

Dear Provider,

The purpose of this letter is to provide information regarding the implementation of the **Member Choice Policy**, for UnitedHealthcare Community Plan members. The effective date of this policy is **September 1, 2018**.

All members must complete and sign a Member Choice Form prior to the start of Mental Health Rehabilitation (MHR) services and when transferring from one MHR provider to another. These services include Community Psychiatric Support and Treatment (CPST) and Psychosocial Rehabilitation (PSR). Previous authorizations of these services will be amended to adhere to the member preference. The previous provider will be notified of the change in authorization. The Member Choice Form is required to be submitted with the initial LOCUS/CALOCUS assessment and be a part of the member's clinical record. This information is subject to audit upon request.

Members may only receive MHR services from one provider unless one or both of the following exceptions are met:

1. A member is receiving tenancy support through the Permanent Supportive Housing Program.
2. The UHCCP LA Medical Director makes the determination that it is medically necessary and clinically appropriate to receive services from more than one MHR provider. The justification must be supported by the member's assessment and treatment plan. This decision must be reviewed at each medical necessity review.

Providers must notify the member's health plan immediately if it is suspected that a member is receiving MHR services from more than one provider.

In most situations, during a transfer the initial provider will be given a service end date while the new provider is given a start date to prevent a gap in services. UHCCP LA will monitor the duplication of services via prior authorization, Wellness Assessments, and Practice Management. UHCCP LA will attempt to contact members and/or families as needed to ensure continuity of care. We are pleased you are part of the network of participating providers delivering quality care to Louisiana Medicaid Members.

Sincerely,

Behavioral Health Network Management

If you have any questions regarding the Member Choice process, please contact your provider advocate at networkse@optum.com.