

Expedited Psychiatric Inpatient Admission Insurance Carrier Contact Information For Commercial and MassHealth Insured lines of business DATE UPDATED: 11/30/2023

(1) Fax numbers/machines are monitored by the Insurance Companies during business hours. After business hours, Insurance Companies have confirmed that a fax will be automatically routed to an email to attend to review and act upon.

(2) ED/ESPs shall check availability with the insurance companies to determine whether or not prior authorizations are needed.

Insurance Carrier Name	Notification Alerts	Request for Assistance	Primary Contact for Escalation	Prior Authorization (PA) and/or Notification Required?		
				<i>From ED to Inpatient Facility? (PA)</i>	<i>For Specialty Services? (PA)</i>	<i>Following admission to Inpatient Facility? (Notification)</i>
Aetna Health Inc. Aetna Health Insurance Company Aetna Life Insurance Company	Business Hours: 24/7 (phone): 1-800-624-0756	Business Hours: 24/7 (phone): 1-800-624-0756	Primary Escalation Contact: Karey Ponist Email: PonistK@aetna.com Phone: 959-230-5535 Medical Director: Shelley Doumani-Semino, MD Email: Doumani-SeminoS@AETNA.com Phone: 602-453-8364	No PA required	No PA required	Notification required

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Blue Cross and Blue Shield of Massachusetts, Inc. Blue Cross Blue Shield of Massachusetts HMO Blue, Inc.	Business Hours: M-F 8:30am- 4:30pm During/Outside Business Hours: (phone) 1-800-524-4010, Option 4 Answering service available outside of business hours	Business Hours: M-F 8:30 am-4:30 pm During Business Hours: (phone) 1-800-524-4010 Outside Business Hours: (fax): 1-617-246-2549	Senior Medical Director for Behavioral Health: Gregory G. Harris, MD, MPH gregory.harris@bcbsma.com Associate Medical Dir of Behavioral Health: M. Elyce Kearns, MD, MPH m.elyce.kearns@bcbsma.com	No PA required	No PA required	Notification required within 48 hours of admission
Boston Medical Center Health Plan, Inc. d/b/a WellSense Health Plan Behavioral Health Manager: Carelon Behavioral Health	Business Hours: 24/7 (phone): 866-444-5155	Business Hours: 24/7 (phone): 866-444-5155	Primary: Melanie Duarte 774-991-4021 Melanie.Duarte@carelon.com Medical Director: Dr. Simreet Khaira- 617-620-6276 Simreet.Khaira@carelon.com	No PA required	PA required	Notification required
Cigna Health and Life Insurance Company Behavioral Health Manager: Evernorth Behavioral Health	Business Hours: 24/7 (phone): 800-274-7603	Business Hours: 24/7 (phone): 800-274-7603	Business Hours: 24/7 (phone): 800-274-7603 Sofia Ksendzovsky 800-274-7603	PA required	PA required	Notification required
Commonwealth Care Alliance (CCA)	Business Hours: 24/7 (phone): 866-610-2273	Business Hours: 24/7 (phone): 866-610-2273	Business Hours: 24/7 (phone): 866-610-2273 Becky Cioffi 866-610-2273 rcioffi@commonwealthcare.org Dr. Jacob Kagan BH Medical Director 866-610-2273 jkagan@commonwealthcare.org	Notification of admission required	Contact insurance carrier for requirement	Notification required

ConnectiCare of Massachusetts, Inc. Behavioral Health Manager: United Behavioral Health/Optum	Business Hours: 24/7 (phone): 1-800-349-5365	Business Hours: 24/7 (phone): 1-800-349-5365	Primary Escalation Contact: - Business Hours (M-F 8a-4:30p ET): Nicole Hollrah, 1-800-349-5365 - Afterhours (Sa/Su 24/7, M-F 5p-8a ET): Jeff Turner <u>AT_AfterHours_Managers_DL@ds.uhc.com</u> Medical Director Escalation Contact Business Hours (M-F 8:30a-5p ET): Dr. Kimberly Roberts-Schultheis 1-800-349-5365	No PA required	Depending on Service. Contact Insurance Carrier for Requirement	Notification required
Fallon Community Health Plan, Inc. Fallon Health & Life Assurance Company, Inc. Behavioral Health Manager: Carelon Behavioral Health	Business Hours: 24/7 (phone): 1-888-421-8861	Business Hours: 24/7 (phone): 1-888-421-8861	Primary: Melanie Duarte 774-991-4021 <u>Melanie.Duarte@carelon.com</u> Medical Director: Dr. Simreet Khaira-617-620-6276 <u>Simreet.Khaira@carelon.com</u>	No PA required	PA required	Notification required

