

INTRODUCTION

Use this tip when you submit a Family Stabilization request using the Authorization Manager tool. To correctly complete an authorization request, providers are required to include certain information.

REQUIRED INFORMATION FOR FAMILY STABILIZATION REQUESTS

THE FOLLOWING INFORMATION IS REQUIRED

- **Request type:** Behavioral Health Service Request
- **Place of service:** 12- Home
- **Review type:** Initial
- **Add Servicing/Facility Provider:**
 - Add the facility/group provider once with the type, *Servicing Provider (Do not enter clinician info)*
 - Add the facility/group provider again with the type, *Facility*
- **Diagnosis:** Enter diagnosis code or description
- **Procedure:** Enter code(s) being requested

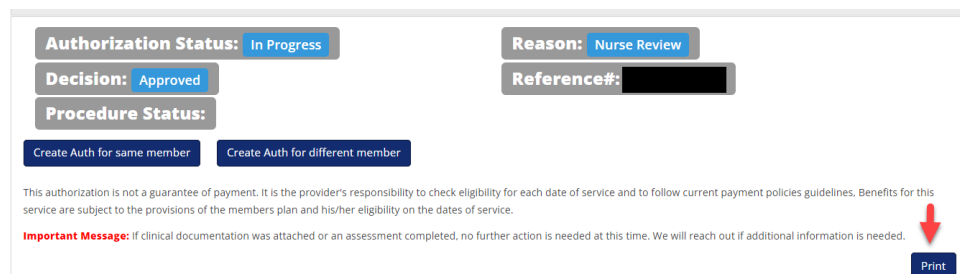
Please note: The CPT code does not need to match the claim if the provider is billing for the same service

After submitting, a new window opens. Populate details as follows:

- **Quantity:** As needed
- **Units:** Units
- **Frequency:** As prescribed
- **Start date:** Requested start date for service

Click **Submit**. The case will either auto-approve or pend.

- If the case is auto-approved, click **Print** to open a separate window and view the details of your approval.



The screenshot shows a web interface for an authorization request. It includes several status fields: 'Authorization Status: In Progress', 'Reason: Nurse Review', 'Decision: Approved', and 'Reference#:' followed by a redacted area. Below these are two buttons: 'Create Auth for same member' and 'Create Auth for different member'. A disclaimer states: 'This authorization is not a guarantee of payment. It is the provider's responsibility to check eligibility for each date of service and to follow current payment policies guidelines. Benefits for this service are subject to the provisions of the members plan and his/her eligibility on the dates of service.' An 'Important Message' follows: 'If clinical documentation was attached or an assessment completed, no further action is needed at this time. We will reach out if additional information is needed.' A red arrow points to a 'Print' button in the bottom right corner.

- If the case pends, you will be asked to upload clinical information.

Please upload additional documentation supporting your request

The request needs further clinical review. Please provide symptoms, lab results with dates and/or justification for initial or ongoing therapy or increase dose and if patient has any contraindications for the health plan/insurer preferred drug. Please provide any additional clinical information or comments pertinent to this request for coverage (e.g. formulary tier exceptions)or required under state and federal laws. See below to upload documentation and add supporting notes related to the request.

Uploaded Documents		Add Documents
ACTION	DOCUMENT NAME	

Notes		Add Notes
ACTION	NOTE TEXT	

[Submit](#)

Notes

- Extension requests must be faxed in.
- If you are signed in as the facility who will bill for the service, select **Yes** for the question below and you will only be required to add the facility once, with the type being facility.

Requesting Provider Same as
Servicing Provider

YES NO

RELATED VIDEO RESOURCES

[Accessing authorizations & printing correspondence](#)

[Attaching Clinical to an existing Case](#)

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