

Using the Form Resource Center and My Insurance Manager

Submit and inquire about
behavioral health authorizations



Course Objectives

After completing this course, participants will be able to:

- List the benefits of using the [Healthy Blue — Form Resource Center](#) (FRC).
- Identify the services available on the FRC for authorizations.
- Access FRC through the Healthy Blue website.
- Request an authorization.
- Inquire about a previously submitted authorization.

Authorization Requests

- Use the FRC to submit authorization requests for behavioral health services, including:
 - Acute inpatient stays.
 - Residential and PRTF.
 - Electroconvulsive therapy.
 - Autism Therapy Services.
 - Psychological Testing.
- Forms guide you through adding the necessary information to make an authorization decision.
- You receive a downloadable copy of your submission for your records.

Advantages of Using The FRC

- The FRC is a stable, secure one-way submission process that allows you to submit your request quickly and efficiently.
- No faxing or phone calls required.
- Requests are reviewed quickly when all relevant information is provided, and an answer can be returned.
- Authorization details are provided via My Insurance Manager (MIM) and by email.
- No login is required to submit your request.

The Forms Resource Center

Available forms include the following:

- Facility-Based Treatment
 - Discharge Form
- Outpatient Mental Health Treatment
 - Initial Outpatient Mental Health Treatment
 - Continued Outpatient Mental Health Treatment
 - Extended Outpatient Mental Health Treatment
 - Psychological/Neuropsychological Testing
- Outpatient Substance Use Disorder Treatment
- SC Department of Mental Health Treatment

The screenshot shows the 'FORM RESOURCE CENTER' page for Behavioral Health Clinicians. The page features a dark blue header with the Healthy Blue and Healthy Connections logos. A navigation bar includes a 'Home' link. The main content area is titled 'Welcome to the FORM RESOURCE CENTER for Behavioral Health Clinicians'. On the right, there is a 'Choose a Category' section with four options: Facility-Based Treatment, Outpatient Mental Health Treatment, Outpatient Substance Use Disorder Treatment, and SC Department Of Mental Health Treatment. Each category includes a brief description of the forms available.

Healthy Blue
BlueChoice® HealthPlan of SC

Healthy Connections

FORM RESOURCE CENTER

Home -

Welcome to the
FORM RESOURCE CENTER
for Behavioral Health Clinicians

Choose a Category

- ▶ **Facility-Based Treatment**
Use this form to request certification for both mental health and substance use disorder treatment for inpatient, residential treatment (RTC), partial hospitalization (PHP), intensive outpatient (IOP) or outpatient electroconvulsive therapy services.
- ▶ **Outpatient Mental Health Treatment**
Use these forms to request certification for outpatient mental health treatment services (e.g. individual or group therapy). Do not use these forms for services related to substance use disorder (SUD), intensive outpatient programs (IOP) or partial hospitalization programs (PHP).
- ▶ **Outpatient Substance Use Disorder Treatment**
Use this form to request certification for outpatient substance use disorder (SUD) treatment services (e.g. individual or group therapy). Do not use this form for mental health treatment requests, intensive outpatient programs (IOP) or partial hospitalization programs (PHP).
- ▶ **SC Department Of Mental Health Treatment**
Use these forms to request certification for all SC Department of Mental Health outpatient services.

Filling Out a Request

- Each form has been carefully designed to gather only the relevant information to allow a decision to be made.
- By filling in all the required fields, submitters should get a quick response.

Home » Facility-Based Treatment » Facility-Based Treatment Form -

FACILITY-BASED TREATMENT FORM

Facility Information	Patient Information	Clinical Information
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Instructions
Please indicate whether you are requesting certification for initial or continued stay treatment. Fields marked with an asterisk are required. The certification is not valid until CBA issues a certification number.

