

Provider Paperwork Reference Sheet

All of the forms referenced on this sheet are available on our website at:

www.NewAvenuesOnline.com

EAP Referrals

Important First Step!

Please call the member within 24 hours upon receipt of the referral to schedule the initial appointment. The appropriate numbers are documented in the intake with calling instructions. **IT IS THE PROVIDER'S RESPONSIBILITY TO MAKE THE INITIAL CALL FOR SCHEDULING.**

Appointment Verification

Fax back to New Avenues at 574-271-5980

Fax appointment verification section of your authorization documenting the appointment time and date scheduled. If you have made several unsuccessful attempts to contact the member, please document and fax that information to New Avenues within 48 hours.

Statement of Understanding

Please have EAP member read and sign the New Avenues Statement of Understanding and make a copy for them to keep.

Case Closing

Complete at the final EAP session and fax to New Avenues.

For insurance sessions beyond the EAP, if New Avenues/MBHN manages the members' insurance benefit (documented in our EAP intake) and authorization is required (non-parity plan) complete ICA Level II for authorization.

MBHN Referrals

Instructions for Non-Parity MBHN Plans.

Upon completion of telephonic assessment with an MBHN Care Manager, members are given the provider's name, address, and phone number. Member is advised to call provider to schedule appointment. MBHN will fax a copy of the referral to the provider's office and mail a copy to the member.

Initial Clinical Assessment Level II

Complete and fax into MBHN after 1st or second appointment. Please complete this form in its entirety to avoid delays in authorization.

Outpatient Treatment Report

Complete and fax to MBHN prior to last authorized session. It is the provider's responsibility to request continuing authorization for services.

Case Closing

Complete and fax this form upon completion of treatment.

For parity plans, please refer to the Parity Utilization Review Reference Guideline in Exhibit 4 of your Provider Agreement.

Toll Free Provider Line 1-866-925-5730

Fax 574-271-5980

For Assistance with:

EAP Management Referrals

Emily Snead 574-485-1811

Provider Relations Options 5

Robin Staples 574-968-0579

Members Services Specialist- Option 2

Emily Snead 574-485-1811

Claims Department- Option 3

Mary Rininger 574-485-1825

Office Hours: Monday-Thursday 8:30am-5:00pm

Fridays 8:30am-4:30 EST

Telephones Lines are closed for Lunch

Between 12:30-1:00 EST