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Harvard Pilgrim Health Care, Inc. HPHC Insurance Company, Inc.	Business Hours: 24/7 (phone): 1-800-708-4414	Business Hours: 24/7 (phone): 1-800-708-4414	BH Senior Clinical Manager Alyssia LeBlanc 617-972-9400 x54459 Alyssa.leblanc@point32health.org Team Lead: Melissa Southerland 781-612-0329 BH Medical Director: Natalie Belkin, MD 617-972-9400 x84163 Natalie.belkin@point32health.org	No PA required	Depending on service contact insurance carrier for requirement	Notification required within 48 hours of admission
Health New England, Inc.	Business Hours: 24/7 (phone): 1-413-233-3315	Business Hours: 8:00am-5:00pm During/Outside Business Hours: (phone): 1-413-233-3315 Only Answering service available outside of business hours.	Behavioral Health manager: Robert Azeez 413-233-3438 razeez@hne.com Medical Director: Dr. Kate McIntosh 413-233-3052 KMcIntosh@hne.com	No PA required	PA required	Notification required
HNE Be Healthy Partnership Plan Behavioral Health Manager: MBHP	Business Hours: 24/7 (phone): 1-800-495-0086 Option 3, then 2	Business Hours: 24/7 (phone): 1-800-495-0086 Option 3, then 2	Behavioral Health manager: Robert Azeez 413-233-3438 razeez@hne.com Medical Director: Dr. Kate McIntosh 413-233-3052 KMcIntosh@hne.com	No PA required	Contact insurance carrier for requirement	Notification required

Massachusetts Behavioral Health Partnership (MBHP) Behavioral Health Manager for: HNE Be Healthy Partnership Plan	Business Hours: 24/7 (phone): 1-800-495-0086 Option 3, then 2	Business Hours: 24/7 (phone): 1-800-495-0086 Option 3, then 2	Primary: Alex Forster 781-223-1911 alexandra.forster@carelon.com	No PA required	Contact insurance carrier for requirement	Notification required
Mass General Brigham Health Plan, Inc. (f/k/a AllWays Health Partners, Inc.) Behavioral Health Manager: United Behavioral Health/Optum	Business Hours: 24/7 (phone): 1-866-414-5533	Business Hours: 24/7 (phone): 1-866-414-5533	Primary Escalation Contact: - Business Hours (M-F 8a-4:30p ET): Nicole Hollrah, 1-866-414-5533 - Afterhours (Sa/Su 24/7, M-F 5p-8a ET): Jeff Turner AT_AfterHours_Managers_DL@ds.uhc.com Medical Director Escalation Contact Business Hours (M-F 8:30a-5p ET): Dr. Kim Roberts-Schultheis 1-866-414-5533	No PA required	Depending on Service. Contact Insurance Carrier for Requirement	Notification within 72hrs of admission.
Senior Whole Health Behavioral Health Manager: Molina Healthcare, Inc.	Business Hours: 24/7 (phone): -1-855-838-7999	Business Hours: 24/7 (phone): 1-855-838-7999	Behavioral Health director: Kevin Wicker 1-781-516-0943 Kevin.wicker@molinahealthcare.com	No PA Required; Notification of admission within 24 hours of admission	No PA	Notification within 72hrs of admission.
Tufts Associated Health Maintenance Organization, Inc. Tufts Insurance Company	Business Hours: 24/7 (phone): 1-800-708-4414	Business Hours: 24/7 (phone): 1-800-708-4414	BH Senior Clinical Manager Alyssia LeBlanc 617-972-9400 x54459 Alyssa.leblanc@point32health.org Team Lead: Melissa Southerland 781-612-0329 BH Medical Director: Natalie Belkin, MD 617-972-9400 x84163 Natalie.belkin@point32health.org	No PA required	PA required	Notification required

