

## Substance Use Disorder (SUD) Frequently Asked Questions (FAQ)

*Updated September 2025*

### 1. How does a Hennepin Health member obtain a Comprehensive Assessment or treatment for substance use disorder?

Hennepin Health members can contact SUD providers directly to ask for assessment/treatment and access services without a prior authorization. Most programs accept Hennepin Health insurance.

To find programs, members may go to the Fast Tracker website: [SUD Home - Fast-Tracker \(fasttrackermn.org\)](https://www.fasttrackermn.org). There, they can look up programs and services and sort by availability, location, specialty services, populations served, etc. An alternative lookup site is [FindTreatment.gov](https://www.findtreatment.gov).

For further assistance, Hennepin Health members may also contact:

- The [Hennepin County Addiction and Recovery Services unit](#) at **612-879-3671**
- [HC.ReviewTeam@hennepin.us](mailto:HC.ReviewTeam@hennepin.us)
- The Hennepin County Human Services and Public Health Front Door call center for Social Services at **612-348-4111**, or
- Hennepin Health Member Services at **612-596-1036**

### 2. Who approves the Comprehensive Assessment/Treatment Services for Hennepin Health members?

The Hennepin County Behavioral Health, Addiction and Recovery Services Unit [HC.ReviewTeam@hennepin.us](mailto:HC.ReviewTeam@hennepin.us) (612-879-3671/Fax 612-466-9546) receives all Comprehensive Assessments and HH SUD Treatment Notification\_Extension Request Forms for processing.

It's important to note that providers should send these forms within 10 business days of service initiation or 10 days before initial or approved extension units are exhausted via an HH SUD Treatment Notification\_Extension Request Form. The assessment needs to document SUD diagnosis and ASAM risk ratings for the level of care requested (clients may request a downward departure from the level they qualify for).

Initial placements for SUD require **no** prior authorization.

Continued stay utilization review will be required at the following intervals:

- 18 days for inpatient hospital-based stays
- 60 days for residential placements
- 30 individual hours for outpatient treatment services
- 300 group hours for outpatient treatment services

### **Note for opiate treatment programs (OTP's)**

For new admissions, please send comprehensive assessment and HH SUD Treatment Notification\_Extension Request Form to the Hennepin County Addiction & Recovery Services review team ([HC.ReviewTeam@Hennepin.us](mailto:HC.ReviewTeam@Hennepin.us)). For subsequent reauthorization, send the HH SUD Treatment Notification\_Extension Request Form directly to Hennepin Health ([HH.SUD@hennepin.us](mailto:HH.SUD@hennepin.us)) unless requesting additional external treatment services.

OTP, peer recovery support services and withdrawal management services may be required to submit paperwork for utilization review upon request.

Providers can obtain a copy of the HH SUD Treatment Notification\_Extension Request Form and more here:

[Forms / formulary | Hennepin Health](#)

[Information for mental health and substance use service providers | Hennepin County](#)

### **3. What does Hennepin Health require for substance use disorder (SUD) treatment services?**

Hennepin Health requires a current HH SUD Treatment Notification\_Extension Request Form sent directly from Hennepin County Addiction and Recovery Services for coverage of SUD inpatient and outpatient treatment. For more information, see question 2 of this document.

#### 4. Who can providers contact to request a copy of the last Comprehensive Assessment on file?

For a copy of the last Comprehensive Assessment on file, providers can contact the Release of Information Unit via the contact information below. Email requests are preferred.

#### **Hennepin County Release of Information Unit**

- Email: [HSPH.ROI.POD@hennepin.us](mailto:HSPH.ROI.POD@hennepin.us)
- Phone: 612-543-4887
- Fax: 612-317-6189

#### 5. How does Hennepin Health get a copy of the HH SUD Treatment Notification\_Extension Request Form?

The Hennepin County Addiction and Recovery Services Unit emails a copy of the completed form to Hennepin Health (HH.SUD@hennepin.us).

#### 6. Who do providers contact if they want to verify that Hennepin Health has received HH SUD Treatment Notification\_Extension Request Form?

Providers are to contact Hennepin Health Customer Services at 612-596-1036 (select option 2 for provider services) to verify Hennepin Health has received a copy of the member's current treatment notification and authorization form.

The approval process still applies; see question 2 of this document for more information.

#### 7. Do providers need a copy of the approved HH SUD Treatment Notification\_Extension Request Form before they can bill for services?

No, the sender is notified of approval via email or phone call. A courtesy copy is sent to the agent (primary contact at the SUD facility) on file for the provider.

#### 8. Who should providers call when they have claims and reimbursement questions?

Providers can call Hennepin Health Customer Services at 612-596-1036 (select option 2 for provider services) with claims and reimbursement questions.

**NOTE:** Hennepin Health will allow providers to conduct and be reimbursed for Comprehensive Assessments, initial peer recovery support services and treatment coordination without an HH SUD Treatment Notification\_Extension Request Form.

## 9. Who can providers contact for placement questions?

Providers can call the Hennepin County Addiction and Recovery Services Placement Review Team Help Line with questions at:

- Phone: 612-879-3671
- Fax: 612-466-9546
- Email: [HC.ReviewTeam@Hennepin.us](mailto:HC.ReviewTeam@Hennepin.us)

Providers can call the Hennepin County Clinical Review Team within Hennepin County Addiction and Recovery Services for questions regarding:

- Submitting placement requests
- Outcome of requests submitted
- Eligibility requirements
- Technical assistance on how to fill out paperwork, forms to use, etc.
- Clinical consultation
- Extensions

## 10. What are covered SUD services?

Services covered by Hennepin Health through Medical Assistance (Medicaid) include:

- Assessment/diagnosis
- Peer recovery support services
- Treatment coordination services
- Outpatient treatment
- Inpatient hospital
- Residential non-hospital treatment
- Opioid treatment programs
- Withdrawal Management
- Room and board determined necessary by SUD comprehensive assessment