

X. BEHAVIORAL HEALTH SERVICES

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Missouri Care is responsible for providing clinically necessary and appropriate behavioral health services for members who meet criteria for these services. Missouri Care program benefits are provided for children, adolescents and adults who have been determined by the State as qualified to receive benefits and enrolled with Missouri Care. Members may self-refer or may be referred to behavioral health services provided by Missouri Care Behavioral Health, without prior authorization. If a member goes directly to a network Provider, the clinician may provide up to ten (10) outpatient units of individual and family therapy without prior authorization. Missouri Care requires notification of services prior to submission of claims.

IF YOU NEED ASSISTANCE REGARDING COVERED BENEFITS OR REFERRAL PROCESSES, PLEASE CALL 1-800-889-4073. A LICENSED CLINICIAN IS AVAILABLE TO ASSIST YOU TWENTY-FOUR (24) HOURS PER DAY AND SEVEN (7) DAYS A WEEK, INCLUDING HOLIDAYS.

As a Missouri Care Provider, you may refer your patients who are in need of behavioral health services directly to a behavioral health Provider by utilizing the number above or the Missouri Care Provider Directory. PCPs should follow established communication and coordination protocols to ensure that treatment provided to members is appropriate and well coordinated.

Behavioral Health appointments must be scheduled according to the following guidelines:

- 1) Urgent, for serious but non-life threatening, illness/injuries care appointments must be available within twenty-four (24) hours of request.
- 2) Routine care, with symptoms, appointments must be available within one (1) week or (5) business days, whichever is earlier.
- 3) Routine care, without symptoms, appointments must be available within thirty (30) calendar days.
- 4) Referrals when requested by a primary care Provider must be available within seventy-two (72) hours.