

MBHP - IVR Authorization Procedure: Therapeutic Mentoring (TM) & In-Home Behavioral Services (IHBS)

11/05/09

Access the Interactive Voice Registration system (IVR) by calling (888) 899-6277

TM and IHBS are services available for MassHealth Youth (under the age of 21) enrolled in Standard or CommonHealth Category types. Referrals to TM and IHBS must come from one of the three Hubs. Hubs include: Intensive Care Coordination (ICC), In-Home Therapy (IHT) (starts 11/01/09,) and Outpatient Therapy (OP).

ICC as Hub - TM/IHBS Auth Procedure

1) ICC Hub Provider Responsibilities

- a) ICC obtains consent from family to make TM or IHBS referral.
- b) ICC convenes CPT meeting, identifies with family and CPT referral(s) for TM and/or IHBS, and documents referral(s) on the hard copy of the ICP for the CPT to sign.
 - **For children with an initial ICC authorization where the initial CPT meeting has not yet occurred, please note the following:
 - The ICC contacts the TM or IHBS service provider to discuss the family's request for TM or IHBS.
 - The ICC contacts the MBHP ICM liaison who will update the Individual Care Plan (ICP) with the TM or IHBS information in the Ongoing Support and Services section of the plan in ProviderConnect (PC).
 - The ICC contacts the TM or IHBS service provider, who then obtains the authorization for that service via the IVR system.
- c) ICC documents referral for IHBS and/or TM and number of units for that service in the ICP in PC at time of initial or concurrent request for ICC auth.
- d) If ICC auth has already been obtained without the documented referral for TM and/or IHBS within PC: ICC accesses PC and submits an ICC concurrent authorization request documenting the referral for TM and/or IHBS in the Ongoing Support and Services section of the ICP. If unable to trigger the concurrent form in PC to modify the ICP, see **Work Around below**. ICC should reject the standard 416 units and instead request one unit of ICC service (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.
- e) ICC contacts TM and/or IHBS provider with referral goal (reflected in ICP) and informs TM and/or IHBS provider of the number of units they may request via the IVR.

****You do not need to contact MBHP when you see the following message: "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 MBHP representative.

2) TM and IHBS Provider Responsibilities

- a) Providers of TM and IHBS must have contact with the ICC to obtain referral goal for the service they intend to provide, the number of units they can request via the IVR, and the frequency of the service they intend to provide.
- b) Providers of TM and IHBS obtain an auth via the IVR consistent with the number of units listed for TM or IHBS, as documented by the ICC in the youth's Individual Care Plan (ICP) in PC.
- c) TM and IHBS **cannot back date the auth on IVR** but can request a start date of up to 14 days in the future.

If TM/IHBS provider requests a greater number of units than what is entered by the ICC in PC, then the IVR auth request will "kick out"¹.

¹ If TM or IHBS provider is "kicked out" or otherwise not able to obtain an authorization on the IVR, they will be directed to a voicemail box. TM or IHBS provider leaves all requested information on voicemail. MBHP care manager will build authorization, or call with request for more information to provide assistance. MBHP ICMs build ICC Hub-related TM/IHBS authorizations from IVR kick outs. MBHP Utilization Review Department builds outpatient Hub-related TM/IHBS authorizations from IVR kick outs.

OP or IHT as Hub - TM/IHBS Auth Procedure

1) OP or IHT Hub Provider Responsibilities

- a) OP or IHT provider obtains consent from family to make TM and/or IHBS referral.
- b) OP/IHT contacts TM/IHBS provider with referral of goal that is reflected in Hub's treatment plan.

2) TM and IHBS Provider Responsibilities

- a) TM and IHBS provider must have contact with Hub prior to requesting IVR auth for the service they intend to provide.
- b) **TM providers can request a maximum of 208 units of TM for a 90-day period.**
- c) **IHBS providers can request a maximum of 120 units of IHBS for a 30-day period.**

Outpatient & TPL: If a youth has a private insurance as primary, MBHP as secondary, and they are receiving outpatient therapy under their primary insurance – The IVR will not approve TM or IHBS - it will kick out. IHBS/TM must contact MBHP (leave voicemail request for auth to be built manually: IHBS requests (617) 790-4164 and TM requests (617) 790-4163).

Please refer to the MBHP IVR Manual posted at www.masspartnership.com for more details about the services authorized via the IVR (i.e., TM, IHBS, and IHT).

Work Around: If provider is unable to trigger a CCR form in PC for the purpose of accessing the ICP and documenting a referral for TM and/or IHBS in the “Other Services & Supports” section:

Note: The IVR looks in PC at what the ICC provider has documented in the “Other Services & Supports” section of the most recently dated ICP to determine if a TM and/or IHBS auth should be granted. If a TM provider and/or the IHBS provider call the IVR to obtain an auth BUT the Member's most recently dated ICP does not contain documentation of TM and/or IHBS, that provider will be unsuccessful in obtaining their auth. This may happen, for example, if the CPT recommended a referral to TM AFTER the most recent ICC auth was granted. Thus, modification is needed to the “Ongoing Services & Supports” section of the ICP in PC in order to allow the TM provider and/or IHBS providers to successfully obtain their auth via the IVR.

a) If the ICC provider has fewer than ten Members for whom this is a problem:

Contact the ICM assigned to your CSA, who will manually access the “Ongoing Support and Services” section of the ICP in PC to document referral for TM and/or IHBS.

b) If the ICC provider has a list of ten or more Members for whom this is a problem:

Fax the following information to Joanna Love/Clinical Dept at MBHP f# 617-790-4128:

1. Member name
2. Member ID #
3. CSA
4. Contact person at CSA
5. Phone # for contact person at CSA

Joanna will manually access the “Ongoing Support and Services” section of the ICP in PC to document referral for TM and/or IHBS for these Members.