  

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%3A/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%3A/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**
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**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%3A/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
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**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.comOutside of Business Hours: Amerigroup ED Referral Voice Mailbox for Case Management615-882-8212Email referrals to case management: AGPBehavioralHealthRef@amerigroup.com  | **BlueCare Tennessee** **Referral Line:** 888-416-3025 **Email referrals to case management:**cm\_ref@BCBST.com   | **UnitedHealthcare****Provider Services:**800-690-1606**Email referrals to case management:** 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  |