

## PROVIDER ALERT

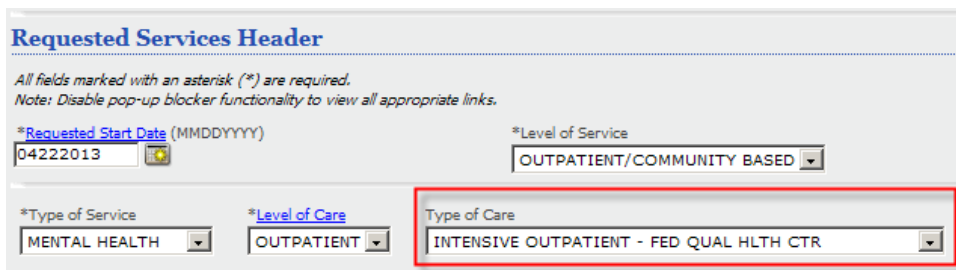
**Notice #:** PA 2013- 01  
**Issued:** May 15, 2013  
**To:** CT BHP Intensive Outpatient (IOP) Providers  
**Re:** Changes to IOP Registration Process & Discharge Procedures

Dear Provider,

This alert is being sent to all CT BHP Intensive Outpatient (IOP) Providers to clarify the required time frames and correct procedures for IOP initial authorizations and concurrent reviews. In recent weeks, we have become concerned about a number of unusual IOP web registrations. We have seen discharges entered, then new authorizations entered, with no apparent break in treatment. We also have seen Providers switch a member's authorization from Mental Health IOP services to Substance Abuse IOP services, or vice versa, without clear rationale for the change. In an attempt to understand these events, we are beginning to conduct chart audits with several Providers. In addition, we are making several changes to the web registration process to clarify the steps and reduce the possibility of making errors. This Provider Alert will describe the changes.

Under current authorization parameters, providers may use web registration for an initial authorization of 10 units of services within 14 days (children) or 15 units of service within 42 days (adults). Those parameters are not changing. We are, however, changing the Type of Care selection and the Discharge procedures for Intensive Outpatient services. Those changes are as follows:

- 1) Effective May 20, 2013, we are eliminating the "Type of Care" option of "Intensive Outpatient – Ind Clinic". Intensive Outpatient Providers must select the "Type of Care" option based on their Provider Type and Specialty, as follows:
  - a. **Federally Qualified Health Centers** will continue to select **Intensive Outpatient – Fed Qual Hlth Ctr** only.



**Requested Services Header**

All fields marked with an asterisk (\*) are required.  
Note: Disable pop-up blocker functionality to view all appropriate links.

\*Requested Start Date (MMDDYYYY) 04222013 [calendar icon] \*Level of Service OUTPATIENT/COMMUNITY BASED [dropdown]

\*Type of Service MENTAL HEALTH [dropdown] \*Level of Care OUTPATIENT [dropdown] Type of Care INTENSIVE OUTPATIENT - FED QUAL HLTH CTR [dropdown]

- b. **Non-FQHC clinics** **must** select **Intensive Outpatient – Comm Mntl Hlth Ctr** as Type of Care. Providers will **no longer** select Intensive Outpatient - Ind Clinic as an option.

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\*Type of Service MENTAL HEALTH

\*Level of Care OUTPATIENT

Type of Care INTENSIVE OUTPATIENT - COMM MNTL HLTH CTR

- c. **Outpatient Hospitals** will continue to select **Intensive Outpatient – Outpatient Hosp** as Type of Care.

**Requested Services Header**

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\*Level of Service OUTPATIENT/COMMUNITY BASED

\*Type of Service MENTAL HEALTH

\*Level of Care OUTPATIENT

Type of Care INTENSIVE OUTPATIENT - OUTPATIENT HOSP

- 2) Effective May 20, 2013 Providers will no longer enter Discharge information for Intensive Outpatient services. Any Provider who mistakenly enters a Discharge for an IOP episode of care will be contacted to discuss the discharge, and will be asked to refrain from submitting further Discharge information for IOP service episodes.

As a reminder, the chart below documents the Intensive Outpatient Services authorization guidelines and parameters.

CT BHP Intensive Outpatient Services	
Child (0-18) (effective September 2011)	Adult (19+) (effective February 2012)
Initial Authorization – web registered 10 units/ 14 days	Initial Authorization – web registered 15 units/ 42 days
Concurrent (1 <sup>st</sup> ) – web registered <u>by COB on the day the authorization expires</u> Additional 10 units/14 days	Concurrent (1 <sup>st</sup> ) – web registered <u>by COB on the day the authorization expires</u> with complete clinical picture to support continued stay.
Concurrent (2 <sup>nd</sup> & beyond) – Telephonic Review to support continued stay <u>by COB on the day the authorization expires</u>	Concurrent (2 <sup>nd</sup> & beyond) – web registered <u>by COB on the day the authorization expires</u> with complete clinical picture to support continued stay.

If you have any questions, please feel free to contact the CT BHP Call Center at 1-877-552-8247.

Provider Relations Department  
Connecticut Behavioral Health Partnership