

PROVIDER ALERT

Further Updates to the PRP Concurrent Adult Form

July 13, 2023

Target Audience: Psychiatric Rehabilitation Program-Adult (PRP-A) Providers

Optum Maryland introduced new PRP-A authorization forms on June 17, 2023. Subsequently, two issues have emerged on the first (two month) concurrent request form. These are:

1. Including Uninsured Eligibility Criteria on the Concurrent Authorization Request form.

The concurrent authorization form includes two questions which should only have been **mandatory** and used to determine eligibility for PRP on the *Initial* authorization request, not the concurrent.

The questions involved are:

- “Does the participant have Medicaid (including SLMB or QMB)?”
- “Does the participant meet one of the four criteria below?”

A “No” answer to the first question brings up the second question, and a “No” answer to this question causes the following message to appear, preventing the applicant from proceeding any further.

Does the participant have Medicaid (including SLMB or QMB)?**
 Yes No

Does the participant meet one of the four criteria below?*

On conditional release from state hospital Discharged from inpatient Psych within last 6 months Released from jail within the last six months Discharged from a RRP within the last six months None

If participant does not have Medicaid, they must meet at least one of the above criteria to be eligible for PRP, otherwise the service cannot be authorized.

Impact

Because these questions were included as mandatory on the concurrent request, and “No” answers would block further progress in obtaining the authorization,

uninsured individuals who are already in service are potentially being blocked from ongoing services if they no longer meet the four criteria required to receive PRP services under “Uninsured” coverage.

Provider Action

Corrections to the first issue referenced will be in the following two stages:

- I. An interim solution, effective immediately, is that all providers affected by this issue should answer “YES” to the question on the concurrent form, *“Does the participant have Medicaid (including SLMB or QMB)?”* regardless of whether they do or not. This will allow the requester to proceed with the rest of the form, and will, of course, not enter into the authorization decision.
 - A. Providers who have already been blocked since June 17, **have been unable to complete an authorization request** due to this blocker and are within the 20-day authorization submission window, please reattempt the authorization request with the “Yes” answer.
 - B. Similarly, **if you are beginning a new authorization request**, please answer “Yes” to the question *“Does the participant have Medicaid (including SLMB or QMB)?”*.
 - C. Providers whose authorization requests are already outside of the 20-day authorization window should submit a backdate exception request with the date of original submission attempt and a reference to “Uninsured PRP concurrent”.
- II. A longer-term solution is under development. A provider alert will be issued when it is in place.

2. Provider failing to provide SSI/SSDI documentation on the first concurrent authorization request after stating that the participant is enrolled in SSI/SSDI.

- This problem ONLY occurs in the rare instances that a provider answers “Yes” to the question about a participant having SSI/SSDI on the initial authorization request.
- If the provider then answers “No” or “Unknown” to the question concerning documentation thereof on the first concurrent (two month) form, the authorization request will be administratively denied, because proof of the SSI/SSDI is required by submission of the first concurrent request.

Provider Action

In the rare instances of a situation as referenced in issue #2, where:

- A provider has answered "Yes" to the SSI/SSDI question on the initial authorization request, and;
- Now cannot provide the paperwork to support this answer on the first concurrent request
- The provider should use the ONGOING concurrent form (*Psychiatric Rehabilitation Program (PRP) Adult Concurrent Request v5*) instead of the form designed just for the first concurrent
- This will allow access to the functional impairments section

If you have questions about the information contained in this alert, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team