



# Behavioral Health Prior Authorization Process

For Providers



# Topics

- Submission Method
- Prior Authorization Areas
- Documentation requirements
- Common documentation issues
- Questions



# Submission Method

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- All documentation is accepted ONLY by Fax
- Fax number: **602-253-6695**
- Prior Authorization decision is faxed back to the facility contact number listed on the PA Form.

# DFSM Prior Authorization Requirements

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- Required Prior Authorization for the Fee-for Service TRBHA members:
  - Acute Inpatient Admissions(Level 1)
  - Detox Facilities(Level 1)
  - Residential Treatment Centers(Level 1)
  - Arizona State Hospital

# Other Facilities

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- All other facilities/levels of care DO NOT require Prior Authorization, at this time.
- Chart review might be conducted during the audit process.

# Documentation Requirements

- All admissions require:
  - Initial Authorization - CON
  - Continued Authorization – RON
  - Discharge Summary or Discharge Note with aftercare instructions

# Acute Inpatient Admission

- Initial Authorization
  - Fee for Service Prior Authorization Form
  - C.O.N (Certificate of Need)
  - Psychiatric Evaluation
  - Initial Treatment Plan

# Court Ordered Evaluation

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- Title XIX/XXI funds must not be used
- AHCCCS will cover:
  - From the date of filing for COT
  - From the voluntary status date
  - C.O.N. should be submitted on the first day of coverage with the documentation of the change of status



# Acute Inpatient Admission

- Continued Authorization
  - Fee for Service Prior Authorization Form
  - R.O.N (Recertification of Need)
  - Medical Provider's Daily Progress Notes
  - Multidisciplinary Treatment Plan

# Detox Admission

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- Initial Authorization
  - Fee for Service Prior Authorization Form
  - C.O.N (Certificate of Need)
  - History and Physical
  - Psychiatric Evaluation, if available
  - Initial Treatment Plan

# Detox Admission

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- Continued Authorization
  - Fee for Service Prior Authorization Form
  - R.O.N (Recertification of Need)
  - Medical Provider's Daily Progress Notes
  - Multidisciplinary Treatment Plan

# Acute Inpatient/Detox Admission

- Initial Authorization – up to 3 days
- Must be submitted within 72 hours of admission
- Continued Authorization – up to 7 days
- Request for authorization must include the date of admission and discharge
- Forms must be filled out properly and accurately

# RTC (Level 1) Admission

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- Initial Authorization
  - Fee for Service Prior Authorization Form Completed by Facility
  - C.O.N (Certificate of Need)
  - Psychiatric Evaluation
  - Initial Treatment Plan
  - Other clinical document supporting non-emergent RTC admission

# RTC (Level 1) Admission

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- Continued Authorization
  - Fee for Service Prior Authorization Form
  - R.O.N (Recertification of Need)
  - Medical Provider's Progress Notes
  - Multidisciplinary Treatment Plan

# RTC (Level 1) Admission

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- Initial Authorization – up to 30 days
- Continued Authorization – up to 30 days
- Request for authorization must include the date of admission and discharge
- Forms must be filled out accurately
- Statements must support request
- PA Request must be received prior to admission

# Arizona State Hospital Admission

- Initial Authorization (TRBHA coordinates)
  - Fee for Service Prior Authorization Form – Completed by Facility
  - Documents required from TRBHA
    - C.O.N (Certificate of Need)
    - Psychiatric Evaluation
    - BHMP notes supporting placement
    - Any other document supporting placement



# Arizona State Hospital Admission

- Continued Authorization – all documents submitted to DFSM by ASH:
  - Fee for Service Prior Authorization Form
  - R.O.N (Recertification of Need)
  - Medical Provider's Progress Notes
  - Multidisciplinary Treatment Plan

# Common Documentation Issues

- ICD10 Diagnosis on FFS PA Form and on C.O.N/R.O.N do not match
- Unreadable/Incomplete documentation
- Documentation does not support continuing admission
- Medical Providers signatures without printed names and credentials
- Lack of response from provider

# Prior Authorization Phone Line

- 602-417-4400

# Questions?



# Thank You.

