

## Reminder for improved behavioral health precertification of services

In an effort to streamline and improve the precertification process for Anthem Blue Cross and Blue Shield Medicaid providers and members, remember to submit all pertinent clinical information and the current treatment plan, if applicable, with requests during the precertification process. Receipt of these documents will expedite review for appropriate services for our members. Failure to submit treatment plans may result in an administrative or medical necessity denial for services due to insufficient documentation for review.

Submit the current treatment plan, if applicable, and any other clinical information with all Outpatient Treatment Report (OTR) forms at the time of request for precertification.

For any questions about this communication, please contact Utilization Management at **1-855-661-2028**.

**<https://mediproviders.anthem.com/ky>**

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