

Referrals and Precertifications/Prior Authorizations

Behavioral health



Behavioral health services requiring prior authorization

Higher levels of care:

- Inpatient
- Residential
- Partial hospitalization services

Non-routine outpatient care:

- Intensive outpatient treatment
- Psychological testing
- Outpatient ECT
- Transcranial magnetic stimulation (TMS or rTMS)
- Hypnotherapy
- ABA/applied behavior analysis
- Biofeedback

Prior authorization process

- The ordering/admitting provider is responsible for obtaining authorization.
- Call 888-839-7972 for prior authorization requests or complete the appropriate prior authorization form and submit as directed. (See list of forms below.) Forms are available on NaviNet under Behavioral Health

Time frames

- The request must be initiated no less than two business days prior to admission or service.
- For urgent or emergent admissions, the facility must notify GHP of the admission within one business day.
- A determination of continued coverage and a subsequent assigned concurrent review date will be provided upon review.

Authorization notification

- Medical management will provide written and/or verbal notification of the determination.
- Authorization status may be viewed on NaviNet under the "authorization inquiry" workflow.

- If a denial is issued, the participating provider will be notified of the option to speak with a medical director regarding the denial.

Behavioral health prior authorization request forms

- Applied Behavioral Analysis (ABA) Request Form
- Concurrent Review Form
- Electroconvulsive Therapy (ECT) Request Form
- Psychological Testing Request Form
- Residential Treatment Center (RTC) Request Form
- Transcranial Magnetic Stimulation (TMS) Request Form