

**Expedited Psychiatric Inpatient Admission  
Insurance Carrier Contact Information  
For Commercial and MassHealth Insured lines of business  
DATE CREATED: 2/12/2018**

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- (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.

Insurance Carrier Name	Notification Alerts	Request for Assistance	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>
<b>Aetna Health Inc.</b>  <b>Aetna Health Insurance Company</b>  <b>Aetna Life Insurance Company</b>	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
<b>Blue Cross and Blue Shield of Massachusetts, Inc.</b>  <b>Blue Cross Blue Shield of Massachusetts HMO Blue, Inc.</b>	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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			<i>From ED to Inpatient Facility? (PA)</i>	<i>For Specialty Services? (PA)</i>	<i>Following admission to Inpatient Facility? (Notification)</i>
<b>Boston Medical Center Health Plan, Inc.</b>  <b>Behavioral Health Manager: Beacon Health Strategies</b>	Business Hours: 24/7 (phone): 1-866-444-5155	Business Hours: 24/7 (phone): 1-866-444-5155	PA required	PA Required	Notification required
<b>Cigna Health and Life Insurance Company</b>  <b>Behavioral Health Manager: CIGNA Behavioral Health</b>	Business Hours: 24/7 (phone): 800-274-7603	Business Hours: 24/7 (phone): 800-274-7603	PA required	PA required	Notification required
<b>ConnectiCare of Massachusetts, Inc.</b>  <b>Behavioral Health Manager: United Behavioral Health/Optum</b>	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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<b>Fallon Community Health Plan, Inc.</b>  <b>Fallon Health &amp; Life Assurance Company, Inc.</b>  <b>Behavioral Health Manager: Beacon Health Strategies</b>	Business Hours: 24/7 (phone): 1-888-421-8861	Business Hours: 24/7 (phone): 1-888-421-8861	PA required	PA required	Notification required
<b>Harvard Pilgrim Health Care, Inc.</b>  <b>HPHC Insurance Company, Inc.</b>  <b>Behavioral Health Manager: United Behavioral Health/Optum</b>	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
<b>Health New England, Inc.</b>	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
<b>HNE Be Healthy PCC Plan</b>  <b>Behavioral Health Manager: MBHP</b>	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

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<b>Massachusetts Behavioral Health Partnership (MBHP)</b>  <b>Behavioral Health Manager for: HNE Be Healthy PCC Plan</b>	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
<b>Neighborhood Health Plan, Inc.</b>  <b>Behavioral Health Manager: Beacon Health Strategies</b>	Business Hours: 24/7 (phone): 1-800-414-2820	Business Hours: 24/7 (phone): 1-800-414-2820	PA required	PA required	Notification required
<b>Tufts Associated Health Maintenance Organization, Inc.</b>  <b>Tufts Insurance Company</b>	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

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<b>Tufts Health Public Plans, Inc. (formerly known as Network Health)</b>	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
<b>Tufts Health Public Plans, Inc. (formerly known as Network Health) -Unify Program</b>	Business Hours: 24/7 (fax): 1-857-304-6304	Business Hours: M,T,W,F 8:30am-5:00pm, Thurs 9:00am-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	No PA required	No PA required if member is being sent to CCS or CSS; otherwise, Yes, PA is required	Notification required
<b>Unicare Life &amp; Health Insurance Company</b>  <b>Behavioral Health Manager: Beacon Health Strategies</b>	Business Hours: 24/7 (phone): 1-855-750-8980	Business Hours: 24/7 (phone): 1-855-750-8980	PA required	PA required	Notification required

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<b>UnitedHealthCare Insurance Company</b>  <b>UnitedHealthcare of New England, Inc. (United Behavioral Health/Optum)</b>	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
<b>UnitedHealthCare Insurance Company -SCO program</b>  <b>UnitedHealthcare of New England, Inc. (United Behavioral Health/Optum)</b>	Business Hours: 24/7 (phone): 1-866-673-6315	Business Hours: 24/7 (phone): 1-866-673-6315	PA required	PA required	Notification Required if not provided prior to admit