
PROVIDER NOTICE

Notice #: PN 2017-01
Issued: August 23, 2017
To: All CT BHP Providers
Subject: Clarification of Retroactive Eligibility Template Process for Lower Levels of Care

Dear Provider,

In September of 2011, the CT BHP released Provider Alert 2011-22, which outlined the process for obtaining authorizations for services to Medicaid members with retroactive eligibility. The retroactive eligibility template is a printable form on the CT BHP website that allows providers to request authorizations for members who were not eligible for services on the requested start date of service. The purpose of this Notice is to remind providers of the appropriate use and when to submit a retroactive eligibility template to the CT BHP.

The retroactive eligibility template is solely intended for instances when a member's Medicaid eligibility has been retroactively approved to a date that is outside of the approved time parameters for obtaining an authorization. If a member is eligible on the requested start date of service, the provider can still obtain the authorization within the approved time parameters, therefore this is not considered a retro request and the retroactive eligibility template should not be submitted. The provider should obtain the authorization through the ProviderConnect system or telephonically when necessary.

For additional clarification, the examples below describe instances where it is not appropriate for providers to submit a retroactive eligibility template:

- A provider receives an authorization with the incorrect start date and wants to change their initial start date to a prior date. If a provider enters an authorization with an incorrect start date, they should contact the CT BHP immediately. If the CT BHP is contacted before 5:00pm on the same business day the authorization is entered, the start date may be adjusted as long as the requested start date is within approved time parameters. If the requested start date is beyond the approved time parameters, this will be considered an administrative denial and the provider will need to follow the denial and appeal process. **If you already have an authorization on file, do not submit a retroactive eligibility template to modify an incorrect start date.**
- A provider is unable to obtain an authorization within the approved time parameters. If a provider fails to obtain an authorization in a timely manner, they are encouraged to obtain the authorization as soon as possible by calling the CT BHP. This will be considered an administrative denial and providers will then follow the denial and appeal process for any dates of service that were not authorized in a timely manner.

- A new provider is enrolled in the CT Medical Assistance Program (CMAP) network and needs to authorize services with a start date that is outside the approved time parameters for obtaining an authorization. New providers should contact the CT BHP at the number listed below to discuss their authorization options.
- If a member is listed as active with Medicaid insurance in the ProviderConnect system on the date of their first appointment, do not submit a retroactive eligibility template. If the member is showing eligible on the date of their first appointment, then providers are expected to obtain authorizations within established time parameters, regardless of what date is listed in the “Date Changed” field in ProviderConnect.
- A provider has already submitted a retroactive eligibility template, but they have not received a response from the CT BHP yet. There is a 30-day turnaround time for the CT BHP to process retroactive eligibility templates. If you do not see your authorization in ProviderConnect within 30 days of submitting the retroactive eligibility template, do not submit the form again. Please contact the CT BHP to verify if your original retroactive eligibility template was received before trying to submit the form again.

The CT BHP will be hosting a webinar training to introduce the new, abridged version of the retroactive eligibility review template and to answer any questions surrounding its use. **The workshop will be held on Wednesday September 13, 2017 from 10:00-11:00am.** To register to attend this workshop, please click on the link below.

[Register for the Webinar Today](#)

Please Note: To ensure you are using the correct version of the retroactive eligibility review template, please discard any previous versions of the form that you have used and download the new form from the CT BHP website. Simply visit www.CTBHP.com, then click on the “For Providers” button and then click on the “Registered Services Retroactive Eligibility Review Template” hyperlink.

If you have any questions or comments, please feel free to contact the CT BHP at 1(877)552-8247, options 1, 3, and 7.

Thank you,

The Provider Relations Department
Connecticut Behavioral Health Partnership