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## PROVIDER NOTICE

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**Notice #:** PN 2016-01  
**Issued:** June 1, 2016  
**To:** CMAP Hospital and Detoxification Providers  
**Subject:** Clarification: Authorization Process for Detoxification Services

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Dear Provider,

This notice is being sent to inpatient hospital and detoxification providers to further clarify authorization procedures for detoxification services as formerly stated in the CT Behavioral Health Partnership (CT BHP) Provider Notice PN-2014-02. We have had many questions regarding detoxification admissions and wanted to clarify the process for all providers.

All requests for inpatient authorization can be made via our web portal, ProviderConnect. Web registration allows hospital providers the freedom to enter authorization requests at their convenience 24 hours a day. While the vast majority of inpatient requests are received through the online portal, Beacon Health Options (Beacon) will accept telephonic review requests.

### **Authorization Time Frames**

The present authorization process allows providers 2 business days after an admission to request an authorization. (*e.g., a member is admitted Friday at 3:00 pm. The authorization would need to be entered up to anytime on Tuesday without a penalty.*) 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.

- Authorizations for initial requests for service received by 12:00 pm on any business day will be completed by Beacon staff by 5:00 pm that same day.
- Authorization for initial requests for service received by 7:00 pm on any business day will be completed by Beacon staff by 12:00 pm on the next business day.
- Authorization for initial requests for service received after 7:00 pm on a Friday or at any time during the weekend or on a holiday will be completed by Beacon staff by 5:00 pm on the following business day.

Providers can view the ProviderConnect web site to review the authorization as approved and have access to the authorization number. Authorization letters will be available within 48 hours of the authorization on the web site.

## **Level of Care Determination (Approvals and Denials)**

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. There is a great deal of freedom for decision making within the current authorization process and there has been a significant amount of collaboration among Beacon and inpatient providers.

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. In addition to the above clarifications, we have also included answers to frequently asked questions that should assist you and hospital staff members with properly authorizing detoxification services.

Thank you,

Provider Relations Department  
Connecticut Behavioral Health Partnership

Encl: Detoxification Frequently Asked Questions

## Inpatient Detoxification – Frequently Asked Questions

**Q: Who authorizes services for members who are directly admitted to the Intensive Care Unit (ICU)?**

**A:** If any patient (detox or non-detox) admits directly to the ICU, the authorization should be obtained from the Community Health Network (CHN).

**Q: If a member is not admitted directly to the ICU, who authorizes detoxification services?**

**A:** An authorization should be obtained from the CT BHP for any Medicaid member receiving a **detox in a hospital**. The member must have co-occurring alcohol or benzodiazepine dependence, experiencing withdrawal symptoms, and medical conditions or medical conditions which are exacerbated by the withdrawal symptoms. *(The primary versus secondary diagnoses are not as important as the question: Is the member receiving a detoxification treatment for substance use withdrawal? If the answer is yes, please request an authorization from the CT BHP. If the answer is no, please request an authorization from CHN.)*

**Q: When are precertification authorization requests for detoxification services due?**

**A:** Withdrawal symptoms can start days after the admission so we allow up to 2 business days to request precertification for detoxification services. If a patient comes in anytime on Friday, you can complete the precertification request up to anytime on Tuesday without a penalty.

Please note:

- If you already obtained an authorization from CHN and then the member goes into withdrawal, please DO NOT obtain an authorization from the CT BHP as well.
- If you have NOT obtained an authorization from CHN yet and the member goes into withdrawal, please only obtain an authorization from the CT BHP.
- Please do not duplicate authorizations with both CHN and the CT BHP because neither claim will be paid by HP Enterprise Services (HPES).

**Q: When are concurrent authorization requests for detoxification services due?**

**A:** For concurrent reviews, please complete the review on the last authorized day or the first uncovered day.

**Q: How long will it take for my authorization request to be reviewed by CT BHP Clinical staff?**

**A:** When you submit an authorization request via the Beacon Health Options ProviderConnect portal before 12:00pm, you will receive a determination by 5:00pm of the same business day. When you submit an authorization request via the Beacon Health Options ProviderConnect portal after 12:00pm, you will receive a determination by 12:00pm the following business day.

**Q: What happens if a member transfers from a medical floor to the ICU?**

**A:** If you obtain an authorization through the CT BHP for a detoxification patient who is on a medical floor and then the patient transfers to the ICU, please continue to review the case with the CT BHP using the same authorization. Please submit a discharge review when the member leaves the facility.

**Q: What happens if a member transfers from a medical floor to the psychiatric floor?**

**A:** When a detox patient is transferred from the medical floor to the psychiatric floor, medical staff should not complete the discharge screen, but they should call CT BHP to inform them of the transfer. The same authorization will be valid and the psychiatric staff should continue to review with the CT BHP under the detoxification authorization. The psychiatric staff will submit a discharge review when the member leaves the facility.