

## Case Management Transition

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In response to state recommendations, utilization management activities for Medicaid enrolled members seeking case management services will be standardized with other community-based services authorized by Community Behavioral Health (CBH). This will include an increase in Clinical Care Management (CCM) interaction with Assertive Community Treatment (ACT) teams and eventually Non-Fidelity ACT teams. This transition will also require adjustments to the authorization and referral process of case management services for providers.

Providers should make note of the following:

- ➔ Effective June 14, 2021, referrals for **ACT services** should be forwarded directly to ACT providers via the new ACT Referral Form (attached). Providers can submit referrals to ACT providers:
  - **Community Treatment Teams (CTT):**  
<https://pmhcc.formstack.com/forms/act>
  - **Horizon House:** Shanise Weatherbee [Shanise.Weatherbee@hhinc.org](mailto:Shanise.Weatherbee@hhinc.org)
- ➔ Effective July 13, 2021, referrals for **Non-Fidelity ACT services** should continue to be sent to the County TCM unit until further notice.
- ➔ Referrals for **TCM services** (Intensive Case Management (ICM), Resource Coordination (RC), Blended Case Management (BCM), Drug and Alcohol Case Management) must be sent directly to the appropriate TCM provider using the attached forms (child/adult).
- ➔ The County TCM unit will continue to collect weekly census reports.
- ➔ The County TCM unit will begin dispersing provider capacity reports to providers on a monthly basis, effective August 2021.
- ➔ Providers will continue to be reimbursed for the engagement period with members while determining if members meet medical necessity criteria (MNC).

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- Providers are required to complete the screening and review of referrals of CBH members within five (5) calendar days of receipt of referral.
- Effective July 13, 2021, requests for TCM authorizations should be sent to CBH Operations Support Services (OSS) @ CBHauths@phila.gov using the CBH Case Management Service Request Form (attached).
- For additional information concerning the review of members for MNC, providers are encouraged to contact BHTEN. MNC can also be found on the [CBH website](#).

If you have any questions, please contact your assigned CBH Provider Relations Representative or the County TCM unit.