Behavioral health notifications: important psychological testing update

UniCare Health Plan of West Virginia, Inc. (UniCare) appreciates the compassion with which you care for your patients, our members. We know the provision of high-quality mental health care services for UniCare members requires successful collaboration. Because timely decisions and successful approvals of medically necessary services are an important part of collaboration, we encourage you to review the medical necessity criteria available in the following Clinical Utilization Management Guidelines:

- Neuropsychological Testing — [https://www.unicare.com/medicalpolicies/guidelines/gl_pw_a053761.htm](https://www.unicare.com/medicalpolicies/guidelines/gl_pw_a053761.htm)
- Psychological Testing — [https://www.unicare.com/medicalpolicies/guidelines/gl_pw_c164433.htm](https://www.unicare.com/medicalpolicies/guidelines/gl_pw_c164433.htm)

Effective October 1, 2018, we will review all requests using these guidelines. You can help streamline the authorization process to ensure timely claims processing by including the appropriate documentation to demonstrate that all criteria are met.

Where can I find Medical Policies?
The Medical Policies can be found on the Provider Resources page of our website:

1. Go to [www.unicare.com](https://www.unicare.com).
2. On the top menu bar, under OTHER UNICARE WEBSITES, select Providers.
3. Under Resources for:, select State Sponsored Plan providers on the left side of the page.
4. Choose West Virginia – Medicaid Managed Care.
5. You are now on the Provider Resources page. On the left side of the page, find Medical Policy and Clinical UM Guidelines and select Enter.
7. Follow instructions on this page to find a particular guideline or policy.

What if I need assistance?
If you have questions about this communication or need assistance with any other item, please contact our Customer Care Center at 1-800-782-0095.