



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:

Wellpoint	BlueCare Tennessee	UnitedHealthcare
Provider Directory/Provider Portal: Tennessee Medicaid Health Insurance Wellpoint	Provider Directory: https://bcbst.sapphirecareselect.com/?ci=DFT&network_id=39&geo_location=35.06710000000001,-85.2456&locale=en_us	Provider Directory: https://member.uhc.com/myuhc
Tips for searching for a community mental health center: <ul style="list-style-type: none">• Click the Provider Portal link above.• Select Find Care• Scroll down and Select Basic search as a guest.• Follow the prompts.• Enter location and search information in text box Community Mental Health Center.	Tips for searching for a community mental health center: <ul style="list-style-type: none">• Click the Provider Directory 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 a community mental health center: <ul style="list-style-type: none">• Click the Provider Directory link above.• Click Find a Provider• Select Behavioral Health Directory• Select Medicaid Plans• Select a State/Choose• Select United Healthcare Community Plan TennCare• Change location: adding specific region or address.• Select Places• Select Mental Health Programs
Tips for searching for an outpatient substance use disorder provider: <ul style="list-style-type: none">• Repeat the first four steps above.• Enter location and search information in text box There are options to search by specialty such as, Behavioral/substance use providers. You can also	Tips for searching for an Outpatient Substance Use Disorder provider: <ul style="list-style-type: none">• Repeat all four steps above.• Click the All Filters option and select Expertise.• Select the appropriate category from the drop-down list.• To search for Child/Adolescent it is listed	Tips for searching for an Outpatient Substance Use Disorder provider: <ul style="list-style-type: none">• Repeat the first eight steps above.• Select Substance Use Disorders.

search by Care provider using the radio buttons provided.	as <u>Outpatient Substance Use Disorder (Adolescent)</u> to search for adult it is listed as <u>Substance Use Disorder (SUD) Counseling (Adult)</u> .	<ul style="list-style-type: none"> For more specific provider details (general overview, ages, locations, hours, services, and websites/hyperlinks) click on the selected provider, then select “locations” and “programs”.
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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.

MAT Provider Referral Information		
<p>Wellpoint</p> <p>Portal for MAT providers: Home Wellpoint Tennessee, Inc.</p> <p>Tips for searching for a Medication Assisted Treatment Provider:</p> <ul style="list-style-type: none"> • Click the Provider Portal link above. • Select Patient Care • Click Behavioral Health and scroll down to Related Information – choose MAT Providers for in-network BESMART provider list. <p>Provider Referrals: For referrals to the Behavioral Health Case Management Team contact Provider Services: 833-731-2154 Follow Prompts and select Case Management</p> <p>Behavioral Health Case Management referrals can also be sent to:</p>	<p>BlueCare Tennessee</p> <p>Portal for MAT providers: https://bcbst.sapphirecareselect.com/?ci=DFT&network_id=39&geo_location=35.0671,-85.2456&locale=en_us</p> <p>Tips for searching for a Medication Assisted Treatment provider:</p> <ul style="list-style-type: none"> • Click the BlueCross Provider link above. • 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. <p>MAT Provider Referral line: 800-814-8936</p>	<p>UnitedHealthcare</p> <p>Portal for MAT providers: https://member.uhc.com/myuhc</p> <p>Tips for searching for a Medication Assisted Treatment provider:</p> <ul style="list-style-type: none"> • Click the link above. • Select Find a Provider • Select Behavioral Health Directory • Select Medicaid Plans • Select Tennessee • Select United Healthcare Community Plan TennCare • Change location • In search bar type: Medication Assisted Treatment (MAT) • Select Medication Assisted Treatment in Physician office (w/ Navigator) • View by Provider or Facility tab

WLPBehavioralHealthRef@wellpoint.com		<ul style="list-style-type: none"> Select specific provider to obtain additional details for locations, area of expertise, hours, ages, etc.) <p>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.</p>
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TennCare Managed Care Organization Contacts for Complex Cases

- Use the information below 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:

TennCare Provider Referral Information		
Wellpoint Email referrals to case management: WLPBehavioralHealthRef@wellpoint.com	BlueCare Tennessee Referral Line: 888-416-3025	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		
Wellpoint Member Services: 833-731-2147 Wellpoint On Call 24/7: 866-864-2544 Tennessee Medicaid Health Insurance Wellpoint	BlueCare Tennessee BlueCare Member Services: 800-468-9698	United Healthcare Member Services: 800-690-1606 https://member.uhc.com/myuhc