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# FLORIDA MEDICAID

*A Division of the Agency for Health Care Administration*

## Florida Medicaid Health Care Alert

December 16, 2020

### Provider Type(s): All

### Florida True Health, Inc. d/b/a Prestige Health Choice (Prestige) Transitioning Behavioral Health Services In-House Effective 1/1/2021

Effective January 1, 2021, Prestige will transition behavioral health services in-house. United Behavioral Health (Optum) will cease to provide Prestige members with behavioral health services on December 31, 2020. Providers that are out of network as of December 31, 2020, will be eligible for a 90 day continuity of care period where claims will be payable to allow time for members to transition their behavioral health provider, if necessary. Impacted members were notified by mail on November 6, 2020. The continuity of care period ends on March 31, 2021.

#### Authorization Requests

Optum will continue to process authorization requests **through December 31, 2020**. Please continue to submit your authorization requests to Optum (website: <https://www.optum.com/> or phone: 1-855-371-3967).

Prestige will begin processing all authorization requests **January 1, 2021 and going forward**. Authorization requests must be submitted to Prestige (phone: 1-855-371-8074 or fax 1-855-236-9293).

#### Claims Submissions

Optum will continue to process claims for dates of service **through December 31, 2020**. Please continue to submit claims to Optum (phone: 1-855-371-3967).

Prestige will begin processing all claims for dates of service **January 1, 2021 and going forward**. All claims must be submitted to Prestige as outlined below:

*Electronic Claims:*

Prestige Health Choice (PRS)

<http://www.prestigehealthchoice.com/provider/claims-and-billing/claims-submission-process.aspx>

MMA Payer ID:77003

*Mail claims with attachments to:*

Prestige Health Choice

Attn: Claim Processing Department

P.O. Box 7367

London, KY 40742

If you are interested in becoming a participating provider with Prestige for behavioral health, please call 1-800-617-5727 or email [PNM\\_Inquiries@prestigehealthchoice.com](mailto:PNM_Inquiries@prestigehealthchoice.com).

In order to access the Prestige contracted behavioral health providers, please visit our website at <http://www.prestigehealthchoice.com/provider/find-provider/index.aspx> for the Provider Directory, or call 1-800-617-5727.

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**QUESTIONS?** [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)  
**COMPLAINTS OR ISSUES? ON LINE** <http://ahca.myflorida.com/Medicaid/complaints/> **CALL** 1-877-254-1055 •

*The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov). Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA\\_FL\)](#) and [YouTube\(/AHCAFlorida\)](#).*

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