

Memorandum

To: The Provider Community
From: The Utilization Management Unit (UMU)
Subject: Start Dates for Service Authorizations for IPRS Services
Date of Memorandum: August 7, 2006
Date of Original Document: December 15, 2005

- Providers are required to submit required authorization documentation **two weeks prior** to the end of the authorization for current services. All services that will be submitted for reimbursement must be (re)authorized before the beginning of the service delivery or the end date on the current authorization. Services will not be reimbursed unless an authorization letter has been issued. Please see the Master Services Agreement, article 3.1 under Utilization Management, Authorization of Service, and the UM Training Manual, March 2003, page one.
- All information faxed to the UMU is date stamped by the Provider Link system. An authorization for a service cannot be processed until all the information is received. When the authorization is received as complete, it is that Provider Link date stamp that will be used for the purpose of authorization. This date will be used to determine the start date of the authorization. The decision to authorize a service is based upon clinical information presented in the SAR authorization documentation, service plans, treatment summaries, and other documents.
- Authorizations received after 2 p.m. may be date stamped for the next business day. Authorizations received before 2 p.m. will be date stamped for the same business day. Exceptions are DCA and JUH. DCA and JUH authorizations received by 5 p.m. will be date stamped for the same business day.
- **For Reauthorization/Extensions of Service Authorization Requests (SARs) Authorizations**
If the Provider Link date stamp is on or prior to the end date of the current authorization, the start date will be the next date after the end date of the current authorization. The service will be authorized with the date after the prior authorization end date. This will ensure continuous authorization of services.
If the Provider Link date stamp is after the end date of the current authorization, the new start date for the authorization will be the Provider Link date stamped on the fax. The new start date for the authorization will be the date on which it was received. The start date will not go back to the next date after end date of the current authorization. There may be dates between authorizations not covered.
- **For Initial Service Authorization Requests (SARs) Authorizations**
Additional time may be required to complete the intake paperwork. The start date of the authorization will not precede more than 2 weeks from the Provider Link date stamp.
- **Exceptions**
When a consumer requires crisis interventions, the Service Authorization Request (SAR) authorization documentation may be submitted on the next business day. The authorization will be dated according to the date on the SAR authorization documentation. Clinical documentation is required to document reasons that additional amounts of services were required. Please include a copy of the crisis plan. Any additional exceptions will be considered on a case-by-case basis with Specialist Review required.
- Providers have the right to appeal decisions made by the UMU. Customer Service addresses requests for information, concerns and complaints for the Provider Community and Consumers.