

Provider Bulletin



News and Information

Aug. 28, 2020

Adult Rehabilitative Mental Health Services (ARMHS) – Frequently Asked Questions

UCare has prepared this document to assist agencies with frequently asked questions related to the [ARMHS notifications](#) requirement, effective Aug. 1, 2020. The notification requirement applies to UCare members that are actively enrolled in Minnesota Senior Care Plus (MSC+), Minnesota Senior Health Options (MSHO), UCare Connect, UCare Connect + Medicare, Prepaid Medical Assistance Program (PMAP) or MinnesotaCare (MnCare).

Q: Is a notification required for members receiving services prior to Aug. 1, 2020, or just for a start of service?

A: Notification is required for both start of services, as well as for any members that are currently receiving ARMHS services.

Q: Can UCare accept ARMHS initial notifications without the member's signature?

A: Yes. A member's signature is only required in the event the member is transferring to another agency.

Q: What if we cannot obtain the member's signature to transfer care to another ARMHS agency due to COVID guidelines?

A: UCare will accept electronic signatures, or the provider can indicate the member verbally confirmed that the member wants to begin services with the new ARMHS agency.

Q: Would an agency need to send UCare a new notification each time a member transferred between agencies that have different locations, but the NPI remains the same?

A: No. If the NPI remains the same for the agency, UCare does not need to be notified. UCare will only need to be notified if the member is switching agencies that have different NPI numbers.

Q: Does an agency need to submit the authorization number for the claim to pay?

A: It is recommended that the authorization number be included on all claims to eliminate delay or claims payment issues.

Q: Can I provide my client ARMHS services prior to receiving approval from UCare?

A: For in-network agencies with UCare who are contracted with the Minnesota Department of Human Services (DHS) to provide ARMHS services, UCare requires notification within 24 hours of intake.

Q: What is the time span UCare will approve for ARMHS notifications in 2020?

A: Notifications will be approved from Aug. 1, 2020, through Dec. 31, 2020.

Q: When will an agency have to resubmit notification of ARMHS services?

A: Agencies will need to resubmit notification for ongoing services beyond Dec. 31, 2020, **AND/OR** if they have exhausted 1200 units prior to Dec. 31, 2020. A new notification will be required at the beginning of each year.

If you have additional questions, the Mental Health and Substance Use Disorder Services team can be reached at 612-676-6533 or toll-free at 1-833-276-1185.