
PROVIDER ALERT

Alert#: PA-2012-01

Issued: February 3, 2012

To: CT BHP Intensive Outpatient Program (IOP) Providers (members 19+ years)

Subject: CT BHP Modifications to Adult IOP Authorization Parameters (members 19+ years)

Dear Provider,

For Intensive Outpatient (IOP) services, the CT Behavioral Health Partnership (CT BHP) currently authorizes 10 units/program days for the initial 14 day period. If more units/days are needed, a concurrent authorization can be sought for an additional 10 units/program days for another 14 day period.

Effective February 13, 2012, initial registrations for adult (19 years and above) IOP services will result in an authorization of **15 units/program days for a 42 day/6 week period**. **Please note:** This change will **only** be for adult IOP authorizations.

Child (under 19 years old) IOP services and authorization parameters will remain unchanged at this time. The Departments are reviewing the child IOP authorization parameters; if there are any modifications to the existing process, providers will be notified in advance.

*Any concurrent/re-registration requests for adult IOP authorizations will be completed via the web registration system and **pending** to CT BHP clinical staff for review.*

Utilize the inquiry function in ProviderConnect to:

- 1) Extend the end date of an existing initial authorization or
- 2) Submit a concurrent review **by the last day of the initial 42 day authorization**.

The following is a reminder regarding procedures for authorization extensions and concurrent reviews:

- a. If a Provider wants to extend the end date of an existing authorization because they have not utilized all available units **or**, wants to request more units to be

added to the existing authorization, they **must call CT BHP or use the inquiry function via ProviderConnect**. Requests must be completed on **or** before the last date of the authorization. Reference Provider Notice 2011-05 for instructions on how to use the inquiry function. **Please note:** If an authorization end date extension request or additional units are requested after the last date of an authorization, an Administrative Denial will be issued.

If you have any questions, please feel free to contact the CT BHP Call Center at 1-877-552-8247. Please note our new fax number: 1-855-750-9862.

Provider Relations Department
Connecticut Behavioral Health Partnership

Please note: These authorization parameters will only affect adult clients beginning IOP services on or after February 13, 2012. Authorizations for Intensive Outpatient services obtained prior to February 13, 2012, will still be valid and existing concurrent procedures for those authorizations will continue through their discharge.

Intensive Outpatient Readmissions

If a client returns to an IOP program within a 90 day period of the last date authorized, the IOP request for authorization will be considered a concurrent review. These requests for care must be completed telephonically.

If a client returns to an IOP program outside 90 days from the last date authorized, the IOP request will be considered an initial review and providers can complete a web registration and obtain a new authorization for IOP.

NEED MORE HELP?

On Wednesday, February 8th, the CT BHP Provider Relations Department is hosting an IOP Registered Service Webinar Training from 9 – 10:30am. The CT BHP will begin the training with a 30-minute overview of the changes in IOP Adult Authorization Parameters. Once the overview is complete, we will continue on to discuss the IOP Registered Services process using ProviderConnect.

If you would like to participate in this IOP overview and training, please email the PR Department at ctbhp@valueoptions.com and indicate that you would like to attend either the entire training or the 30-minute overview. A confirmation with the webinar login and teleconference information will be distributed to those attendees wishing to participate.