

PROVIDER NOTICE

Notice #: PN 2012-01
Issued: January 24, 2012
To: CT BHP Hospital and Detoxification Providers
Re: Reminder of Detox Precertification Requirements

To all Detox Providers,

This notice is to remind providers that all acute detox levels of care, including *both* medically managed and medically monitored detoxification, must be pre-certified BEFORE a member is admitted. Some providers have not been contacting CT BHP prior to the member's detox admission. Calling prior to member admission allows for collaboration with clinicians at CT BHP resulting in the most appropriate treatment decisions for our members, including diversion from unnecessary hospital admissions and adequate time to assist with an effective discharge plan. To facilitate these goals, the CT BHP has staff available 24 hours a day to conduct reviews for acute levels of care. You may find Prior Authorization Requirements in the CTBHP Provider Manual (page 20), located at www.ctbhp.com; under the section "Overview of Authorization and Registration of Services."

Please note - EFFECTIVE 1/24/12: If providers do not contact CT BHP prior to admitting a member for detoxification, they are at risk of having their authorization request denied by the CT BHP.

A second clarification that is needed relates to which Administrative Service Organization (ASO) to contact to seek a detox admission. Since April 1, 2011, DSS guidelines have stated that hospital admissions with admitting diagnoses in the range between 291–316 (excluding 291.0 admissions to a medical bed) **must be submitted to CT BHP** for pre-certification. In the past, some hospitals incorrectly continued to request detox inpatient authorizations through Qualidigm because the member was being admitted to a medical unit. Since April, some allowances have been made to accommodate those requests. However, such allowances will no longer be given.

Please note: EFFECTIVE 1/24/12: Authorization requests that are submitted incorrectly to the Medical ASO (CHNCT Solutions) or Qualidigm for members with admission diagnoses in the range between 291-316 (excluding 291.0 admissions to a medical bed) will be administratively denied by CT BHP due to lack of pre-certification.

Two principles should be followed to determine where to submit the request.

1. Admitting diagnosis should accurately reflect the medical need that is driving the admission. In many cases, members have been given a diagnosis between 291-316 (excluding 291.0 admissions to a medical bed) even though a medical condition is the focus of treatment and the reason for the admission.
2. If the admitting diagnosis falls between 291-316 (excluding 291.0 admissions to a medical bed), the authorization request must be submitted to CT BHP prior to the admission. If the admitting diagnosis

falls outside that range,(i.e. a medical admitting diagnosis) then it must be submitted to the Medical ASO (CHNCT Solutions) in accordance to their authorization rules.

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, 855-750-1150.

Provider Relations Department
Connecticut Behavioral Health Partnership