

SWMBH MI Health Link Authorization Processes

1. Outpatient/Community Based Medicare Covered Service - Initial request
 - 1.1. SWMBH obtains necessary information telephonically from the member
 - 1.2. SWMBH completes applicable Level II Screen and determines level of care
 - 1.3. SWMBH does a warm transfer via three way call to provider
 - 1.4. Provider obtains Release of Information (ROI) and faxes to SWMBH @ (269) 441-1234
 - 1.5. SWMBH releases SmartCare record to provider
 - 1.6. Provider uploads assessment and treatment plan to SmartCare and submits authorization request
 - 1.7. SWMBH authorizes services in SmartCare
 - 1.8. Provider submits Medicare claim to SWMBH via SmartCare
 - 1.9. SWMBH adjudicates Medicare claims in SmartCare and cuts checks

2. Outpatient/Community Based Medicare Covered Service - Concurrent Medicare service request
 - 2.1. Provider obtains Release of Information (ROI) and faxes to SWMBH @ (269) 441-1234
 - 2.2. SWMBH will release SmartCare record to provider
 - 2.3. Provider uploads assessment and treatment plan to SmartCare and submits authorization request
 - 2.4. If necessary (due for annual Level II Screen), SWMBH completes applicable Level II Screen and determines level of care
 - 2.5. SWMBH authorizes services in SmartCare
 - 2.6. Provider submits Medicare claim to SWMBH via SmartCare
 - 2.7. SWMBH adjudicates Medicare claims in SmartCare and cuts checks