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Tufts Health Public Plans, Inc.	Business Hours: 24/7 (phone): 1-800-708-4414	Business Hours: 24/7 (phone): 1-800-708-4414	BH Senior Clinical Manager Alyssia LeBlanc 617-972-9400 x54459 Alyssa.leblanc@point32health.org Team Lead: Melissa Southerland 781-612-0329 BH Medical Director: Natalie Belkin, MD 617-972-9400 x84163 Natalie.belkin@point32health.org	No PA required	PA required	Notification required
Tufts Health Public Plans, Inc. -Unify Program	Business Hours: 24/7 (phone): 1-800-708-4414	Business Hours: 24/7 (phone): 1-800-708-4414	BH Senior Clinical Manager Alyssia LeBlanc 617-972-9400 x54459 Alyssa.leblanc@point32health.org Team Lead: Melissa Southerland 781-612-0329 BH Medical Director: Natalie Belkin, MD 617-972-9400 x84163 Natalie.belkin@point32health.org	No PA required	No PA required if member is being sent to CCS or CSS; otherwise, Yes, PA is required	Notification required

Unicare Life & Health Insurance Company Behavioral Health Manager: Carelon Behavioral Health	Business Hours: 24/7 (phone): 1-855-750-8980	Business Hours: 24/7 (phone): 1-855-750-8980	Primary: Melanie Duarte 774-991-4021 Melanie.Duarte@carelon.com Medical Director: Dr. Simreet Khaira- 617-620-6276 Simreet.Khaira@carelon.com	No PA required	PA required	Notification Required within 72 hrs
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UnitedHealthCare Insurance Company UnitedHealthcare of New England, Inc. (United Behavioral Health/Optum)	Business Hours: 24/7 (phone): See Patient's Insurance Card. If Patient's insurance card is unavailable, call 1-800-888-2998	Business Hours: 24/7 (phone): See Patient's Insurance Card. If Patient's insurance card is unavailable, call 1-800-888-2998	Primary Escalation Contact: - Business Hours (M-F 8a-4:30p ET): Ruth Lucas If patient's insurance card is unavailable, 1-800-888-2998 - Afterhours (Sa/Su 24/7, M-F 5p-8a ET): Jeff Turner <u>AT AfterHours_Managers_DL@ds.uhc.com</u> Medical Director Escalation Contact Business Hours (M-F 8:30a-5p ET): Dr. Kim Roberts-Schultheis If patient's insurance card is unavailable, 1-800-888-2998	No PA required	Depending on Service. Contact Insurance Carrier for Requirement	Notification required
UnitedHealthCare Insurance Company -SCO program UnitedHealthcare of New England, Inc. (United Behavioral Health/Optum)	Business Hours: 24/7 (phone): 1-888-867-5511	Business Hours: 24/7 (phone): 1-888-867-5511	Primary Escalation Contact: - Business Hours (M-F 8a-4:30p ET): Ruth Lucas, 1-888-867-5511 - Afterhours (Sa/Su 24/7, M-F 5p-8a ET): Jeff Turner <u>AT AfterHours_Managers_DL@ds.uhc.com</u> Medical Director Escalation Contact Business Hours (M-F 8:30a-5p ET): Dr. Kim Roberts-Schultheis 1-888-867-5511	No PA required	PA required	Notification required if not provided prior to admit
Wellfleet Insurance Company	24/7 215-669-2106 (phone) Dr. Barrie Baker, M.D. Alternate: 413-455-5388 (phone) Laurie Beebe, Provider Network Manager Secure fax: 413-452-5490	24/7 215-669-2106 (phone) Dr. Barrie Baker, M.D Alternate: 413-455-5388 (phone) Laurie Beebe, Provider Network Manager Secure fax: 413-452-5490	215-669-2106 (phone) Dr. Barrie Baker, M.D	PA Required	PA Required	Notification Required