

Great Rivers Behavioral Health Administrative Services Organization

Policy Title:	Authorization of Behavioral Health Inpatient and Outpatient Services	Policy No. 6004.01
Category:	Clinical- Utilization Management	Date Adopted: 01/10/2020 Date Revised: 04/10/2020 Date Reviewed:
Reference:	WA State Health Care Authority (HCA) contracts with Great Rivers BH-ASO; WAC 182-538D-0375	

POLICY

- 1.1 With oversight from Great Rivers Behavioral Health Administrative Services Organization's (Great Rivers BH-ASO) Medical Director, authorization of behavioral health services will be conducted in a systematic manner, by qualified staff, to ensure the appropriateness of access to and quality delivery of behavioral health services to eligible residents of the Great Rivers BH-ASO regional service area (RSA).
- 1.2 Great Rivers BH-ASO ensures all Utilization Management (UM) activities are structured to not provide incentives for any individual, or entity, to deny, limit, or discontinue medically necessary behavioral health services to any eligible individual.
- 1.3 Great Rivers BH-ASO uses a standardized methodology for determining that the appropriate resources are available for the provision of behavioral health services. Great Rivers BH-ASO may specify what constitutes medical necessity in a manner that is no more restrictive than the State Medicaid program. For the purpose of UM, Great Rivers BH-ASO may place appropriate limits on a behavioral health service based on criteria applied under the State plan, such as medical necessity, provided the behavioral health services furnished could reasonably be expected to achieve their purpose.
- 1.4 Great Rivers BH-ASO reviews all treatment records in accordance with state and federal law. Additionally, Substance Use Disorder (SUD) records are reviewed in accordance with 42 CFR §2.53.
- 1.5 Great Rivers BH-ASO uses level of care guidelines including ASAM, and medical necessity criteria to determine eligibility for behavioral health and SUD services.

PROCEDURES

- 2.1 The voluntary authorization line, (800) 218-5006, is staffed by a Great Rivers BH-ASO Behavioral Health Professional (BHP) 24 hours a day, 7 days a week (24/7).
 - 2.1.1 Monday through Friday calls are taken by the BHPs on shift at the Great Rivers BH-ASO business office.
 - 2.1.2 A Great Rivers BH-ASO BHP is on-call after-hours on weekdays (5pm to 8am), and 24/7 on holidays and weekends. Calls are automatically transfer to an on-call phone to be answered by the on-call BHP.
 - 2.1.2.1 Great Rivers BH-ASO Holidays: New Year's Day, Martin Luther King Jr.

Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day. A BHP will be on-call 24/7 during these holidays.

- 2.2 Admitting hospitals or residential facilities must obtain pre-authorization prior to admission for payment from Great Rivers BH-ASO for all non-Medicaid voluntary inpatient hospitalization stays and SUD residential/detoxification services, when Great Rivers BH-ASO is the payor.
 - 2.2.1 Great Rivers BH-ASO will collect, from the receiving hospital, the required clinical data to review and the Great Rivers BH-ASO Clinical Team (including Medical Director) will determine medical necessity of the requested non-Medicaid services. All denial decisions must be made by the Medical Director.
 - 2.2.2 Great Rivers BH-ASO acknowledges receipt of a standard authorization request for psychiatric inpatient services within two (2) hours and provide a decision within twelve (12) of receipt of the request. Great Rivers BH-ASO sends written notification of the decision to the hospital within seventy-two (72) hours.
 - 2.2.3 Authorization days will be determined based on clinical presentation and medical necessity of the non-Medicaid services.
- 2.3 Timeframes for Authorization Decisions
 - 2.3.1 Inpatient Authorization Decision Timeframes
 - 2.3.1.1 Great Rivers BH-ASO acknowledges receipt of a standard authorization request for behavioral health inpatient services within two (2) hours and provides a decision within twelve (12) hours of receipt of the request.
 - 2.3.1.1.1 For timeframes for authorization decisions not described in inpatient authorizations or standard authorizations, or cases in which a provider indicates, or Great Rivers BH-ASO determines, that following the timeframe for standard authorization decisions could seriously jeopardize the Individual's life or health, or ability to attain, maintain, or regain maximum function, Great Rivers BH-ASO will make an expedited authorization decision and provide notice as expeditiously as the Individual's condition requires.
 - 2.3.1.1.2 Great Rivers BH-ASO makes inpatient authorization decisions within two (2) calendar days if the information provided is sufficient; or request additional information within one (1) calendar day, if the information provided is not sufficient to approve or deny the request. Great Rivers BH-ASO will give the provider two (2) calendar days to submit the requested information and then approve or deny the request within two (2) calendar days.
 - 2.3.1.1.3 Great Rivers BH-ASO may extend the expedited time period by up to ten (10) calendar days under the following circumstances:
 - 2.3.1.1.3.1 The Individual requests the extension; or
 - 2.3.1.1.3.2 Great Rivers BH-ASO justifies and documents a need for additional information and how the extension is in the Individual's interest.

