

Prior authorization requirements for North Carolina Medicaid

Effective Sept. 1, 2023

General information

This list contains prior authorization requirements for behavioral health services for participating UnitedHealthcare Community Plan of North Carolina health care professionals providing inpatient and outpatient services. United Behavioral Health, operating under the brand name Optum, manages these behavioral health services.

Please submit your prior authorization requests in 1 of the following ways.

- **Online for outpatient services:** Use the [Community Based Behavioral Outpatient Services Request Form](#) on Provider Express
- **Online for research-based behavioral therapy:** Use the [Applied Behavior Analysis Treatment Request Form](#)
- **By phone for acute levels of care** including, North Carolina alcohol and drug abuse treatment centers (ADATC), partial hospitalizations and inpatient: Call **800-638-3302**, 8 a.m.–6 p.m. ET, Monday–Friday

To learn more about covered behavioral health services, go to providerexpress.com.

Prior authorization is not required for emergency or urgent care. Out-of-network physicians, facilities and other health care professionals must request prior authorization for all procedures and services. All requests for Early Periodic Screening Diagnosis, and Treatment (EPSDT) services also require review for prior authorization.

Procedures and services	Additional information	CPT® or HCPCS codes and/or how to obtain prior authorization
Research-based behavioral health therapy (RB-BHT)	Prior authorization required	97152
		97153
		97154
		97155
		97156
		97157
		Note: 97151 does not require prior authorization

Procedures and services	Additional information	CPT® or HCPCS codes and/or how to obtain prior authorization
Medically monitored or ADATC detoxification/crisis stabilization	Prior authorization required	H2036
Partial hospitalization (mental health only)	Prior authorization required	H0035
Peer support	Prior authorization required (after initial 24 units) As of Jan. 1, 2024	H0038 (individual)
		H0038 HQ (group)
Substance abuse intensive outpatient (SAIOP)	Prior authorization required (after the initial 30 calendar days of treatment – only allowed once per state fiscal year)	H0015
Substance abuse comprehensive outpatient treatment (SACOT)	Prior authorization required (after the initial 60 calendar days of treatment – only allowed once per state fiscal year)	H2035

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