

<August 17, 2021>

## **SummaCare Memo: Behavioral Health and Utilization Management**

### **Coordination of Care**

To improve quality of care and encourage coordination of care between Medical and Behavioral healthcare practitioners, SummaCare participates in annual Behavioral Health Studies. The 2021 studies identified the following opportunities and action needed for improvement:

- Conducting depression screening during the initial and annual PCP visits including Telehealth Visits.
- Conducting an annual Diabetic Screening for members with Schizophrenia or bipolar disorder who are on antipsychotic medication.
- Ensuring pediatric patients with new ADHD medication have at least one follow-up visit within 30 calendar days of the initial prescription.
- Ensuring your pediatric patients on ADHD medication have two (2) follow up visits within 10 months of the initial prescription.

Please see the included links below for additional information on these identified opportunities.

<https://www.summacare.com/providers/quality-management/behavioral-health>

<https://www.ncqa.org/hedis/measures/follow-up-care-for-children-prescribed-adhd-medication/>

Thank you for your continued commitment to the provision of quality care for your patients.

### **Utilization Management**

SummaCare bases utilization management (UM) decision-making only on appropriateness of care and service and existence of coverage. Decisions are based on reasonable medical evidence and consensus of relevant healthcare professionals. Clinical decisions about each request for service are based on the clinical features of the individual case and the medical necessity criteria.

SummaCare receives routine and expedited/urgent requests to authorize services from 8:30 a.m. to 5:00 p.m. at 330.996.8710 or 888.996.8710 (TTY 800.750.0750). SummaCare maintains an incoming fax line available 24 hours a day, 365 days a year dedicated to receiving incoming authorization requests. Routine requests to authorize services can be faxed to 234.542.0815 using the Prior Authorization Request Form for Services. For urgent/expedited requests call 330.996.8710 or 888.996.8710 (TTY 800.750.0750). Authorizations can also be submitted via the Provider Portal.

Prior Authorization requests may also be submitted electronically via the provider portal on Plan Central. Visit <https://summacare.myplancentral.com/> to get to Plan Central.

For additional information please contact Provider Services at 800.996.8401.



### **Authorization Resources**

Physicians/practitioners may obtain a copy of the benefit provision or the medical necessity criteria used in making a determination by calling the number(s) below and requesting the information.

- High-tech radiology and oncology criteria: 855.774.1315
- Ambulance criteria: 330.996.8791 or 866.996.8791
- All other criteria requests: 330.996.8775 or 888.996.8710

Physicians/practitioners may speak to a Medical Director regarding decisions based on medical necessity by calling 330.996.8775 or 888.996.8775.

For more information on Utilization Management and Authorization Resources visit [www.summacare.com/providers/health-services/utilization-management](http://www.summacare.com/providers/health-services/utilization-management)