

**Expedited Psychiatric Inpatient Admission
Insurance Carrier Contact Information
For Commercial and Mass Health Insured lines of
business DATE UPDATED: 05/11/2022**

(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?		
				From ED to Inpatient Facility? (PA)	For Specialty Services? (PA)	Following admission to Inpatient Facility? (Notification)
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	Business Hours: 24/7 (phone): 1-800-624-0756 Shelley Doumani-Semino, MD Email: Doumani-SeminoS@AETNA.com Phone: 602-453-8364	No PA required	PA is preferred for Inpatient care following ED stabilization	Notification required only
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: <ul style="list-style-type: none"> • Business Hours (M-F 8a-4:30p ET): Nicole Hollrah, 1-866-414-5533 • Afterhours (Sa/Su 24/7, M-F 5p-8a ET): Ryan Crawford 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 required within 24 hours of admission or next business day

Insurance Carrier Name	Notification Alerts	Request for Assistance	Primary Contact for Escalation	Prior Authorization (PA) and/or Notification Required?		
				From ED to Inpatient Facility? (PA)	For Specialty Services? (PA)	Following admission to Inpatient Facility? (Notification)
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. Behavioral Health Manager: Beacon Health Strategies	Business Hours: 24/7 (phone): 866-444-5155	Business Hours: 24/7 (phone): 866-444-5155	Primary: Alex Forster 781-223-1911 alexandra.forster@beaconhealthoptions.com Medical Director: Vikram Kambampati vikram.kambampati@beaconhealthoptions.com 617-686-4293	PA required	PA required	Notification required
Cigna Health and Life Insurance Company Behavioral Health Manager: CIGNA 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 Gregory Boone 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 Livia Ataide 866-610-2273 (lataide@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

<p>ConnectiCare of Massachusetts, Inc.</p> <p>Behavioral Health Manager: United Behavioral Health/Optum</p>	<p>Business Hours: 24/7 (phone): 1-800-349-5365</p>	<p>Business Hours: 24/7 (phone): 1-800-349-5365</p>	<p>Primary Escalation Contact:</p> <ul style="list-style-type: none"> • Business Hours (M-F 8a-4:30p ET): Nicole Hollrah, 1-800-349-5365 • Afterhours (Sa/Su 24/7, M-F 5p-8a ET): Ryan Crawford AT_AfterHours_Managers_DL@ds.uhc.com <p>Medical Director Escalation Contact Business Hours (M-F 8:30a-5p ET): Dr. Kimberly Roberts-Schultheis 1-800-349-5365</p>	<p>Notification required within 48 hours of admission or next business day</p>	<p>Depending on Service. Contact Insurance Carrier for Requirement</p>	<p>Notification required</p>
<p>Fallon Community Health Plan, Inc.</p> <p>Fallon Health & Life Assurance Company, Inc.</p> <p>Behavioral Health Manager: Beacon Health Strategies</p>	<p>Business Hours: 24/7 (phone): 1-888-421-8861</p>	<p>Business Hours: 24/7 (phone): 1-888-421-8861</p>	<p>Primary: Alex Forster 781-223-1911 alexandra.forster@beaconhealthoptions.com</p> <p>Medical Director: Dr. Brumley 1-888-421-8861 David.Brumley@fallonhealth.org</p>	<p>PA required</p>	<p>PA required</p>	<p>Notification required</p>

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Harvard Pilgrim Health Care, Inc. HPHC Insurance Company, Inc. Behavioral Health Manager: United Behavioral Health/Optum	Business Hours: 24/7 (phone): 1-888-777-4742 x38964	Business Hours: 24/7 (phone): 1-888-777-4742 x38964	Primary Escalation Contact: <ul style="list-style-type: none"> Business Hours (M-F 8a-4:30p ET): Rebecca Campman, phl.hphc@optum.com Afterhours (Sa/Su 24/7, M-F 5p-8a ET): Ryan Crawford AT_AfterHours_Managers_DL@ds.uhc.com Medical Director Escalation Contact Business Hours (M-F 8:30a-5p ET): Dr. Abigail Ostow 1-888-777-4742 x 38964	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: Nathan Somers, MD 413-233-3383 nsomers2@hne.com	No PA required	PA required	Notification required
HNE Be Healthy PPC 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: Nathan Somers, MD 413-233-3383 nsomers2@hne.com	PA required	Contact insurance carrier for requirement	Notification required

