**Medica Behavioral Health (MBH) Case Consultation Instructions and Form**

Medica Behavioral Health (MBH) is available to assist our Medica Care Coordinators (CCs) by doing telephonic case consultations for Minnesota Senior Health Options (MSHO), Minnesota Senior Care (MSC+), Special Needs Basic Care (SNBC), and Integrated Special Needs Basic Care (I-SNBC) members. Having the opportunity for case consultation will allow you to better understand and address a member’s mental health or substance abuse needs, while also managing their medical needs.

**When might you request a MBH to do a case consultation?**

* When you have a member, you are working with who is experiencing some mental health symptoms and you would like to consult with someone at MBH about the case.
* When you have a question about a specific mental health diagnosis, or a substance abuse issue.
* When you have questions about new or worsening symptoms and would like some ideas on next steps, approaches with the member, etc.

**When would you not request MBH for a case consultation?**

* If the member is in crisis or there is an urgent need. You would contact the MBH intake line at 1-800-848-8327, and they would be able to assist more immediately. As a CC, you are calling as a representative for the member, so you would enter the member ID.
* If the issue is related to a billing problem, this type of call can be directed to MBH Claims at 1-866-214-6829.
* If the issue is related to finding a provider, this type of call can be directed to the MBH Intake line at 1-800-848-8327.

**Who do you contact for this consultation?**

Please email [**mbh\_caseconsultation@optum.com**](mailto:mbh_caseconsultation@optum.com) the form below with the subject line: *Case Consultation*. They will reach back out to you within two business days.

Your Name: Click or tap here to enter text. Agency/Organization: Click or tap here to enter text.

Phone: Click or tap here to enter text. Email: Click or tap here to enter text.

Availability: Click or tap here to enter text.

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Member’s name: Click or tap here to enter text. Member’s DOB: Click or tap here to enter text.

Member ID: Click or tap here to enter text.

Member’s plan: MSHO MSC+ SNBC I-SNBC

Reason for consult:  Resources  Questions  Next Steps/Approach  Consult

Please provide a summary of the case: Click or tap here to enter text.

Medica Behavioral Health (MBH) is administered by Optum.