

Authorization for After Hours Admits by Payor				
Payor Name	Phone Number	After Hours Procedure	Contracted with UWMC and UWP?	Contracted with HMC?
Aetna US Healthcare	MH Carve Out	see Magellan Health Services	Yes	Yes
Blue Cross Blue Shield of CA	MH Carve Out	see Managed Health Network	Yes	Yes
Blue Cross Blue Shield of ID	1 800 627 1188	BCBS Idaho does not have an operator after hours. Their business hours are 9AM-5PM mountain time. After hours you must call 800 627 1187 to leave a voicemail. Include: members name, enrollee identification number, what the patient is being admitted for, facility name, name of the person calling and phone number. They will return your phone call during business hours.	Yes	Yes
Blue Cross Blue Shield of OR	1 800 448 0525	BCBS Oregon does not have an operator after hours. You must call them during business hours. Their business hours are M-W 7:30AM-5PM, Thurs 9AM-5PM, and F 7:30AM-5PM pacific time.	Yes	Yes
Cigna Behavioral Health = Cigna Health Care	MH Carve Out: 1-800-922-8015	Cigna Behavioral Health/Cigna Health Care is available 24/7, need patient ID #	No	No
Compass Health		Compass Health is open 24/7, the phone number connects you to a voicemail. You should leave your name, number, and reason for your phone call and they will give you a call back within 1 hour. They require client's first name, middle initial, last name, age and date of birth. Need the PIC number found on the insurance card. For medical coupon they need to know ethnicity, country, voluntary or involuntary (for involuntary patient is automatically certified for 20 days when authorized for a CDHMP) They need to know who is checking the patient in. They need to know when the admit date is and whether this is an emergency of planned admission. Also what is the diagnosis, presenting problems, symptoms, patient history for living situation, available family or community support, current treatment, past treatment and any legal issues.	Yes	Yes
First Choice Health Network	1 800 231 6935	First Choice Health Network does not have an operator after hours. Their business hours are M-F 8 AM - 5 PM Pacific Time. After hours call 206-292-8255. There is an option for FCHN utilization review. You should leave a message. Include: Patient identification #, The name of the patient, the diagnosis, the name of who they should call back, and the phone number of the person they should talk to. They will respond the next business morning.	No (for First Choice Mental Health)	No (for First Choice Mental Health)
Harvard Pilgrim Health Care	1 888 777 4742	Harvard Pilgrim Health Care is available 24/7. They require some basic clinical information for a precertification.	Yes	Yes
Health Management Center- Teamsters	MH Carve Out: 1 800 256 9888	Health Management Center- Teamsters is available 24/7. They require some basic clinical information for precertification.	Yes	Yes
Magellan Health Services	MH Carve Out: 1 800 780 7881	Magellan Health Services is available 24/7. They require basic demographic as well as basic clinical information.	No	No
Managed Health Network	800 227 1060	Managed Health Network is available 24/7. To obtain an authorization ask for a clinician. You will need to supply them with the member's name, subscriber identification number and social security number, as well as the patient's name and date of birth.	Yes	No
North Star Administrators	MH Carve Out: 1 800-344-2227	Carved out to: Care Management @ premera. They do not have an operator after hours. Their business hours are 8 AM -5 PM Pacific Time. To obtain an authorization call them during business hours.	Yes	Yes
One Health Plan	1-800-663-8081	One Health Plan does not have an operator after hours. You must call them during business hours. Their business hours are M-F 7AM-7PM mountain time.	Yes	No
Pacific Mutual Group	1-800-729-8545	Pacific Mutual Group does not have an operator after hours. Their business hours are M-F 5AM-5PM Pacific Time. You can leave a message. Include: the facility you are calling from, the social security number of the patient, what number they should call to reach us, and let them know that you need to do a precertification. They will return your phone call in the morning. Also, there is the option of not leaving a message and calling them the next morning, however you must call them within 72 hours of the admission.	Yes	Yes

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Qualis Health	MH Carve Out: 1-800-541-2894	Qualis Health does not have an operator after hours. To obtain an authorization you need to call when they are open during the next morning. 7AM - 5PM Pacific Time	Yes	
Regence Blue Shield	800 322 1737	To obtain authorizations you must call Regence Care Management at: 1-800-367-2766. Regence Blue Shield does not have an operator after hours. Their business hours are 8 AM- 5 PM Pacific time. For some plans the mental health benefits are carved out to Magellan (see Magellan). For after hours admissions you must call Regence during their business hours the next day.	Yes	Yes
Tricare	800 404 2042	Tricare does not have an operator after hours. Their business hours are M-F 7 AM- 6 PM Pacific, but from 6 PM-7 PM calls are routed to their partners in California. To obtain an authorization you must all next business day.	Yes	No
Uniform Medical	425-670-3046	Uniform Medical do not have an operator after hours. Their business hours are 8 AM - 6 PM Pacific. For inpatient mental health services they generally don't require a preauthorization. However to check whether or not a patient needs a preauthorization, you must call them during their business hours.	Yes	Yes
United Behavioral Health	MH Carve Out: 1-866-680-0995	Carved out to: Houston National Service Center. They do not have an operator after hours. Their hours are 7 AM to 6:30 PM Central Time. You should leave a message. Include: Member name, social security number of the cardholder, facility that you are calling from and the number for them to reach us. Houston National Service Center will get back to you during their normal business hours.	Yes	Yes
United Health Care	800 325 6651	To obtain authorizations you must call: 800-527 0764. United Health Care does not have an operator after hours. Their business hours are 6 AM- 5PM Pacific. If you are admitting a patient after hours, you must call the next business day for authorizations. For some plans this payor is carved out to Houston National Service Center (their information can be found under United Behavioral Health).	Yes	Yes
USI Administrators	1-800-266-4260	They do not have an operator after hours. Their hours are 6 am- 4 pm Pacific time (Our time). You should leave a message. Include: cardholder name, patient name, employer group, patient social security number, your name, what number they can reach you at, and what kind of service you wish to be providing (inpatient mental health). USI Administrators will get back to you during their normal business hours.	Yes	Yes
Value Options	MH Carve Out: 1-800-934-7245	1-800-887-7487 This is the after hours number (after hours means after 6pm eastern standard time). There are operators available to talk on this line.	No	No