Expedited Psychiatric Inpatient Admission

Insurance Carrier Contact Information   
For Commercial and MassHealth Insured lines of business   
DATE CREATED: 1/31/2018

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 for someone 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.

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| Insurance Carrier Name | Notification Alerts | Request for Assistance | 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 | No PA required | PA is preferred for Inpatient care following ED stabilization | Notification required only |
| 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 8:30am- 4:30pm  During Business Hours:: (phone) 1-800-524-4010, Option 4  Outside Business Hours:  (fax): 1-617-246-2549 | No PA required | No PA required | Notification required within 48 hours of admission |

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| ***From ED  to  Inpatient Facility? (PA)*** | ***For  Specialty Services? (PA)*** | ***Following admission to Inpatient Facility? (Notification)*** |
| Boston Medical Center Health  Plan, Inc.  Behavioral Health Manager: Beacon Health Strategies | Business Hours: 24/7 (phone): 1-866-444-5155 | Business Hours: 24/7 (phone): 1-866-444-5155 | 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 | PA required | PA required | 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 | No PA  required | No PA required | Notification  required |

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| Fallon Community Health Plan, Inc.  Fallon Health & Life Assurance Company, Inc.  Behavioral Health Manager: Beacon Health Strategies | Business Hours: 24/7  (phone): 1-888-421-8861 | Business Hours: 24/7  (phone): 1-888-421-8861 | PA required | PA required | Notification required |
| 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 | Business Hours: 24/7 (phone): 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. | No PA required | PA required | Notification required |

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| Neighborhood Health Plan, Inc.  Behavioral Health Manager: Beacon  Health Strategies | | Business Hours: 24/7  (phone): 1-800-414-2820 | Business Hours: 24/7  (phone): 1-800-414-2820 | | PA required | | PA required | | 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 | | No PA required | | PA required | | Notification required | |
| Tufts Health  Public Plans, Inc.  (formerly known as Network Health) | | Business Hours: 24/7 (fax): 1-888-977-0776 | | Business Hours: M,T,W,F 8:30am-5:00pm , Thurs 9:00am-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. Only Answering service available outside of business hours. | No PA required | | PA required | | Notification required | |

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| ***From ED  to  Inpatient Facility? (PA)*** | ***For  Specialty Services? (PA)*** | | ***Following admission to Inpatient Facility? (Notification)*** | |
| Unicare Life & Health Insurance Company  Behavioral Health Manager: Beacon Health Strategies | | Business Hours: 24/7 (phone): 1-855-750-8980 | | Business Hours: 24/7 (phone): 1-855-750-8980 | PA required | | PA required | Notification required | |
| 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. | PA required | | PA required | Notification required | |