



*Creating solutions, **One** person at a time*

ACCESS AND UTILIZATION MANAGEMENT
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PBH UM/ACCESS Communication Bulletin

Communication Bulletin FY-1112-UM-13

To: Network Providers

From: Craig Hummel, M.D., PBH Medical Director

Date: December 2, 2011

RE: Changes to Unmanaged Sessions for Medicaid Outpatient Services

The changes noted below will be effective beginning **December 5, 2011**.

The limits will be **increased** for outpatient service codes for individual, family, and group therapy for **Medicaid** consumers. The new limit for unmanaged visits will be 24 for outpatient therapy services for both adults and children. This may be any combination of group, individual, and family therapy sessions.

If consumers have 5 or more unmanaged sessions left, providers should not submit any Treatment Authorization Requests (TAR). PBH's Utilization Management (UM) Department will process any requests received for consumers with 5 or more unmanaged units remaining as administrative denials due to unmanaged units left and authorization not being required. When this occurs it will be noted on the (TAR) by UM in the comments section.

Providers can check to see how many unmanaged visits remain through Provider Direct. These units start July 1 and go through June 30. It is also important that providers actively communicate with their consumers to find out if they are receiving outpatient services from any other providers and coordinate treatment with these providers to ensure continuity of treatment.

For providers needing to request additional units beyond the 24 unmanaged sessions, the Treatment Authorization Request (TAR) should clearly describe clinical need for additional sessions, including progress or lack of progress in the outpatient treatment and whether the consumer is involved in any other enhanced services. If not involved in other services, the request should explain why a higher level of care is not clinically appropriate. Provider should request the additional needed units per "lifetime", determining how many additional units are needed from date submitted/start date requested through end of the fiscal year, June 30.

Utilization Management will not process any authorizations past June 30 since the unmanaged visits will reset on July 1.

Please be aware that PBH will continue to monitor use of outpatient services through our Utilization Review and Data Collection processes and may at any time request copies of provider's records for review.

Any questions regarding this Communication Bulletin should be directed to PBH UM at 704-939-7700 or email us at UtilizationM@pbhsolutions.org.