

Prestige Health Choice

11631 Kew Gardens Ave., Ste. 200
Palm Beach Gardens, FL 33410



November 6, 2020

Dear Provider:

Prestige Health Choice, part of the AmeriHealth Caritas Family of Companies, would like to inform you of an important change in our behavioral health network of providers. **Effective January 1, 2021, the management of behavioral health and substance use benefits will transition from Optum Behavioral Health to Prestige Health Choice.** This change will help us to more fully integrate medical care with behavioral health care, creating a more holistic approach.

Transition. Beginning January 1, 2021, Prestige members should receive their behavioral health services from a Prestige participating network provider to use their benefits, with limited exception. Prestige Health Choice is working to contract all current behavioral health providers to help ensure a smooth transition. However, if an Optum behavioral health provider is not participating with our network when the transition occurs; we will allow members in active, ongoing treatment to continue receiving services from that provider at the same level of benefit through the earlier of: (a) completion of their current course of treatment, or (b) 90 days following January 1, 2021. Our goal is to avoid any disruption to ongoing services.

Behavioral Health provider contracted with Prestige Health Choice. If you are currently a Prestige behavioral health network provider, you are eligible to continue providing services for our members and to receive new member referrals. **Please continue to accept Prestige members** and provide services as you normally do for our members. Remember to submit all of your claims for dates of service on or after January 1, 2021, to Prestige, **payer ID number 77003**. You will be reimbursed for covered services according to the payment provisions in your Agreement with us. Our website at **www.prestigehealthchoice.com** has many helpful resources for you on training webinars, billing, electronic funds transfer (EFT) arrangements for faster payment, authorization requirements, the Availity provider portal, and more.

Behavioral Health provider NOT contracted with Prestige Health Choice. If you are **not currently a behavioral health participating provider in the Prestige network**, you may contract with us to become a Prestige network provider. Please contact us by either:

- Emailing us at **PNM_Inquiries@prestigehealthchoice.com**
- Applying online at **www.prestigehealthchoice.com** > **Providers** > **Join our network**
- Calling our Provider Services department at **1-800-617-5727**

Remember to submit all of your claims for dates of service on or after January 1, 2021 to Prestige, **payer ID number 77003**. Please check our website at **www.prestigehealthchoice.com** for information on billing and authorization requirements for non-participating providers.

If your Prestige Health Choice patients ask you how to find a behavioral health provider in our network, or if they have questions about their behavioral health benefits, please have them call Member Services toll free at **1-855-355-9800 (TTY 1-855-358-5856)** 24 hours a day, seven days a week or visit our website at **www.prestigehealthchoice.com**.

If you have questions about this notification, please contact your Account Executive or Provider Services at **1-800-617-5727**.

Sincerely,

Prestige Health Choice