



# PROVIDER ALERT

## NYS Behavioral Health Services for Medicaid Recipients Under 21 and Updated Appeals Addresses

### Important Notification for All Behavioral Health Providers

Effective January 1, 2019, **Behavioral Health Services will begin to transition to Medicaid Managed Care Organizations (MCOs) for eligible Under 21 Medicaid recipients in New York State.**

In addition to existing services, Children and Family Treatment and Support Services (CFTSS) will be carved into Managed Care in phases. CFTSS is authorized under the *Early and Periodic Screening, Diagnosis and Treatment* benefits (EPSDT). CFTSS will enable a greater focus on prevention and early intervention by providing a greater array of available services and the capacity to intervene earlier in a child/youth's life.

January 1, 2019	Other Licensed Practitioner (OLP) Psychosocial Rehabilitation (PSR) Community Psychiatric Support and Treatment (CPST)
April 1, 2019	Home and Community Based Services (HCBS)
July 1, 2019	Behavioral Health Benefits to Managed Care Family Peer Support Services Special Populations: <ul style="list-style-type: none"> <li>• Foster Care Population</li> <li>• Supplemental Security Income (SSI) Children Will Be Carved In</li> </ul>
January 1, 2020	Youth Peer Support and Training Respite: Crisis and Planned

### Updated Appeals Addresses for ALL Behavioral Health Providers:

#### Provider Claim Appeals:

UnitedHealthcare Community Plan  
Attn: Complaint and Appeals Department  
P.O. Box 31364  
Salt Lake City, UT 84131-0364

#### Provider Utilization Management (UM) Appeals:

UnitedHealthcare Community Plan  
Attn: UM Appeals Coordinator  
P.O. Box 31364  
Salt Lake City, UT 84131

Additional alerts and information is posted on [providerexpress.com](http://providerexpress.com)

> U.S. > Our Network > Welcome to the Network > New York > New York Medicaid Provider Resources  
– Under age 21

You may also contact Network Management if you have any questions (email strongly preferred):

Email: [NYNetworkManagement@optum.com](mailto:NYNetworkManagement@optum.com)  
Phone: 1-877-614-0484