

Behavioral Health Network

Frequently Asked Questions

1. How can I submit prior authorization requests? How can I get an authorization for psychological testing or neuropsychological testing?

Requests for prior authorization for psychological or neuropsychological testing can be submitted online, by fax or by phone:

- Submit online web authorization request through Availity®.
- Use the prior authorization request form posted at [Provider Documents and Forms | BCBS of Tennessee \(bcbst.com\)](#) to fax your request.
- Call our Provider Service line at **1-800-924-7141** Monday - Thursday, 8 a.m. to 6 p.m. ET, and Friday, 9 a.m. to 6 p.m. ET.

2. When can I call to obtain pre-certification/prior authorization?

You can call us for all requests Monday - Thursday, 8 a.m. to 6 p.m. ET, and Friday, 9 a.m. to 6 p.m. ET at 1-800-924-7141.

3. What are the advantages of using Availity® for authorizations instead of fax or phone?

Turnaround times for requests submitted in Availity may be much shorter, and some services are eligible for automatic approval.

4. How do we sign up for Availity?

If you're not already signed up for Availity visit www.availity.com and click on "Register." Once registered, you can log in to complete many tasks, use the web authorization tool, check claim status, and more. If you need more help, call our e-Business team at **423-535-5717**, Option 2.

5. Where can I find information on Milliman Care Guidelines (MCG)?

The [MCG Cite Guideline Transparency](#) is available in our [Manuals, Policies & Guidelines](#) section.