



## PROVIDER ALERT

### Psychiatric Rehabilitation Program Referrals (PRP-A/PRP-M) Authorization Administrative Denials

August 3, 2020

This alert provides clarification on referrals and required documentation to be submitted with Psychiatric Rehabilitation Program authorization requests. It applies to both Psychiatric Rehabilitation Programs for Adults (PRP-A) and Psychiatric Rehabilitation Programs for Minors (PRP-M), including Transitional Age Youth (TAY) designated programs.

The following rules, which continue the policy effective since April 25, 2012, apply:

#### **Initial Referrals for PRP-A only (limited to two months) and for PRP-M (six months)**

**There has been no change in the requirements for initial referrals.** For claims to be payable, a written referral, based on a clinical assessment from a licensed mental health professional with whom the participant is currently in treatment is required. [See COMAR 10.09.59.05 (1)]

#### **Concurrent referrals:**

*Providers can demonstrate compliance with the requirement for clinical collaboration/referral in one of two ways:*

1. A written referral based on an in-person or telehealth meeting with the individual conducted in the previous 60 days. The referral can be signed electronically. *[Note: For PRP-A, the original written referral may be submitted again for the first concurrent review two months after admission.]*

2. Evidence of ongoing clinical collaboration between the clinical team and the rehabilitation team as shown by documented evidence in the clinical record of the collaboration. An attestation to this effect must include the name(s) of the treating clinician, if at licensed graduate (LGPC) or licensed master (LMSW) level the name and credential of their clinical supervisor, the name and credentials of collaborating rehabilitation staff and the date the most recent collaboration took place.

The PRP Medical Necessity Criteria (MNC) form will be edited to allow for direct entry of information concerning collaboration. Until this form is available in Optum Maryland's Incedo Provider Platform (IPP), providers may submit this as an attachment.

Documentation of collaboration, which must be maintained in the clinical record, remains as outlined in the Mental Hygiene Administration (MHA) memo from April 25, 2012.

All clinical collaboration encounters must "*be substantive in nature and constitute more than mere incidental contact.*"

- Notes in the medical record must show evidence of the exchange of relevant clinical and rehabilitation-related information that is focused on the individual's progress toward independent functioning.
- Coordination/collaboration encounters must be in the form of one contact note per encounter.
- Each encounter should clearly delineate the nature and extent of the contact to include the encounter date, mode of contact (in-person, video conference, telephone, e-mail), the identity of the individual(s) being contacted (with relevant titles and credentials), and should reflect the content of the exchange related to the Individual Rehabilitation Plan (IRP)]

Other documentation requirements for Medical Necessity review remain in place. In addition to the referral, the following documents will be required in all PRP requests:

- The Individual Rehabilitation Plan (IRP)
- Completion of MNC clinical forms in Incedo as specified.
- Completion of DLA-20 as required for PRP-A requests.

**What do you do if an authorization request has already been administratively denied for services since the IPP reactivation on July 1, since collaborative documentation was not accepted before this date?**

Optum Maryland and the MDH Behavioral Health Administration (BHA) are currently reviewing denials which were based on solely on lack of a referral. Authorizations previously denied for this reason will be converted to approved status. Providers will be able to see the new status in the portal by August 7, 2020.

If a revised authorization request has already been submitted because of the denial, the original denial will be disregarded, and the revised request will be processed.

If you have questions about the information contained within this alert, please contact customer service on 1-800-888-1965.

Thank you,

Optum Maryland Team