



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
<p>Provider Directory/Provider Portal: Tennessee Medicaid Health Insurance Wellpoint</p>	<p>Provider Directory: https://bcbst.sapphirecareselect.com/?ci=DFT&network_id=39&geo_location=35.0671000000001,-85.2456&locale=en_us</p>	<p>Provider Directory: https://member.uhc.com/myuhc</p>
<p>Tips for searching for a community mental health center:</p> <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. 	<p>Tips for searching for a community mental health center:</p> <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 	<p>Tips for searching for a community mental health center:</p> <ul style="list-style-type: none"> • Click the Provider Directory link above. • Click Find a Provider • Click Medicaid Explore Coverage • Select Behavioral Health Directory • Type in state, city or zip code • Select United Healthcare Community Plan TennCare • Select Mental Health Professionals or Treatment Centers • Browse by category or type in specific keyword in the "Find Care" search field
<p>Tips for searching for an outpatient substance use disorder provider:</p> <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 	<p>Tips for searching for an Outpatient Substance Use Disorder provider:</p> <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 	<p>Tips for searching for an Outpatient Substance Use Disorder provider:</p> <ul style="list-style-type: none"> • Repeat the first seven steps above.

<p>search by Care provider using the radio buttons provided.</p>	<p>as <u>Outpatient Substance Use Disorder (Adolescent)</u> to search for adult it is listed as <u>Substance Use Disorder (SUD) Counseling (Adult)</u>.</p>	<ul style="list-style-type: none"> • Browse Substance Use Support or type specific keyword in the “Find Care” search field • 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.

<p align="center">MAT Provider Referral Information</p>		
<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>BlueCare Tennessee</p> <p>Portal for MAT providers: https://bcbst.sapphirecaresselect.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 <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 Medicaid • Select Behavioral Health Directory • Type in state, city or zip code • Select United Healthcare Community Plan TennCare • In search bar type: Medication Assisted Treatment (MAT) or

<p>Behavioral Health Case Management referrals can also be sent to: WLPBehavioralHealthRef@wellpoint.com</p>		<p>Medication for Opioid Use Disorder</p> <ul style="list-style-type: none"> • View by Provider or Provider Group results • 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		
<p>Wellpoint</p> <p>Email referrals to case management: WLPBehavioralHealthRef@wellpoint.com</p>	<p>BlueCare Tennessee</p> <p>Referral Line: 888-416-3025</p>	<p>UnitedHealthcare</p> <p>Provider Services: 800-690-1606</p> <p>Email referrals to case management: tn_case_management@uhc.com</p> <p>Inpatient Assistance: If you need assistance with discharge planning, contact</p>

		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