



Creating solutions, *One person at a time*

## ANNOUNCEMENT

To: Prospective Providers to the PBH Provider Network from the Alamance-Caswell Catchment Area

From: Nicole P. McKinney, PhD, LPC  
PBH - Corporate Network Operations Director

Date: February 16, 2012

RE: Deadlines for Treatment Authorization Requests and Claims

PBH has partnered with the Alamance-Caswell Local Management Entity to manage Medicaid-funded behavioral healthcare services under the concurrent 1915 (b)(c) waivers, also called the Cardinal Innovations Health Plan. The partnership with the Alamance-Caswell Local Management Entity, now the Alamance-Caswell Community Operations Center, was effective on October 1, 2011. On this transition date, PBH also assumed management of State-funded behavioral healthcare services for Alamance-Caswell consumers.

On October 1, 2011, consumers with Medicaid originating from the Alamance-Caswell catchment area were transitioned to the Cardinal Innovations Health Plan for the management of their behavioral healthcare services. Mental Health, Intellectual/Developmental Disabilities, and Substance Abuse providers serving these consumers were required to enroll in the PBH Provider Network so that their Medicaid- and State-funded services would be authorized and their claims would be processed through PBH.

***It is important to reiterate the time-sensitive nature of the PBH provider application and contracting process to foster a seamless transition and ensure prompt reimbursement. Effective March 16, 2012, PBH will no longer honor authorizations and claims submitted by Alamance-Caswell providers who have not applied to the PBH Network.***

### Technical Assistance

- Contracted Providers who have general contract-related or provider network questions should contact their assigned Network Specialist at the Alamance-Caswell Community Operations Center: (336) 513-4222.
- Non-Contracted Providers should contact one of the following Contract Specialists at the PBH Corporate Office for general questions regarding how to become enrolled as a new provider or to verify the status of an enrollment application.

Provider Name (A – I) PBH Contract Specialist (704) 939-7747 <a href="mailto:Jana.Rollins@pbhsolutions.org">Jana.Rollins@pbhsolutions.org</a>	Provider Name (J – R) PBH Contract Specialist (704) 939-7890 <a href="mailto:Andria.Hogue@pbhsolutions.org">Andria.Hogue@pbhsolutions.org</a>	Provider Name (S – Z) PBH Contract Specialist (704) 939-7889 <a href="mailto:Nichole.Bailey@pbhsolutions.org">Nichole.Bailey@pbhsolutions.org</a>
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Thank you for your attention to this very important and time-sensitive matter.