
 American Behavioral		<i>Cross Reference</i>
Document Title:	<i>Policy and Procedure # MBH 7: Lack of Information/Suspended Authorization (Was Lack of Information)</i>	UM 6 UM 17-19 UM 20-21 UM 24-26 UM 45-48
Department:	Managed Behavioral Healthcare	


Purpose: Providing a method of documentation that ensures a consistent flow of communication within the department, thereby, avoiding duplicate requests for information.

Responsibility: Managed Behavioral Healthcare (MBH) team members, Clinical Peer Reviewers (CPRs)

- Policy and Procedure:**
1. A case is entered into the American Behavioral System if:
 - A MBH team member is unable to pre-certify a request due to lack of information or
 - A MBH team member is unable to pre-certify a request due to failure to meet medical criteria.
 2. The status of the case is “certification suspended,” as the certification is put on hold until more information is received.
 3. All pertinent information is documented in the notes screen attached to the authorization.
 4. The MBH team member immediately requests additional information, which may include medical records, if such information is needed in to make a determination. (See *Policy and Procedure # MBH 26: Requesting Medical Records.*)
 5. The request for further information and/or medical records is documented in the American Behavioral System. This documentation includes the date on which the request was made.

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6. If the requested information is not received within applicable regulatory time frames, the MBH team member makes up to two additional requests for information. (See *Policy and Procedure # MBH 911: Turnaround Timeframes.*).
7. If no further information is received after the second request, the MBH team member forwards the information to the CPR.
8. The CPR reviews the request for determination based on the available information.
9. If the CPR notifies the MBH team member of a non-certification determination, he or she sets the status of the case as an “administrative non-certification.”
10. The MBH team member sends written notification of the non-certification to the consumer, provider and facility within applicable regulatory time frames. (See *Policy and Procedure # MBH 911: Turnaround Timeframes.*).
11. If the MBH team member receives the requested information and the criteria for approval are met, he or she changes the status of the case to “approved” and issues the following:
 - The authorization number;
 - The number of extended days or units of service;
 - The next anticipated review point;
 - The new total number of days or services approved; and
 - The date of admission or onset of services.

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12. Upon request from the attending physician or other ordering provider, facility rendering service, or patient, the organization provides written notification of any certification.
13. If the MBH team member receives the requested information and the criteria for approval are not met, he or she forwards the case to the CPR.
14. The CPR reviews the case as outlined in *Policy and Procedure # MBH 6: Initiated Physician Review*.
15. All applicable regulatory time frames for prospective review, concurrent review and retrospective review are followed. (See *Policy and Procedure # MBH 911: Turnaround Timeframes*).

APPROVALS:


 Vice President, Managed Behavioral
 Healthcare Services

11-18-04
 Date


 Medical Director

11-18-04
 Date