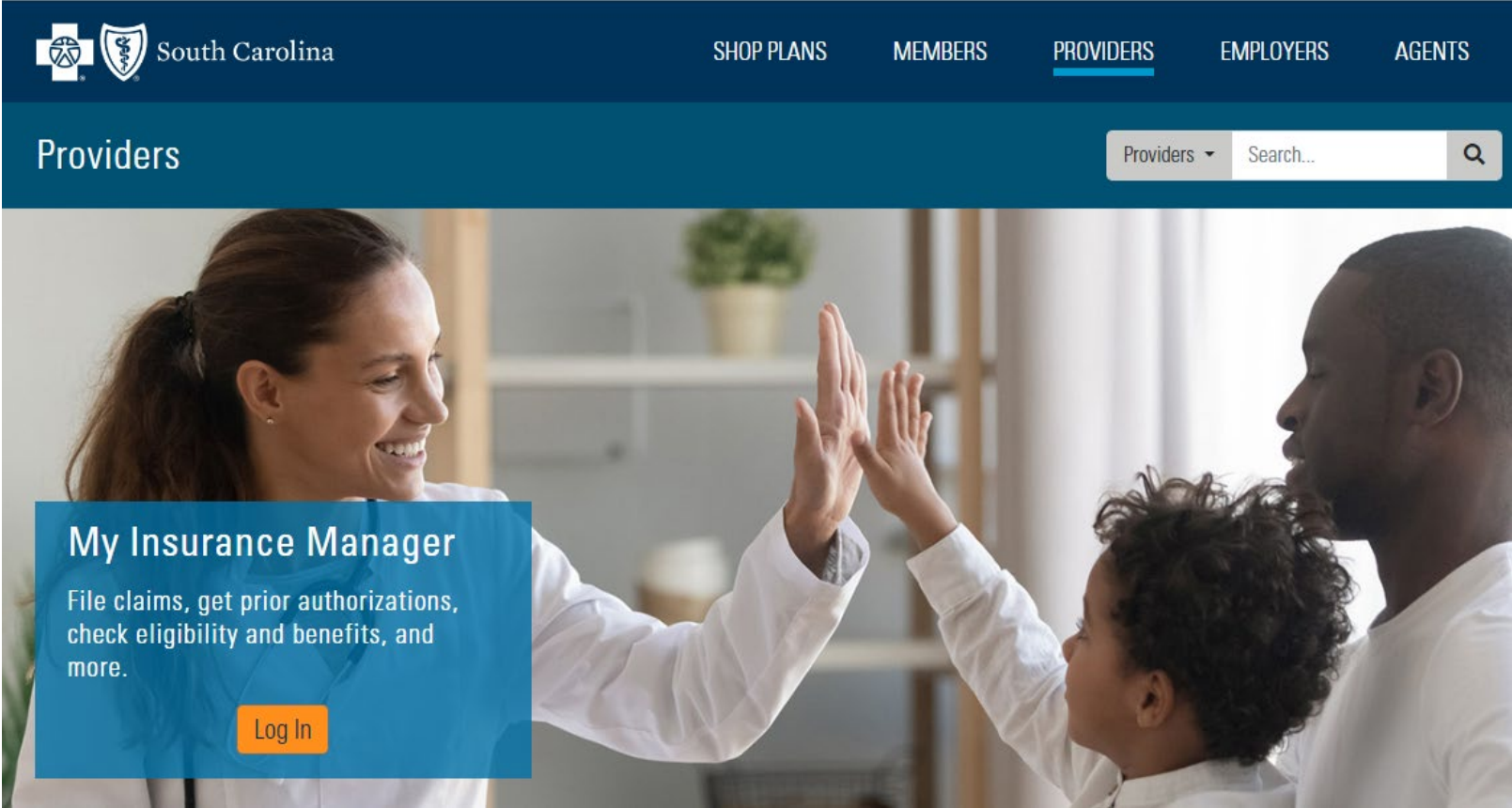
Please indicate if this is: * An Initial Review A Continued Review

STEP ONE - FACILITY INFORMATION

Facility's Name *	<input type="text"/>	Facility's Physical Address
Attending MD's First Name *	<input type="text"/>	Address 1 * <input type="text"/>
Attending MD's Last Name *	<input type="text"/>	Address 2 <input type="text"/>
Phone * (<input type="text"/>) <input type="text"/> - <input type="text"/>		ZIP Code * <input type="text"/>
Fax * (<input type="text"/>) <input type="text"/> - <input type="text"/>		City * <input type="text"/>
Facility's NPI *	<input type="text"/>	State * <input type="text"/>
		Authorization Email Address <input type="text"/>
		Your Name * <input type="text"/>
		Your Phone * (<input type="text"/>) <input type="text"/> - <input type="text"/>
UR Name *	<input type="text"/>	
UR Contact Number * (<input type="text"/>) <input type="text"/> - <input type="text"/>		
UR Fax Number * (<input type="text"/>) <input type="text"/> - <input type="text"/>		

My Insurance Manager

Access your results via [MIM](#).





The screenshot shows the top navigation bar of the My Insurance Manager website. The navigation bar is dark blue with white text. On the left, there are two logos: a cross with a person inside and a shield with a caduceus, followed by the text "South Carolina". To the right of these are the menu items: "SHOP PLANS", "MEMBERS", "PROVIDERS" (which is underlined), "EMPLOYERS", and "AGENTS". Below the navigation bar is a white search bar with the text "Providers" on the left, "Providers" and "Search..." in the middle, and a magnifying glass icon on the right. The main content area features a large photograph of a smiling female doctor in a white lab coat high-fiving a young child, with a man standing behind the child. Overlaid on the bottom left of the photograph is a blue box with white text that reads "My Insurance Manager" and "File claims, get prior authorizations, check eligibility and benefits, and more." Below this text is an orange "Log In" button.





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Customer Service: 866-781-5094 (TTY: 866-773-9634) Monday – Friday from 8 a.m. – 6 p.m.
24-Hour Nurseline: 800-830-1525 (TTY: 711)

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Healthy Connections 

Healthy Blue is offered by BlueChoice HealthPlan, an independent licensee of the Blue Cross Blue Shield Association.

To report fraud, call our confidential Fraud Hotline at 800-763-0703. You may also call the South Carolina Department of Health and Human Services Fraud Hotline at 888-364-3224 or email fraudres@scdhhs.gov.