

Provider Notice

To: **All Network Providers**
From: **PerformCare**
Date: **June 8, 2023**
Subject: **AD 23 109 Administrative Compliance Concerns (ACC) Clarification**

This notice serves to clarify the recently released Provider Notice *AD 23 105 Administrative and Treatment Quality Concerns – Changing to Administrative Compliance Concerns* specific to the identified concern regarding “Provider submitted a request for treatment late”. PerformCare recognizes that prior authorization requests may be submitted after the most recent authorization has expired for reasons outside the provider’s control. The ACC process is intended to be a collaborative process between PerformCare and its providers and as such, based on provider feedback, effective July 10, 2023, when a member request is submitted late secondary to inability to contact the family or family no-showing for scheduled appointments, the provider should note this in the *Document Description* portion of Jiva when uploading the document (see example below). Upon review of the rationale given, this could result in PerformCare not documenting the late request as a compliance issue. Failure to provide rationale for late request submission will result in an ACC occurrence.

Please note, providers should be mindful of IBHS authorization end dates and manage the process of obtaining a new Written Order/psychiatric evaluation/Best Practice Evaluation (BPE) and updating all required documents (e.g., treatment plan, IBHS assessment, etc.) accordingly. Late requests determined to be within a provider’s control will continue to receive an ACC occurrence. As always, thank you for your ongoing collaboration and commitment to our members. Please reach out to Susan Ferry, PerformCare Quality Performance Specialist sferry@performcare.org with any questions.

Add Document

Document Title *	<input type="text" value="Prior Authorization Request"/>
Document Type	<input type="text" value="BH Document"/>
Document Description	<input type="text" value="Submission is late because parent no-showed (3) scheduled appointments to review re-auth treatment plan and obtain signatures."/>
Select Document *	<input type="button" value="Browse"/> No File Selected

CC: Lisa Hanzel, PerformCare
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