

Provider Notice

To: All Network Providers
From: Scott Daubert, PhD, VP Operations
Date: August 1, 2018
Subject: AD 18 104 Changes to Prior Authorization and Denial Process

Due to the Office of Mental Health and Substance Abuse Services (OMHSAS) recent changes to the Program Standards and Requirements, Appendix AA, a new PerformCare process will go into effect September 1, 2018 for all Levels of Care requiring prior authorization. These changes impact all initial and re-authorization requests for child or adult prior authorized levels of care including but not limited to:

- Behavioral Health Rehabilitation Services (BHRS)
- Family Based Mental Health Services (FBMHS)
- Community Residential Rehabilitation – Host Home (CRR)
- Residential Treatment Facility (RTF)
- Multisystemic Therapy (MST)
- Functional Family Therapy (FFT)
- After School Program (ASP)
- Mental Health and Substance Use Inpatient and Partial
- Substance Use, Rehabilitation, and Halfway House
- Assertive Community Treatment (ACT)
- Electroconvulsive Therapy (ECT)
- Psychological Testing

In accordance with the changes to Appendix AA, all requests for prior authorization based on a medical necessity decision by a PerformCare Psychologist / Physician Advisor (PA) will result in reasonable effort to consult the prescriber before a Medical Necessity denial determination is made.

Starting September 1, 2018 the PAs will be reaching out via phone to the prescriber at the time of the review if they are considering a denial of service to discuss the Member's presenting behaviors and treatment needs. If the PA is not able to reach the prescriber, the medical necessity decision will be issued based on the clinical information provided with the Level of Care request. Verbal outreach will occur with the Member and Provider on all Medical Necessity denial determinations on the same day as the denial and a denial letter will be sent within two (2) Business Days of the denial decision.

cc: James Laughman, PerformCare
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Tia Mann, Behavioral Health Services of Somerset & Bedford Counties
Missy Reisinger, Tuscarora Managed Care Alliance
PerformCare Account Executives