Care Programs (MHCP) and Minnesota Senior Health Options (MSHO) Behavioral Health Fax Back Notification Update

Previously, if a provider submitted a request for behavioral health (BH) prior authorization via fax, the Behavioral Health (BH) Call Center team would send the provider a fax upon receipt that included the case reference number.

Effective December 1, 2019, the BH Call Center team no longer sends a fax confirmation with the reference number because Providers are able to easily obtain the reference number for the case by visiting the Interactive Care Reviewer (ICR) tool at <https://www.availity.com>. Through the ICR, providers are able to monitor the progress of the case by viewing case status and disposition.

This information applies to the following products:

- Minnesota Health Care Programs, including Families and Children, Minnesota Senior Care Plus (MSC+) and MinnesotaCare (MNCare)
- Minnesota Senior Health Options (MSHO)

If you have questions, please contact Provider Services at **1-866-518-8448**.