



Network Operations Communications Bulletin  
FY-0910-NM-06

**Date: January 26, 2010**

To: Residential Service Providers:  
From: Craig Hummel, Medical Director  
Stephan Tomlinson, Director of Network Operations  
Subject: **Residential Level III - Reauthorization Service Notes**

Due to the recent changes in Level III residential services, PBH will now be requesting additional information at the time of each reauthorization request. Effective February 15, 2010, every 30 days when the Treatment Authorization Request (TAR) is submitted, the residential provider should submit both the updated discharge plan and the last 30 days of therapy notes. This should include all group, individual, and family therapy notes. If the residential provider is offering the required individual and family therapy, and either the consumer or family is refusing to participate, this should also be documented in the record. This will allow the Utilization Management Department to have additional clinical information when determining medical necessity for continued authorization for residential services.

In certain cases, consumers may be receiving therapy in addition to that provided through the residential level III provider. This should be clearly documented in the person centered plan and approved by PBH UM. In these cases, if the residential provider is unable to provide these notes, there should be a note submitted on the TAR documenting the residential level III coordination with this provider and summarizing progress or lack of progress in this therapy.

Please contact the assigned Utilization Management Care Manager with any questions.