

Information Regarding MBHP Authorization Process for CBHI Services

The IVR System

CBHI providers will access the Interactive Voice Registration (IVR) system – a telephonic system that permits providers to register units of care and check the status of claims over the phone – to obtain authorization for the following CBHI services:

- Therapeutic Mentoring (service effective October 1, 2009)
- In-Home Behavioral Services (service effective October 1, 2009)
- In-Home Therapy (service effective November 1, 2009)

The IVR Manual

An IVR Manual will be made available to CBHI providers beginning September 10, 2009. The IVR Manual provides details regarding the determination of Member eligibility (prior to calling the IVR), how to access the IVR, registration parameters for the various services, and claims verification. The IVR Manual will be posted on the MBHP web site (www.masspartnership.com), where it will be available for downloading and printing by providers.

Technical Assistance

Providers should first refer to the IVR Manual with questions regarding access to and navigation through the IVR. If questions remain, providers should contact MBHP's Community Relations Department at **1-800-495-0086 (press #1 for the English menu, 2 for the Spanish menu, then #3 then #1 to skip prompts)**, Monday through Thursday, 8 a.m. to 5 p.m., and on Fridays from 9:30 a.m. to 5 p.m.