

PROVIDER ALERT

Alert #: PA 2011-07
Issued: March, 2011
To: All Waiver programs
Subject: Home Health Authorizations 4/1/11 – Behavioral Health Diagnosis

PLEASE NOTE: THIS ALERT CONTAINS INFORMATION RELATED TO MEMBERS RECEIVING SERVICES WITH A PRIMARY BEHAVIORAL HEALTH DIAGNOSIS. PLEASE ENSURE THIS ALERT IS DISTRIBUTED WITHIN YOUR PROGRAM TO ALL WHO COORDINATE HOME HEALTH SERVICES

Dear Waiver staff,

This Alert is regarding new information related to Home Health authorizations for individuals with a primary behavioral health diagnosis. Beginning 4/1/11, CT BHP will begin authorizing Home Health services for Members covered by HUSKY A, HUSKY B, Medicaid-fee-for-service, Medicaid for Low Income Adults (MLIA) and Charter Oak health plan. If the Member is on a waiver or in the Money Follows the Person program, all Home Health agencies have been instructed to contact CT BHP to request an authorization and to not register services online in CT BHP's ProviderConnect system. Home Health agencies will continue to contact the Access Agencies per their usual protocol and the Access Agencies will work directly with CT BHP to coordinate the authorization.

PROCESS:

1. Home Health agency will call CT BHP at 1-877-552-8247 (after English/Spanish option, press '3' for Providers) to do a telephonic clinical review and request an authorization for any Member on a Waiver or with Money Follows the Person,
2. CT BHP will call the designated waiver liaison (or MFP liaison if Member is only MFP) to review the request. Based on the result of the consultation/review between the waiver liaison and CT BHP, CT BHP will issue an authorization,
3. Waiver program- will document the authorization number provided by CT BHP; will coordinate with/notify MFP if Member also with MFP,
4. Waiver program- Mental Health Waiver program will notify the Home Health agency of the authorization details and authorization number,
5. CT BHP will notify the Home Health agency of the authorization details and authorization number for all other Waivers,
6. Home Health agency – will review/print authorizations from ProviderConnect within 24-48 hrs of receiving the authorization information from the Waiver program or CT BHP,
7. CT BHP- will provide to each Waiver program a monthly report (excel format), on or before the 15th of each month, showing all Home Health authorizations completed for the month for each waiver program.

CT BHP Home Health Clinical staff will also ensure that an authorization is not completed for any Member until first validating waiver and MFP information in our system before proceeding with a review.

Services which fall below the current fee-for-service authorization thresholds (aka 'pass-through' visits) **DO NOT REQUIRE** PRIOR AUTHORIZATION from CT BHP:

1. Nursing care services (SN- S9123, S9124) and/or Medication Administration Services (MA-T1502, T1503) that do not exceed an initial evaluation and two (2) visits per week will NOT require a prior authorization from CT BHP.
2. Home Health aide services (T1004) that do not exceed fourteen (14) hours per week will NOT require a prior authorization from CT BHP.
3. Physical or Speech therapy that does not exceed an initial evaluation and two (2) visits per week will NOT require a prior authorization from CT BHP. Services in excess of nine visits per therapy type, per calendar year, per provider, per Member require authorization.
4. Occupational therapy that does not exceed an initial evaluation and one (1) visit per week will NOT require a prior authorization from CT BHP. Services in excess of nine visits per therapy type, per calendar year, per provider, per Member will require authorization.

Prior authorization **IS REQUIRED** from the Home Health agency for any service code(s) where the units exceed the above parameters.

For your convenience and to make the review process more efficient, please find attached a template of the Home Health clinical review form. CT BHP Home Health Clinician will ask these questions when completing a telephonic clinical review with your waiver staff.

If you have any questions, please contact the CT BHP Provider Relations Department at 1-877-552-8247.

Provider Relations
Connecticut Behavioral Health Partnership

Encl: Home Health Clinical review template
Copy of Alert for Home Health agencies
Copy of Alert for Access Agencies