

PROVIDER NOTICE

Notice #: PN 2011-09
Issued: November 2011
To: CT BHP Hospital and Detoxification Providers
Re: Acute Care Preadmission Telephonic Review Timelines Reminder

Dear Provider,

This notice is being sent to reinforce the CT BHP requirement that all acute levels of care must be prior authorized before the member is admitted. Levels of Care that require prior authorization requests through telephonic reviews include, but are not limited to, Inpatient Psychiatric, Inpatient Detoxification and free standing Detoxification. It has come to our attention that some providers of these services have not been contacting CT BHP in a timely manner.

If Providers do not contact CT BHP prior to admitting a member, they are at risk of having their authorization request denied by the CT BHP. Calling prior to member admission allows for collaboration with clinicians at CT BHP, resulting in the most appropriate treatment decisions for our members and adequate time to assist with an effective discharge plan. To facilitate this, the CT BHP has staff available 24 hours a day to conduct reviews for acute levels of care.

You may also 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."

Additionally, The Provider Manual on the HP website, located at: <https://www.ctdssmap.com/CTPortal/Information/Publications/>, states that:

"Prior authorization, to determine medical appropriateness and medical necessity, shall be required as a condition of payment for certain Medical Assistance Program goods or services as set forth in the regulations of the department governing specific provider types and specialties. The department shall not make payment for such goods and services when such authorization is not obtained by the provider of the goods or services."

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

Provider Relations Department
Connecticut Behavioral Health Partnership