Massachusetts Behavioral Health Partnership (MBHP) Behavioral Health Manager for: HNE Be Healthy PPC 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		PA required	Contact insurance carrier for requirement	Notification required
Senior Whole Health Behavioral Health Manager: Magellan Healthcare, Inc.	Business Hours: 24/7 (phone): 1-800-770-3084	Business Hours: 24/7 (phone): 1-800-770-3084	Business Hours: 24/7 (phone): 1-800-770-3084 Prog Director: Lauren Keane, 215-504-3960 KeaneL@MagellanHealth.com	PA required	Contact Insurance Carrier for Requirement	Notification required
Tufts Associated Health Maintenance Organization, Inc. Tufts Insurance Company	Business Hours: 24/7 (fax): 1-617-673-0302	Business Hours: M, T,W,F 8:30am- 5:00pm, Thurs 9:00am- 5:00pm During Business Hours: (fax preferred): 1-617-673-0302 (phone): 1-800-208-9565 Outside of Business Hours: (phone): 1-800-208-9565	During Business Hours: BH Clinical Manager: Elaine Sherwood 857-304-3436 elaine.sherwood@point32health.org BH Medical Director: Elizabeth Ross, MD 617-460-2700 elizabeth.ross@point32health.org	No PA required	PA required	Notification required

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Tufts Health Public Plans, Inc. (formerly known as Network Health)	Business Hours: 24/7 (fax): 1-888-977-0776	Business Hours: M-F 8:30am- 5:00pm During/Outside Business Hours (phone): 1-888-257-1985 Providers should follow the initial prompt for Authorization Requests. You will then be given a prompt specific to BH Authorization Requests. After choosing the applicable Plan type you will be connected with an Intake Coordinator.	During Business Hours: BH Clinical Manager: Elaine Sherwood 857-304-3436 elaine.sherwood@point32health.org BH Medical Director: Elizabeth Ross, MD 617-460-2700 elizabeth.ross@point32health.org	No PA required	PA required	Notification required
Tufts Health Public Plans, Inc. (formerly known as Network Health) -Unify Program	Business Hours: 24/7 (fax): 1-857-304-6304	Business Hours: M-F 8:30am- 5:00pm During Business Hours: (fax preferred): 1-857-304-6304 (phone): 1-855-393-3154 Outside of Business Hours: (phone): 1-855-393-3154	During Business Hours: BH Clinical Manager: Elaine Sherwood 857-304-3436 elaine.sherwood@point32health.org BH Medical Director: Elizabeth Ross, MD 617-460-2700 elizabeth.ross@point32health.org	No PA required	No PA required if member is being sent to CCS or CSS; otherwise, Yes, PA is required	Notification required

<p>Unicare Life & Health Insurance Company</p> <p>Behavioral Health Manager: Beacon Health Strategies</p>	<p>Business Hours: 24/7 (phone): 1-855-750-8980</p>	<p>Business Hours: 24/7 (phone): 1-855-750-8980</p>	<p>Primary: Alex Forster 781-223-1911 alexandra.forster@beaconhealthoptions.com</p> <p>Secondary: Vikram Kambampati 617-686-4293 Vikram.Kambampati@beaconhealthoptions.com</p>	<p>PA required</p>	<p>PA required</p>	<p>Notification required</p>
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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: <ul style="list-style-type: none"> Business Hours (M-F 8a-4:30p ET): Nicole Hollrah If patient's insurance card is unavailable, 1-800-888-2998 Afterhours (Sa/Su 24/7, M-F 5p-8a ET): Ryan Crawford AT_AfterHours_Managers_DL@ds.uhc.com 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	Notification required within 48 hours of admission or next business day	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: <ul style="list-style-type: none"> Business Hours (M-F 8a-4:30p ET): Nicole Hollrah, 1-888-867-5511 Afterhours (Sa/Su 24/7, M-F 5p-8a ET): Ryan Crawford AT_AfterHours_Managers_DL@ds.uhc.com 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