

Commitment to Communication

From your Provider Relations Team



nh healthy families

2 Executive Park Drive
Bedford, NH 03110

Prior Authorization Update: Rendering Provider requirement for SUD Outpatient Treatment Request (OTR)

November 28, 2022

Please be advised that **Rendering Provider Information** is now required for Prior Authorization and can be requested by completing the updated SUD Outpatient Treatment (OTR) form found under forms <https://www.nhhealthyfamilies.com/providers/resources/forms-resources.html> and faxing to the Utilization Management Department at NH Healthy Families. You can use the Pre-Auth Needed Tool located on the NH Healthy Families website under Provider Resources to check authorization requirements or please refer to the services that require Prior Auth below.

H0010	Medically Monitored Residential Withdrawal Management (ASAM Level 3.7-WM)
894-897 (DRG codes)	Medically Managed Inpatient Hospital Withdrawal Management (ASAM Level 4-WM)
H2034-U4	Low-Intensity Adolescent (ASAM Level 3.1)
H2034	Low-Intensity Adult (ASAM Level 3.1)
H0018-U4	Medium- Intensity Adolescent (ASAM Level 3.5)
H0018	High-Intensity Adult (ASAM Level 3.5)
T1006	Specialty Residential Services for Pregnant & Parenting Women
H2036-HH	Partial Hospitalization Services (ASAM Level 2.5)
H0015	Intensive Outpatient Services

For the OTR to be accepted, it needs to be completed in its entirety and signed by the appropriate staff.

Like us on Facebook and Twitter
to stay in touch with initiatives
and happenings around the state.
#NHhealthy



1-866-769-3085
TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com

For all requests, please be sure to request the number of units, or days, of the treatment that are necessary within 30 days after the expected start date.

If you would like to attach clinical to the OTR, you can. However, clinical attachments can't substitute an incomplete OTR.

The OTR is to be faxed as soon as treatment determinations have been made. This can be any time of day, any day.

If the OTR is sent after 5pm EST during business days, on the weekend or on a holiday, you must also call to notify of the request at: 1-866-769-3085 (Choose option 4 "Behavioral Health" from the Medical Management Menu then option 3 "Behavioral Health Authorization" from the Behavioral Health Menu to reach a live representative). This ensures timely determination for improved access to care.

If you have questions regarding the completion of the SUD OTR, please feel free to call the Utilization Management department at 1-833-404-1061.

Sincerely,

NH Healthy Families