

MBHP - IVR Authorization Procedure: IN-HOME THERAPY SERVICES (11/06/09)

IHT Provider Accesses the Interactive Voice Registration System (IVR) by calling (888)899-6277. Press #6 for CBHI Services.

- IHT can request a start date for the authorization that is up to 14 days forward from the date of the call to the IVR, or up to 14 days prior to the date of the call to the IVR. Backdate can not be past 11/1/09.
- If IHT provider requests a greater number of units than what is entered by the ICC in Provider Connect, then the IVR auth request will “kick out.”
- IN-HOME THERAPY (IHT) will be authorized for Members who meet medical necessity and are less than 21 years of age within the time frame of the authorization requests and are enrolled in the MBHP M001 Benefits package as of the requested effective date of the authorization.
- IHT is one of the three CBHI Hub services and can be provided by both a provider agency who is a CSA and non-CSA provider agencies (all, however, must be contracted to provide IHT).

For ICC-Involved Youth – IHT Auth Procedure

If IHT is provided to youth involved in Intensive Care Coordination (ICC) – IHT must be documented in the Individual Care Plan (ICP) in ProviderConnect (PC) in order for the IHT Provider to obtain an IHT authorization via the IVR.

ICC Hub Provider Responsibilities:

1. ICC obtains consent from family to make IHT referral - ICC convenes CPT meeting - Family and CPT identify need for IHT referral.
 - a. **At time of initial or concurrent ICC authorization request in PC - ICC documents referral for IHT in the ICP located in the “Other Services & Supports” section of PC (IHT referral documentation in PC includes IHT agency/number of IHT units/ frequency of IHT contact/IHT goals).**
 - b. **If ICC authorization was already obtained in PC without documenting IHT referral, ICC needs to trigger a concurrent review in the following manner:**
 - i. ICC accesses PC and rejects the standard 416 units and instead request one unit of ICC (be sure to use today’s date as the Requested Start Date for the one unit of ICC). At least one unit needs to be requested in order for changes to be made in PC forms.
 - ii. ICC documents the IHT referral as noted above in “Other Services & Supports” section of PC.

*****If ICC is unable to trigger a concurrent review form in PC, ICC contacts the ICM liaison, who will manually enter referral and units for IHT in PC/CC.***

*****If CPT has not yet convened, but family is requesting IHT ASAP and this is clinically indicated, ICC contacts the ICM liaison, who will manually enter referral and units for IHT in PC/CC and document family’s consent.***

- c. Once IHT referral is documented in PC, ICC contacts IHT provider with referral goal/ frequency of IHT/number of units IHT provider may request via the IVR.

****ICC providers do not need to contact MBHP regarding the following message in ProviderConnect: “Please Note this is NOT an authorization for care; the services requested require additional review. You will be contacted regarding the status of this request.”** This error message results in a pended auth. The review goes into a queue to be reviewed and completed by ICM liaison.

IHT Provider Responsibilities When ICC is Involved:

1. **IHT verifies** that ICC has obtained an ICC auth and has completed ICP in ProviderConnect (PC) noting IHT agency/number of IHT units/ frequency of IHT/IHT goals.
2. **IHT provider then requests an IHT authorization** via the IVR by calling (888) 899-6277. **Press # 6** for CBHI Services.

*****If the ICC provider has not yet obtained an authorization for ICC in PC, then the IHT provider selects “No ICC” when prompted via the IVR.***

*****If ICC has obtained ICC Authorization in PC, but has not entered IHT referral into PC, then ICC must complete their procedure as noted above or IHT will be “kicked out” of the IVR.***

For Non ICC-Involved Youth – IHT Auth Procedure

The IHT provider will obtain an auth for IHT via the IVR.

Please refer to the MBHP IVR Manual posted at www.masspartnership.com for more details about the services authorized via the IVR.

***** IHT IVR Kickouts: if IHT provider is kicked out or otherwise unable to obtain an authorization via the IVR, they will be directed to a voicemail box (617-790-4161). IHT provider leaves all requested information on the voicemail:***

1. *Name, agency, town agency is in, and phone number*
2. *Member name and ID number*
3. *CBHI service requested, units, dates of service*
4. *If Member has ICC involvement –Name of CSA*
5. *Reason for IVR kick-out (if known).*

These VM messages will be checked 4-5 times per day; they will be processed by MBHP staff and you will receive a call back with the authorization information as soon as possible.

Average response time is 3 business days.

PLEASE DO NOT LEAVE MULTIPLE MESSAGES FOR THE SAME REQUEST.