
PROVIDER NOTICE

Notice #: PN 2016-04
Issued: October 20, 2016
To: CMAP Hospital Based Inpatient and Freestanding Residential Detoxification Providers
Subject: Clarification: Authorization Process for Detoxification Services

Dear Provider,

This notice is being sent to Hospital Based and Freestanding Residential Detoxification providers to further clarify authorization procedures for inpatient and residential detoxification services as formerly stated in the CT Behavioral Health Partnership (CT BHP) Provider Notices PN-2014-02 and PN 2016-01. We have had questions regarding inpatient and freestanding residential detoxification admissions and the member's state of withdrawal and wanted to clarify the process for all providers.

Beacon Health Options utilizes ASAM criteria for our level of care determinations. We strongly believe in the holistic, bio-psychosocial assessment process and encourage our providers to discuss each admission as needed with our clinicians or physicians.

Please keep in mind that a member may be admitted prior to the onset of withdrawal symptoms if the provider believes or knows through history that the member will experience withdrawal symptoms that will require a detox.

If the clinical information provided is insufficient to make a level of care determination, then Beacon staff will reach out telephonically to the provider and request additional information. If there is still insufficient information, then the Beacon clinician will request a review of the information by a Beacon physician. This physician will offer a doctor to doctor discussion of the information in order to gain a better understanding of the member's needs. If the facility is unable to have someone with additional clinical information participate in a telephonic discussion with a Beacon physician, then the UM record will be reviewed internally and a decision of medical necessity will be determined. It is only after this process is completed that a denial may occur.

Should a denial result, the provider is notified during the phone call of their appeal rights and a "warm" transfer will be made to our appeals department during operating hours.

If you have any questions or comments, please feel free to contact the CT BHP at 1 (877) 552-8247.

Thank you,

Provider Relations Department
Connecticut Behavioral Health Partnership