- 2.3.2 Great Rivers BH-ASO will provide for the following timeframes for authorization decisions and notices:
 - 2.3.2.1 For denial of payment that may result in payment liability for the Individual, at the time of any Action or Adverse Authorization Determination affecting the claim.
 - 2.3.2.2 For termination, suspension, or reduction of previously authorized Contracted Services, ten (10) calendar days prior to such termination, suspension, or reduction, unless the criteria stated in 42 C.F.R. §§ 431.213 and 431.214 are met.
 - 2.3.2.3 Standard outpatient authorizations for planned or elective service determinations:
 - 2.3.2.3.1 The authorization decisions are to be made and notices of Adverse Authorization Determinations are to be provided as expeditiously as the Individual's condition requires. Great Rivers BH-ASO will make a decision to approve, deny, or request additional information from the provider within five (5) calendar days of the original receipt of the request. If additional information is required and requested, Great Rivers BH-ASO will give the provider five (5) calendar days to submit the information and then approve or deny the request within four (4) calendar days of the receipt of the additional information.
 - 2.3.2.3.1.1 An extension of up to fourteen (14) additional calendar days (not to exceed twenty-eight (28) calendar days total) is allowed under the following circumstances: the individual or the provider requests the extension; or Great Rivers BH-ASO justifies and documents a need for additional information and how the extension is in the individual's best interest.
 - 2.3.2.3.2 If the contract extends the timeframe past fourteen (14) days of the receipt of the request for service:
 - 2.3.2.3.2.1 Great Rivers BH-ASO will provide the individual written notice within three (3) business days of the contractor's decision to extend the timeframe. The notice will include the reason for the decision to extend the timeframe and inform the individual of the right to file a grievance if he or she disagrees with that decision.
 - 2.3.2.3.2.2 Great Rivers BH-ASO will issue and carry out its determination as expeditiously as

the individual's condition requires, and no later than the date the extension expires.

2.3.3 Expedited Authorization Decisions:

2.3.3.1. For timeframes for authorization decisions not described in inpatient authorizations or standard authorizations, or cases in which a provider indicates, or Great Rivers BH-ASO determines, that following the timeframe for standard authorization decisions could seriously jeopardize the Individual's life or health, or ability to attain, maintain, or regain maximum function, Great Rivers BH-ASO will make an expedited authorization decision and provide notice as expeditiously as the Individual's condition requires.

2.3.3.2. Great Rivers BH-ASO will make the decision within two (2) calendar days if the information provided is sufficient; or request additional information within one (1) calendar day, if the information provided is not sufficient to approve or deny the request. Great Rivers BH-ASO will give the provider two (2) calendar days to submit the requested information and then approve or deny the request within two (2) calendar days.

2.3.3.3. Great Rivers BH-ASO may extend the expedited time period by up to ten (10) calendar days under the following circumstances:

2.3.3.3.1. The Individual requests the extension; or

2.3.3.3.2. Great Rivers BH-ASO justifies and documents a need for additional information and how the extension is in the Individual's interest.

2.3.4. Concurrent Review Authorizations: Great Rivers BH-ASO will make its determination within one (1) business day of receipt of the request for authorization.

