



Billing for Specialized Mental Health and Substance Use Services for Members with Commercial Insurance and Medicaid

UnitedHealthcare Community Plan is sharing a revised version of IB16-10: Billing for Specialized Mental Health and Substance Use Services for Members with Commercial Insurance and Medicaid on behalf of the Louisiana Department of Health.

In 2016, the Louisiana Department of Health implemented a process for providers billing medically necessary services for Medicaid enrollees who also had commercial insurance. This policy is exclusive to enrollees with a Louisiana Medicaid behavioral health benefit.

Providers are required to submit claims for most behavioral health services to the member's commercial insurance first. After the commercial health plan adjudicated the claim, providers could then submit the claim to the member's Managed Care Organization (MCO) as the secondary payer. However, certain mental health services were identified as typically not reimbursed by commercial health plans. For these services, providers were instructed to submit claims directly to the Medicaid enrollee's MCO without first billing the commercial plan, as doing so often caused payment delays.

The original list of services included:

- H0018 – Therapeutic Group Home
- H0039 – Assertive Community Treatment (per diem)
- H0045 – Crisis Stabilization
- H2017 – Psychosocial Rehabilitation Services
- H0036 – Community Psychiatric Support and Treatment
- H2033 – Multi-Systemic Therapy
- H2011 – Crisis Intervention Service (per 15 minutes)

Providers began submitting claims directly to MCOs on the following dates:

MCO	Begin Date
Aetna Better Health of Louisiana	May 27, 2016
Healthy Blue	June 21, 2016
AmeriHealth Caritas	June 21, 2016
Louisiana Healthcare Connections	July 20, 2016
UnitedHealthcare Community Plan	June 15, 2016

Retroactive claims were permitted for dates of service starting December 1, 2014, using the begin dates above.

What Changed Since 2016

Over time, the list of services eligible for direct billing to MCOs expanded to include additional procedure codes for crisis and behavioral health interventions. These additions addressed gaps in coverage and streamlined payment for high-need services. Newly added codes included:

- S9484 – Behavioral Health Crisis Care
- S9485 – Crisis Intervention Mental Health Services (per diem)
- S9485 – Behavioral Health Crisis Care (per diem)
- S9485 – Mobile Crisis Response
- H2021 – Dialectical Behavioral Therapy

These changes ensured that providers could bypass commercial insurance for a broader range of services, reducing administrative burden and improving timely access to reimbursement.

LDH has published Informational Bulletin 16-10 for your reference [IB16-10 revised-12.02.25.pdf](#) .

For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.