

Frequently Asked Questions for Behavioral Health Services

Q: Does Family Health Network (FHN), Community Care Alliance of Illinois (CCAA) and Community Alliance of Illinois, NFP (CCAI, NFP) have prior authorization requirements for behavioral health?

A: FHN, CCAI, and CCAI, NFP does not require prior authorization for an initial behavioral health visit. Any subsequent visit or treatment plan will require prior approval.

Q: Who should I contact if I have a behavioral health authorization question?

A: You should contact Health Integrated at:

FHN (Medicaid): 1-888-211-6851

CCAI/CCAI, NFP (Medicaid/Medicare): 1-888-704-4584

Q: How can I submit a request for authorization?

A: Please fax it to:

FHN Inpatient: 1-312-324-0647

FHN Outpatient: 1-312-324-0649

**CCAI/CCAI, NFP (Medicaid/Medicare) Inpatient:
1-312-279-6761**

**CCAI/CCAI, NFP (Medicaid/Medicare) Outpatient:
1-312-324-0644**

Or you may use the forms available at:

FHN: www.fhnchicago.com/providers

CCAI (Medicaid): www.ccaillinois.com/medicaid/providers/medicaid-provider-resources/behavioral-health

CCAI, NFP (Medicare): www.ccaillinois.com/medicare/providers/behavioral-health

Q: What is the turn-around time frame to receive a precertification number?

A: You should receive a precertification number within 24 hours.

Q: What if I don't receive a precertification number within 24 hours?

A: Please contact FHN's precertification line at 1-312-489-2378 and select option # 5. For CCAI/CCAI, NFP precertification, please call 1-866-871-2305.

Q: What is the compensation schedule for covered services?

A: Compensation for covered services is based on the applicable HFS Medicaid or CMS Medicare fee schedule.

Please reference the HFS website below for the most current fee schedules: www.illinois.gov/hfs/MedicalProviders/MedicaidReimbursement/Pages/default.aspx

Please reference the CMS website below for the most current fee schedules: www.cms.gov/apps/physician-fee-schedule/overview.aspx

Q: Who do I contact to join the FHN, CCAI and/or the CCAI, NFP network for behavioral health services?

A: Scott Krugel, Network Management Specialist, can assist you in joining the network for behavioral health services. Please contact Scott Krugel via phone or email at:

Phone: 312-605-9828 Email: SKrugel@myfhn.com

Q: Who is responsible for credentialing/recredentialing?

A: Since Dec. 1st, 2015 FHN, CCAI, and CCAI, NFP are responsible for credentialing all behavioral health providers even if the contract was signed with PsychHealth. We should have your credentialing information on record, however, you will need to sign a new service agreement with FHN for these plans.

Q: How and where do I send claims for services I provide?

A: You are encouraged to send electronic claims to EMDEON (Change Healthcare) PAYOR ID **85468**

Paper claims may be sent to:

Family Health Network

P.O. Box 981731

El Paso, TX 79998-1731

OR

EMDEON (Change Healthcare) PAYOR ID **85468**

Paper claims may be sent to:

Community Care Alliance of Illinois

P.O. Box 981731

El Paso, TX 79998-1731

Q: Who will pay my claim?

A: FHN, CCAI and/or CCAI, NFP will pay all claims with date of service (DOS) June 1st and forward; PsychHealth will continue to pay behavioral health claims with DOS prior to June 1, 2016.

Q: Who should be contacted if a member calls regarding behavioral health case management?

A: Health Integrated. Please contact:

FHN: 1-888-211-6851

CCAI/CCAI, NFP (Medicaid/Medicare): 1-888-704-4584

Please feel free to contact FHN at 1-888-346-4968 with any other questions. For CCAI and/or CCAI, NFP, please call 1-866-871-2305. We will work with you to ensure a smooth and seamless transition.



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