Provider Alert

Alert#: **PA 2019-03**

Issued: **June 26, 2019**

To: **CT BHP Intermediate, Home Based Service and Autism Spectrum Disorder Providers**

Subject: **Process Update for Date Extension and Backdating Requests for Intermediate, Home Based Service and Autism Spectrum Disorder Authorizations**

Dear Provider,

This alert serves as advance notice of upcoming changes to the process for date extensions and backdating requests effective July 1, 2019.

The purpose of this alert is to notify and remind providers of the appropriate process regarding date extensions and backdating requests on authorizations obtained through the CT Behavioral Health Partnership (CT BHP).

The following process will be for Intensive Outpatient (IOP), Extended Day Treatment (EDT), Intensive In-Home Child and Adolescent Psychiatric Services (IICAPS), Multidimensional Family Therapy (MDFT), Multisystemic Therapy (MST), Functional Family Therapy (FFT) and Autism Spectrum Disorder (ASD) services.

Date Extensions

In the event that all service units are ***not utilized*** prior to the end date of an authorization, providers can request to have an existing authorization expiration date extended.

Effective 7/1/19, the CT BHP will allow one date extension request on an initial authorization for the levels of care outlined above. This one-time date extension request must be submitted utilizing the ProviderConnect inquiry function. Attached to this alert are step by step instructions on how to complete an inquiry through the ProviderConnect portal for date extension requests.

Beyond the initial authorization line and one-time date extension request (if required), all requests for continuing authorizations will have to be completed as a standard concurrent review through the ProviderConnect portal. This will ensure that we are receiving the most up to date clinical information and assist in assessing the members continued need for treatment.

> *ASD Providers: Please note that initial requests for authorization and for date extensions should only occur once treatment staff is identified and services will be commencing or continuing from initial authorization.*

Backdating Requests

In the event that all service units are utilized prior to the end date of an authorization, providers can request to have an existing authorization expiration date backdated, so that a concurrent review can be entered via the ProviderConnect portal.

Effective 7/1/19, requests for backdating an authorization must be submitted utilizing the ProviderConnect inquiry function. Attached to this alert are step by step instructions on how to complete an inquiry through the ProviderConnect portal for back dating requests.

> *PLEASE NOTE: Requests to have an existing authorization expiration date backdated must be done in a timely manner. Back dating requests should be received within 2 business days of the last authorized unit being utilized.*

If you have any questions, please feel free to contact the CT BHP Provider Relations Department

📞 1-877-552-8247, Options 1, 3, 7.

✉ ctbhp@beaconhealthoptions.com

Sincerely,

Provider Relations Department
CT Behavioral Health Partnership

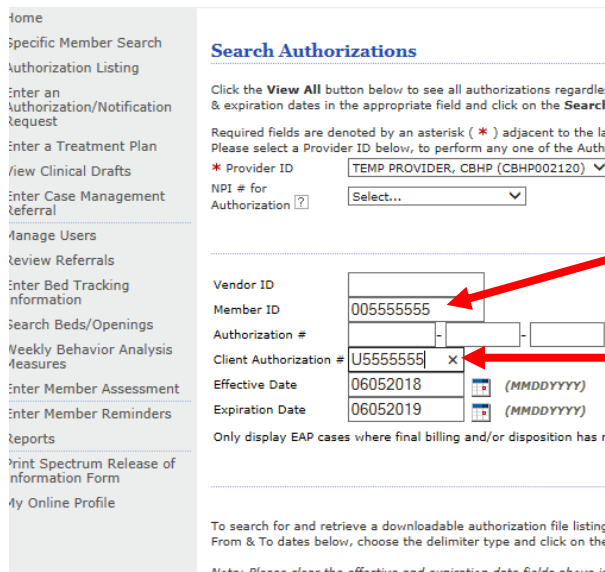# Creating an Inquiry through ProviderConnect.

Key Step 1:
Creating an
Inquiry

The first key step is to search for the client's existing authorization, which starts from the ProviderConnect Homepage. The function can be initiated when the **Authorization Listing** button is clicked.

Below are the key actions for completing this step. Any field with an asterisk indicates that the field is required.

1. Click **Authorization Listing link** from the navigational bar on the Home page.
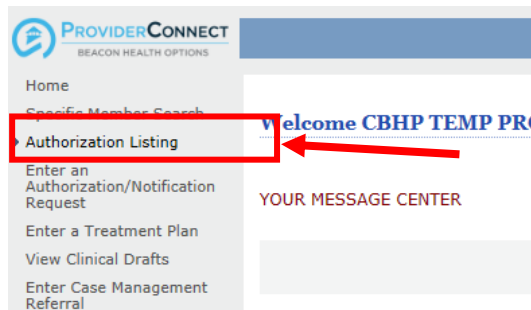
2. Enter **either** the Medicaid ID of the client in the Member ID field to search for all authorizations for the member **or** enter the Authorization Number (U######) of the specific authorization in the Client Authorization# field.

3. Click **Search at Bottom of Page.**

4. Click the Authorization Link of the authorization in which you need either a date extension or an expiration date back dated.

5. On the Authorization Summary page, click **Send Inquiry.**

6. On the Customer Service Inquiry Page under Contact Details.

7. Enter Contact Name and enter narrative in the State your reason for the Inquiry field (Max 1500 characters)

8. Date Extension requests do not require providers to **Attach a Document**.

9. Click **Submit** and a confirmation of your inquiry will display