Overview

**Anthem Behavioral Health** administers Anthem’s mental health and substance abuse benefits in New Hampshire. Specially trained professionals handle referrals and coordinate care for mental health and substance abuse.

Providers must verify the eligibility and authorization requirements of Anthem members at the start of treatment by calling the behavioral health phone number on the back of the member’s insurance card.

Admissions and Prior Authorization

All admissions to inpatient, partial hospital or intensive outpatient programs must be prior authorized and are included in the continued stay review program. Prior authorization is accomplished through a discussion between the treating provider (or his/her representative) and an Anthem Behavioral Health Care Manager. The participating provider should be prepared to discuss the following relevant clinical information during initial and concurrent authorization reviews:

- Diagnosis
- Approximate date of onset of illness
- Reason for admission
- Psychiatric history
- Substance abuse history
- Family history
- Lethality
- Overt aggression
- Level of restriction
- Functional impairment
- Response to previous treatment
- Treatment goals and plan
- Medication
- Family involvement
- Expected outcomes
- Discharge plan
- Communication with medical and other BH Providers
The care manager will discuss all of the above information and will either authorize treatment or refer the case to a medical director or other peer reviewer for an upper level review.

It is essential that each patient has an outpatient appointment scheduled within seven (7) days of discharge from an inpatient facility, and that he/she have a written reminder of this appointment upon discharge. This requires the cooperation of the facility as well as the physician. We review compliance with this requirement. If there is an obstacle to this occurring, please call the care manager to discuss.

Emergency authorization for life-threatening emergency conditions may be authorized up to 48 hours following an emergency admission. We will review the admission for medically necessity upon notification.

**NOTE:** Ambulatory detoxification and ECT must also be prior authorized via a telephone call to Anthem Behavioral Health.

Transcranial Magnetic Stimulation (TMS) and Applied Behavioral Analysis (ABA) must be prior authorized via the Outpatient Treatment Report (OTR) process.

### Admissions and Prior Authorization

Please access the following links for additional information concerning Behavioral Health Utilization Management.

- Availity .................................................................................................................... [Availity](#)
- Behavioral Health Toolkit .................................................................................. [Behavioral Health Toolkit](#)
- Clinical and Preventive Practice Guidelines ............................................. [Clinical Practice Guidelines](#)
- Newsletters and Bulletins ................................................................................ [Provider Communications](#)
- Outpatient Treatment Report and Other Forms ........................................... [Forms](#)