

Communication from Utilization Management Program-

DATE: September 26, 2024

TO: Residential Substance Use Treatment Providers

FROM: Lori Shallcross, UM CRS Supervisor
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SUBJECT: Due Dates & Documentation Requirements for Authorization Requests

REMINDER:

Authorizations for Residential Substance Use Treatment must be submitted in a timely manner with completed documentation. If timeliness standards are not followed or if documentation is not complete, it may result in delayed authorizations, denied services or recoupment of costs in the future.

1) Initial Authorization Requests

Deadline:

- **Initial Authorization Requests are due within 5 days** of the Member's admission.
- If the Member leaves the program before the residential provider can complete the assessment documentation (i.e. the Full ASAM Assessment and Diagnosis Form), the residential provider **MUST SUBMIT FOR AUTHORIZATION** if they intend to bill for any service days while the Member was in their program.

Documentation Requirements:

1. Full ASAM Assessment in Clinician's Gateway
2. Diagnosis form (completed by LPHA) in Clinicians Gateway
3. **Prior Authorization Request** form - Only the top demographic information and request for authorization section must be completed.

Instructions:

- Ensure the above documents are available in Clinician's Gateway prior to sending the Authorization Request form to:
 - UtilizationManagement@acgov.org or
 - fax: 1- 888-860-8068.

Outcome:

- Authorizations may be authorized from 1 day to a maximum of 30 days.

2) Continued Authorization Requests

Deadline:

- Continued Authorization Requests are due **at least 5 calendar days in advance of the end date of the current authorization.**

Documentation Requirements:

- Provider completes the ASAM Review in Clinicians Gateway (preferable)
OR
Provider completes the entire Prior Authorization Request form with ASAM clinical information that will support continued stay at whatever level of care being requested.

Instructions:

- Ensure the above documents are available in Clinician's Gateway prior to sending the Authorization Request form to:
 - UtilizationManagement@acgov.org or
 - fax: 1- 888-860-8068

Outcome:

- UM may authorize from 1 day to a maximum of 30 days per Continuation Authorization request.

WHY: [BHIN 23-068](#): Documentation Requirements for SMHS DMC and DMC-ODS.