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For patients who have TennCareSM

Referral Information for Outpatient Mental Health & Substance Use Disorder Treatment and Services

and

Treatment for Complex Cases

**TennCare Managed Care Organization (MCO) Provider Directory Links:**

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| **Amerigroup**  **Provider Directory/Provider Portal:**  <https://amerigroup.healthsparq.com/healthsparq/public/#/one/insurerCode=AGTNMC_I&brandCode=AGTNMC>  **Tips for searching for a community mental health center:**   * Click the Provider Portal link above. * Select **Location** * Click Places by Type and enter **Community Mental Health Center**   **Tips for searching for an outpatient substance use disorder provider:**   * Repeat the first two steps above. * Click **Doctors by specialty** and enter **Outpatient Substance Abuse Treatment Services -** | **BlueCare Tennessee**  **Provider Directory:**  [https://bcbst.sapphirecareselect.com/?ci=DFT&network\_id=39&geo\_location=35.06710000000001,-85.2456&locale=en\_us](https://urldefense.com/v3/__https:/bcbst.sapphirecareselect.com/?ci=DFT&network_id=39&geo_location=35.06710000000001,-85.2456&locale=en_us__;!dyXff_z6q0o!_MUskw0AsWu5Fxqc0Ry2XAAgax54kkhzqL3KCa38eHYKhwcDElejWFAVcjk8DbLcgvY$)  **Tips for searching for a community mental health center:**   * Click the **Find a Doctor** link above. * Change **All Networks** to **BlueCareSM**. * To narrow the search, enter your **City**, **State** and **Zip Code**. * Search for **Behavioral Health Facility**.   **Tips for searching for an outpatient substance use disorder provider:**   * Repeat the four steps above. * Click the **More Filters** option and select **Expertise**. * Select the appropriate category from the drop-down list. | **UnitedHealthcare**  **Provider Directory:**  [https://www.uhcprovider.com/en/find-a-provider-referral-directory.html](https://urldefense.com/v3/__https:/www.uhcprovider.com/en/find-a-provider-referral-directory.html__;!!PRtDf9A!8YBQIJnVC25jR2qB_2m7wkN8s-JaEEJFewCjs9Wyg4zjd-fCjTv3tKRABsIkBUw2_UUn$)  **Tips for searching for a community mental health center:**   * Click on liveandworkwell.com * Enter **city/location** * From left menu, select **Coverage/Plan Type** > **Medicaid** * Search **Community Mental Health Center**   **Tips for searching for an outpatient substance use disorder provider:**   * Repeat the first three steps above. * Search **Outpatient Substance Use Disorder** |

**Are you concerned that your patients need:**

* Medication-Assisted Treatment (MAT)
* Assistance with behavioral health appointments/resources
* Assistance with scheduling a follow-up appointment with a primary care provider
* Additional information about their health care benefits
* Advocacy and assistance in finding health care specialists
* MCO-level case management because they are chronically ill

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| **MAT Provider Referral Information** | | |
| **Amerigroup**  **Portal for MAT providers:**  <https://amerigroup.healthsparq.com/healthsparq/public/#/one/insurerCode=AGTNMC_I&brandCode=AGTNMC>  **Tips for searching for a Medication Assisted Treatment Provider:**   * Click the Provider Portal link above. * Select **Location** * Click **Doctors by specialty** and enter **Medication Assisted Treatment**   For referrals to the Behavioral Health Case Management Team contact Provider Services:  1-800-454-3730   * Follow Prompts and select Case Management | **BlueCare Tennessee**  **Portal for MAT providers:**  <https://bcbst.sapphirecareselect.com/?ci=DFT&network_id=39&geo_location=35.0671,-85.2456&locale=en_us>  **Tips for searching for a MAT provider:**   * Use the BlueCross Provider Search. * Choose **BlueCare** Network * Enter your location. * Choose **Medication-Assisted Treatment**. * You may need to expand the distance to 50 miles for some remote areas. * Doctors have limited waivers and availability will fluctuate, so providing multiple options is possible.   **MAT Provider Referral line:**  800-814-8936 | **UnitedHealthcare**  **Portal for MAT providers:**  [https://www.uhcprovider.com/en/find-a-provider-referral-directory.html](https://urldefense.com/v3/__https:/www.uhcprovider.com/en/find-a-provider-referral-directory.html__;!!PRtDf9A!8YBQIJnVC25jR2qB_2m7wkN8s-JaEEJFewCjs9Wyg4zjd-fCjTv3tKRABsIkBUw2_UUn$)  **Provider Services:**  800-690-1606   * Press 8 if this is related to behavioral health or substance use * Say “Yes” if you are a provider, state your reason for calling (e.g., Find a provider for referral) * Enter the member’s identification number |

**TennCare Managed Care Organization Contacts for Complex Cases**

* **Use this information if your patients have challenging medical and behavioral health conditions and you need additional assistance locating an inpatient or outpatient provider.**

If you need help scheduling an outpatient appointment for a patient with complex medical or behavioral health needs, please contact the member’s TennCare MCO:

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| **TennCare Provider Referral Information** | | | | |
| **Amerigroup**    Monday – Friday 8 a.m. – 5 p.m.  Susan Hinson RN CCM  Emergency Department/BH Team Lead  901-232-6716  [susan.hinson@amerigroup.com](mailto:susan.hinson@amerigroup.com)  Outside of Business Hours:  Amerigroup ED Referral Voice Mailbox for Case Management  615-882-8212  Email referrals to case management: [AGPBehavioralHealthRef@amerigroup.com](mailto:AGPBehavioralHealthRef@amerigroup.com) | | **BlueCare Tennessee**  **Referral Line:**  888-416-3025  **Email referrals to case management:**  [cm\_ref@BCBST.com](mailto:cm_ref@BCBST.com) | | **UnitedHealthcare**  **Provider Services:**  800-690-1606  **Email referrals to case management:**  [tn\_case\_management@uhc.com](mailto:tn_case_management@uhc.com)  **Inpatient Assistance:**  If you need assistance with discharge planning, contact your assigned UHC Utilization Nurse and they can refer you to a Discharge Care Manager. |
| **Member Contact Information** | | | | |
| **Amerigroup**  **Member Services:**  800-600-4441  **Amerigroup On Call 24/7:**  866-864-2544  <https://www.myamerigroup.com/tn/home.html> | **BlueCare Tennessee**  **BlueCare Member Services:**  800-468-9698 | | **United Healthcare**  **Member Services:**  800-690-1606 | |