

PROVIDER NOTICE

Notice #: 2011-04
Issued: April, 2011
To: CT BHP Intensive Outpatient Providers
Re: CT BHP ProviderConnect Authorizations listed as “Termed IOP”

Dear Provider,

This notice to Intensive Outpatient providers is being sent to clarify the listing of intensive outpatient authorizations in the ProviderConnect web application during the transition of IOP services from telephonic to web-based reviews.

When viewing CT BHP authorizations in ProviderConnect for Intensive Outpatient services obtained prior to 4/1/11, providers may see a “TERMED-IOP” message. This message is informational only and used to distinguish those IOP authorizations obtained telephonically prior to the 4/1/11 implementation of Intensive Outpatient services transition to web registration. Those authorizations listed as “Termed IOP” will identify those IOP authorizations that will continue to be reviewed telephonically until discharge.



| | | | | | |
|---------------------------------|---------|------------|------------|-----------|-------------------------------|
| 01-032811-59-30 | CT00111 | 04/21/1976 | CBHP002134 | VCB004968 | IOP - O/P HOSP TERMED -IOP |
| 01-032811-48-24 | CT00141 | 01/24/1975 | CBHP002134 | VCB004968 | IOP - O/P HOSP TERMED -IOP |

- 1) Click on the Authorization Link
- 2) The Auth Summary Tab will then display (cont)

Auth Summary **Auth Details**

The information displayed indicates the most current information we have on file. It may not reflect claims been received by ValueOptions.

Authorization Header

Member ID [CTD05555555](#)

Member Name **DOE, JOHN**

Authorization # **01- 032811- 59- 30**

Client Auth # **U030**

NPI # for Authorization **N/A**

Authorization Status **O - Open**

From Provider **ABC HOSPITAL**

Admit Date **03/28/2011**

Discharge Date

3) Click on the Auth Details Tab to view the Date Span of the Authorization and Units Approved.

Auth Summary **Auth Details**

The information displayed indicates the most current information we have on file. It may not reflect claims or other information that has not been received by ValueOptions.

Authorization Header

Member ID [CTD05555555](#) [Return to search results](#)

Member Name **DOE, JOHN** [Complete Discharge Review](#)

Authorization # **01- 032811- 59- 30**

Client Auth # **U03**

NPI # for Authorization **N/A**

Authorization Status **O - Open**

Authorization Letter(s) *(click to view)*

Service Lines

| Line # | Submission Date | Service Code | Modifier Codes | | | | Service Class Descr. | Dates of Service | Visits Requested/ Approved | Visits Actually Used (As of Today) | Status | Reason |
|--------|-----------------|--------------|----------------|---|---|---|-------------------------|---------------------------|----------------------------|------------------------------------|-------------|------------------|
| | | | 1 | 2 | 3 | 4 | | | | | | |
| 1 | 03/28/2011 | N/A | | | | | INTENSIVE OUTPATIENT | 03/28/2011- 05/23/2011 | 30/ 30 | 1 | O - Open | APPROVED AUTH |

4) While the message indicates termed IOP, the span of the authorization continues beyond 4/1/11 and will continue to do so through discharge.