



Provider Bulletin

for the Adult Mental Health Division

New AMHD CBCM – RS Contract (ASO No. 12-095 – No. 12-103) March 23, 2012

I. Continuation of CBCM Service Authorizations

Please note that ALL current Adult Mental Health Division (AMHD) Community Based Case Management (CBCM) service authorizations will expire on March 31, 2012.

Please **DO NOT** submit to AMHD continuation authorization requests for 14-units either in paper or via the Provider Connect format. The AMHD Utilization Management (UM) Unit will make use of internal reports to generate the continuation authorizations which will extend for a period of 12 months, (effective April 1, 2012)

Thank you in advance for your patience and support while we process this large volume of CBCM-RS service authorizations. Our UM Unit will be working at full capacity to be as efficient and timely as possible, however, every single provider status inquiry slows the system down and prevents us from completing the tasks required to accomplish this initiative.

Please contact the AMHD UM Unit if you have any questions regarding this request at (808) 586-7400.

II. HOLD – Claims Submission to AMHD

Please do not submit any claims for services under this CBCM Contract until AMHD communicates to you that you may start claims submission. While we do not anticipate any large lags of time before you may start claim submissions, we want to ensure there are no problem systemic issues that may prevent smooth claims administration. System testing is in process.

For questions regarding this request, please contact Nelson Ching at (808) 586-8293 or email at nelson.ching@doh.hawaii.gov; or Dawn Mendiola at (808) 586-4689 or email at dawn.mendiola@doh.hawaii.gov.