2.3.4.1. Requests to extend concurrent care review authorization determinations may be extended to within three (3) business days of the request of the authorization, if Great Rivers BH-ASO has made at least one (1) attempt to obtain needed clinical information within the initial one (1) business day after the request for authorization of additional days or services. Clinical information requested may contain:

2.3.4.1.1. A review of the Individual's diagnosis, level of functioning, acuity, any co-existing conditions, involvement in medication management and co-existing medical conditions;

2.3.4.1.2. Clinical review of family history and systems, formal and informal supports;

2.3.4.1.3. Medical, developmental, and behavioral health history, including risk factors such as recent hospitalizations;

2.3.4.1.4. History of service utilization and intensity, duration of services, targeted outcomes and objectives;


- 2.3.4.1.5. Treatment plan and crisis plan;
- 2.3.4.1.6. Summary of proposed strategies and interventions planned to achieve outcomes in the forthcoming period while addressing factors that created barriers to care, discharge planning and transition to use of natural supports within the previous authorization period;
- 2.3.4.1.7. An assessment of age, culture and broader community culturally diverse support systems, including consultation with specialists; and
- 2.3.4.1.8. Level of Care Review, if applicable.
- 2.3.4.2. Notification of the concurrent review determination will be made within one (1) business day of Great Rivers BH-ASO's decision.
- 2.3.4.3. Expedited Appeal timeframes apply to Concurrent Review requests.
- 2.3.5 For post-service authorizations, Great Rivers BH-ASO will make its determination within thirty (30) calendar days of receipt of the authorization request.
 - 2.3.5.1 Great Rivers BH-ASO will notify the individual and the requesting provider within two (2) business days of Great Rivers BH-ASO's determination.
 - 2.3.5.2 Standard Appeal timeframes apply to post-service denials.
 - 2.3.5.3 When post-service authorizations are approved, they become effective the date the service was first administered.
- 2.4 Notification of Coverage and Authorization Determinations
 - 2.4.1 Great Rivers BH-ASO will notify the individual in writing of the decision regarding authorizations.
 - 2.4.2 For all Actions and other Adverse Authorization Determinations which includes denials of Contracted Services based on the lack of Available Resources, Great Rivers BH-ASO will notify the Individual and the requesting provider in writing. Great Rivers BH-ASO will notify all parties, other than the Individual, in advance whether notification will be provided by phone, mail, fax, or other means.
 - 2.4.3 For an Adverse Authorization Decision involving an expedited authorization request, Great Rivers BH-ASO may initially provide notice orally within seventy-two (72) hours of the request. Great Rivers BH-ASO will provide written notification of the decision within seventy-two (72) hours after receipt of the request for service.
 - 2.4.4 Provide notice at least ten (10) calendar days before the effective date of Action or Adverse Authorization Determination when the decision is a termination, suspension or reduction of previously authorized Contracted Services.
 - 2.4.5 The written Notice of Action will include:
 - 2.4.5.1 The decision that Great Rivers BH-ASO has taken or intends to take;
 - 2.4.5.2 The reasons for the denial, in easily understood language including citation to any Great Rivers BH-ASO guidelines, protocols, or other criteria that were used to make the decision, and how to access the guidelines, protocols or other criteria;
 - 2.4.5.3 A statement of whether the Individual has any liability for payment.

- 2.4.5.4 Information regarding whether and how the individual may appeal the decision.
- 2.4.5.5 The individual's right to file a standard appeal of the denial with the Great Rivers BH-ASO, including circumstances under which an expedited appeal process is available, the individual's right to request an administrative hearing and how to request those services;
- 2.4.5.6 The Individual's right to receive Great Rivers BH-ASO's assistance in filing an Appeal and how to request it, including access to services for Individuals with communication barriers or disabilities.
- 2.4.6 The written notification will be provided in accordance with the timeframes described in this section except in the following circumstances:
 - 2.4.6.1 The individual dies.
 - 2.4.6.2 Great Rivers BH-ASO has a signed statement from the individual requesting service termination or giving information that makes the individual ineligible and requiring termination of services (where the individual understands termination of services is the result of supplying this information).
 - 2.4.6.3 The individual is admitted to a facility where he or she is ineligible for services.
 - 2.4.6.4 The individual's address is unknown, there is no forwarding address.
 - 2.4.6.5 The individual has moved out of the Great Rivers BH-ASO service area.
 - 2.4.6.6 The individual requests a change in the level of care.
- 2.5 Untimely Service Authorization Decisions
 - 2.5.1 When Great Rivers BH-ASO does not reach service authorization decisions within the timeframes for either standard or expedited service authorizations it is considered a denial and thus, an Adverse Authorization Determination and must follow notification requirements.
 - 2.5.2 When available resources are exhausted, non-crisis behavioral health services cannot be authorized without available funding, regardless of whether an individual meets medical necessity criteria for the service(s).

ATTACHMENTS

None

POLICY SIGNATURE

DocuSigned by:

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4/14/2020

Edna J. Fund, Chair
 Great Rivers BH-ASO Governing Board

Date

