



An Anthem Company

February 2019

Reminder: psychiatric and inpatient detoxification service hours

As of April 23, 2019, all determinations related to nonacute care services will be rendered only during the hours of 8 a.m. and 5 p.m. ET, Monday through Friday. Previously, we rendered determinations after-hours for nonacute care services. If a behavioral health provider calls for nonacute care services after business hours, they will be directed to call during business hours.

Nonacute care services include but are not limited to: substance use residential services, inpatient substance use rehab services, partial hospitalization, intensive outpatient and other outpatient, and home- and community-based services.

Empire BlueCross BlueShield HealthPlus is available 24/7 to render determinations for members accessing acute care services like inpatient psychiatric and inpatient detoxification services.

For questions related to this notice, please contact your Provider Relations representative or call Provider Services at **1-800-450-8753**.

www.empireblue.com/nymedicaidoc

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