

What is CBH's policy for authorizing coverage for LAI medications?

Per Health Choices program standards, CBH acting as the behavioral health managed care organization is not responsible for authorizing pharmaceutical coverage. This responsibility falls with the physical health managed care companies: Health Partners, Keystone First, Aetna Better Health, and United Healthcare.

Whose responsibility is it to obtain prior authorization for a LAI medication?

While there is no formal policy assigning responsibility for this task, CBH recognizes that this is a significant barrier to continuity of care. As these medications are selectively recommended for individuals who have demonstrated difficulty interacting with health services, we believe that it is particularly important that care coordination occurs. Thus, CBH recommends that acute inpatient units ensure that the prior authorization is completed prior to discharge.

How can I find out which physical health insurer a member has?

This information is contained within eligibility verification that should be available in the member's chart. If needed, the CBH Member Services Department can provide this information. The Member Services Department can be reached at 1-888-545-2600.

If a member has targeted case management services are they still eligible for mobile behavioral health nursing?

This will depend on whether or not the current case management team includes a nurse or other staff capable of administering an LAI. If so, the member would not be eligible for mobile behavioral health nursing. To determine this, CBH recommends contacting the current case management team to inquire if they have this capability.

This will be a living document that can grow as additional questions are posed to CBH.