

Provider Alert

Alert#: **PA 2019-04**

Issued: **June 26, 2019**

To: **Intensive Outpatient Providers**

Subject: **Process Update for Intensive Outpatient Concurrent Review Requests**

Dear Provider,

This alert serves as advance notice of upcoming changes to the process for submitting Intensive Outpatient (IOP) concurrent reviews effective July 1, 2019.

Prior to 7/1/19, concurrent reviews for Intensive Outpatient (IOP) authorized services were due on the last authorized day or the first unauthorized day.

Effective 7/1/19, the CT Behavioral Health Partnership will now accept concurrent reviews on the date the member re-presents to treatment or **one business day** after. This will provide the most up to date clinical information and attendance history.

Example 1: Provider has IOP authorization for John Smith from 5/29/19 – 6/12/19:

- If John Smith continues with IOP treatment on 6/13/19, the concurrent review must be completed on 6/13/19 or 6/14/19 with a 6/13/19 requested start date, or;
- If John's next attended session is on 6/18/19, the concurrent review must be completed on 6/18/19 or 6/19/19 with a requested start date of 6/18/19, or;
- If John's next attended session is on 6/27/19, the concurrent review must be completed on 6/27/19 or 6/28/19 with a requested start date of 6/27/19.

NOTE: In the event that the next attended session is on a Friday, the concurrent review must be completed on that Friday or the following business day (Monday) with Friday as the requested start date.

PLEASE NOTE: If member re-presents to treatment 30 days after the last authorized date, the authorization request will be considered an initial review; not a concurrent review.

Backdating Requests

If all units have been used before the expiration date of the authorization, intensive outpatient providers must utilize the ProviderConnect inquiry function outlined in *Provider Alert (PA 2019-03): Process Update for Date Extension and Backdating Requests for Intermediate, Home Based Service and Autism Spectrum Disorder Level of Care Authorizations*.

If you have any questions, please feel free to contact the CT BHP Provider Relations Department.



1-877-552-8247, Options 1, 3, 7.



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Sincerely,

Provider Relations Department
CT Behavioral Health Partnership