

PROVIDER ALERT

Alert #: PA 2013-04
Issued: October 2013
To: ACCESS Agencies and Home Health Agencies
Subject: Home Health Authorizations – Access Agency members

Dear Access Agency (AA) or Home Health Provider (HHP),

This alert serves as advanced notification of upcoming changes regarding the process for Home Health authorizations for individuals with a primary behavioral health diagnosis and whose care falls under the authority of an Access Agency. We have also attached a workflow that illustrates the process for obtaining an authorization for these members.

Effective November 1, 2013, home health providers will be able to submit their authorization requests for Access Agency members directly into Provider Connect. Home Health providers will still be required to speak with the Access Agency care manager to obtain verbal approval of the care plan prior to submitting a new authorization request. The authorization request must include the name of the staff person at the Access Agency who authorized the Service Plan. VO will confirm the approved frequencies with the Access Agency prior to authorizing the requested services.

Prior to November 1, 2013, Access Agencies were required to perform a telephonic clinical review and request an authorization for the home health provider. As of November 1, 2013, Home Health providers will now be able to submit their authorization requests for Access Agency members directly, utilizing the ProviderConnect application.

For your convenience and to make the review process more efficient, please find Home Health/Access Agency Clinical workflow included with this provider alert.

If you have any questions, please contact the CT BHP Provider Relations Department at 1-877-552-8247.

Provider Relations
Connecticut Behavioral Health Partnership

Encl: Home Health Clinical workflow

MedAdmin Authorization for Access Agency Members – revised November 2013

The following procedures are to be followed when home health services are requested for members who are under the authority of a Home Health Access Agency.

