



Dear Behavioral Health Provider,

AmeriHealth Caritas Ohio will implement Behavioral Health Utilization Management Service Thresholds effective October 1, 2026, in alignment with guidance issued by the Ohio Department of Medicaid (ODM). These thresholds apply to certain Medicaid-funded community behavioral health and substance use disorder services and are intended to support clinically appropriate, medically necessary care while promoting coordinated service delivery and program integrity.

Service threshold counts began accumulating on July 1, 2026. Beginning October 1, 2026, prior authorization will be required when a member has reached or is expected to exceed the applicable service threshold and continued services are requested. Authorization is not required to initiate impacted services unless otherwise required by existing policy; however, providers must submit an authorization request before continuing services beyond the applicable threshold.

What providers need to know

- Impacted services include select community behavioral health and substance use disorder services, including Therapeutic Behavioral Services, Community Psychiatric Supportive Treatment, Psychosocial Rehabilitation, withdrawal management, intensive outpatient, partial hospitalization, and residential treatment services.
- Providers are responsible for monitoring member-level service utilization and submitting authorization requests when thresholds are reached or will be exceeded.
- AmeriHealth Caritas Ohio will accept ODM-approved service authorization forms for Substance Use Disorder and Community Behavioral Health Center services.

- Providers should submit authorization requests with sufficient notice to allow a determination before the existing service allowance is exhausted. Standard requests should be submitted at least seven days in advance; expedited requests should be submitted at least two days in advance, as clinically appropriate.
- Utilization information provided by AmeriHealth Caritas Ohio is based on claims received to date and may not reflect real-time utilization. Timely claims submission is important because later-submitted claims may affect cumulative utilization totals.

Key exclusions

- Services rendered with the KX crisis modifier are excluded from these service thresholds.
- Behavioral health nursing services rendered in accordance with OAC 5160-27-11 are excluded.
- Children and youth enrolled in OhioRISE are excluded from prior authorization requirements for these services.
- Children and youth in the custody of an Ohio Public Child Welfare Agency are excluded from prior authorization requirements for these services.

Utilization lookup and authorization support

Providers may contact Provider Claims Services at **1-833-644-6001** for member-level utilization information for impacted behavioral health services. AmeriHealth Caritas Ohio also has member-level utilization tracking available through the provider portal.

Providers should continue to coordinate care when a member receives the same service from more than one provider to prevent duplication of services and reduce the risk of prematurely exhausting authorized hours. AmeriHealth Caritas Ohio remains committed to supporting providers through this transition and to ensuring members continue to receive timely, clinically appropriate behavioral health services.

Office hours

During these sessions, we will review the key changes to the service thresholds, discuss which services are impacted, and explain what these updates mean for providers, care teams, and other stakeholders. All attendees will have the opportunity to ask questions to gain a clearer understanding of the requirements.

Sept. 9	Noon - 1 p.m.	Click to register [amerihealthcaritasoh.benchurl.com]
Sept. 24	Noon - 1 p.m.	Click to register [amerihealthcaritasoh.benchurl.com]
Oct. 8	Noon - 1 p.m.	Click to register [amerihealthcaritasoh.benchurl.com]
Oct. 28	Noon - 1 p.m.	Click to register [amerihealthcaritasoh.benchurl.com]

If you have questions, please contact Provider Account Executive or the Provider Services department at **1-833-644-6001**.

Thank you for your continued support and commitment to the care of our members.

