

August 28, 2018

RE: Request for 24/7 After Hours Coverage

Dear Valued Behavioral Health Provider,

Effective October 1, 2018, Behavioral Health Providers and Prescribers will be required to have 24/7 on call coverage. After hours staff must have the ability to complete appropriate assessments and make clinical decisions. As a contracted provider, your agency agrees to collaborate with BUFC to conduct coordination of care, transitions of care, and necessary exchange of information to ensure quality of care.

Please submit your after hours phone number or contact list to our Behavioral Health Department email address at: [BUHPCaseMgmtBHMailbox@bannerhealth.com](mailto:BUHPCaseMgmtBHMailbox@bannerhealth.com) by September 14, 2018. This number will be provided to the BUFC on call staff. They will contact your after hours designee to facilitate or assist with member issues after business hours, including emergency room diversion and crisis response.

If you have any other questions, please contact your assigned Provider Relations Representative.

Thank you in advance for your timely attention to this matter.

Sincerely,

BUHP Provider Relations Department