

Service Authorization in the Solano County MHP

Authorization is required for any program in the Mental Health Plan (MHP) to bill services to Med-Cal. When a client opens to a Reporting Unit (RU), the PSC is responsible to make sure that the RU receives appropriate authorization for services that will be provided.

Service Authorization Process

Step 1: Clinical Documentation in Place

For a program to be authorized there must be a current Assessment and current Client Service Plan (CSP) in place. The tables below indicate what forms are necessary at the Intake and Annual marks for authorization to occur. For an authorization outside of the Initial or Annual periods, the appropriate documentation for that point in the cycle must be in place.

For County programs* and Contractor programs that complete clinical documents in Avatar, the following forms must be completed in Avatar for authorization to occur:

Form Name	At Intake	At Annual
Intake Assessment – Adult Intake or Child Brief & SPHA	Yes	No
Client Service Plan (CSP)	Yes	Yes
Diagnosis (RU and Coordinating)	Yes	Yes
CANS/ANSA Update	No	Yes
Medical Necessity Update	No	Yes
MHP Service Authorization	Yes	Yes

* For ICCs, please see specific chart in Medication Only Workflows for clarification of what documentation is needed at the 1 and 3 year marks

For Contractor programs using their own EHR or paper forms, the following documentation must be completed for authorization to occur:

Form Type	At Intake	At Annual
Intake Assessment	Yes	No
Client Service Plan (CSP)	Yes	Yes
Diagnosis in Avatar (RU and Coordinating)	Yes	Yes
CANS/ANSA	Yes	Yes
Assessment Update/ Medical Necessity Update	No	Yes
Service Authorization	Yes	Yes

Please note: The completion date of assessment forms is indicated by provider electronic or handwritten signature/credential/date. For the CSP, provider signature/credential/date AND client/authorized person signature and/or collaboration indicates completion.

The CSP must include each intervention to be provided by all programs serving a client, all with identified modality/focus, frequency, and duration. When new services or programs are added for a client that is not already included on the current CSP, a CSP Addendum must be completed by the PSC program. The added services will not be authorized until they are included on a CSP that is collaborated on or signed by the client/authorized person and is signed by the provider.

If there is an increase in level of care (LOC), all necessary documentation for the PSC program must be in place. This may require a receiving program to complete a CANS/ANSA, Medical Necessity Update, and/or a CSP Addendum to assure that all documentation requirements regarding authorization for their program are met.

Step 2: Submitting the Request

When all appropriate clinical documentation is in place, authorization for an RU is requested by the PSC completing the *MHP Service Authorization* form. The PSC is responsible to complete the Service Authorization form for all RUs working with a client. The PSC program supervisor or manager can complete the form in cases where the PSC is unable. Any supporting documentation, outlined in the accompanying workflows, must be submitted in final and the PSC will then route the Service Authorization to the PSC's QI Liaison for review and authorization. If necessary documentation is not completed upon submission of this form in Avatar, it may be returned to you for resubmission when documentation is completed.

For County programs and Contractor programs using Avatar for clinical documents, the MHP Service Authorization form is completed in Avatar. For Contractor programs using their own EHR or completing clinical work on paper, the Service Authorization is a paper form that had previously been printed on pink paper. The form will no longer be ordered from Quality Improvement, but will now be posted on the Network of Care for programs to print as needed – pink paper is optional.

Completing the MHP Service Authorization Form

Report 376 MHP Service Authorization in Avatar will show each service authorization requested and will look and print like the paper version of the form, as seen below. The information entered into the MHP Service Authorization in Avatar will auto-populate onto the report (please see the WebEx video tutorial for further details about completing the MHP Service Authorization form).

All MHP programs that require authorization must be listed on the form under the appropriate sections – Mental Health Services, Targeted Case Management, and/or Medication Management. See table below for what information goes in each section.

To be completed by Primary Service Coordinator (PSC) who must be a licensed/registered/waivered provider.
The following services are authorized for the client identified below:

<input checked="" type="checkbox"/> MENTAL HEALTH SERVICES				
Date PSC Approves/d Effective	Reporting Unit	Identify PSC or Ancillary Status & Program Name (as listed in Avatar)	PSC Name, Credentials	*Date of Admission to New RU
7/15/2017	48752	<input checked="" type="checkbox"/> PSC <input type="checkbox"/> Ancillary 48752 - SCMH YOUTH FSP VALLEJO	MARY K TSCHIDA LMFT	
1	2	<input type="checkbox"/> PSC <input type="checkbox"/> Ancillary	4	5
		<input type="checkbox"/> PSC <input type="checkbox"/> Ancillary		
		<input type="checkbox"/> PSC <input type="checkbox"/> Ancillary		

<input checked="" type="checkbox"/> TARGETED CASE MANAGEMENT				
Date PSC Approves/d Effective	Reporting Unit	Identify PSC or Ancillary Status & Program Name (as listed in Avatar)	PSC Name, Credentials	*Date of Admission to New RU
7/15/2017	48752	<input checked="" type="checkbox"/> PSC <input type="checkbox"/> Ancillary 48752 - SCMH YOUTH FSP VALLEJO	MARY K TSCHIDA LMFT	
		<input type="checkbox"/> PSC <input type="checkbox"/> Ancillary		
		<input type="checkbox"/> PSC <input type="checkbox"/> Ancillary		
		<input type="checkbox"/> PSC <input type="checkbox"/> Ancillary		

<input type="checkbox"/> MEDICATION MANAGEMENT				
Date PSC Approves/d Effective	Reporting Unit	Identify PSC or Ancillary Status & Program Name (as listed in Avatar)	PSC Name, Credentials	*Date of Admission to New RU
		<input type="checkbox"/> PSC <input type="checkbox"/> Ancillary		
		<input type="checkbox"/> PSC <input type="checkbox"/> Ancillary		

*to be completed by new RU

Electronically signed on 7/24/2017 by MARY K TSCHIDA LMFT

SOLANO COUNTY MENTAL HEALTH DIVISION SERVICE AUTHORIZATION <i>Confidential Patient Information</i> <small>See California Welfare and Institutions Code Section 5328 and Health Information Portability and Accountability Act Privacy and Security Rules Page 1 of 1</small>	CLIENT NAME: TEST.MHPSERVICEAUTH MEDICAL RECORD #: 3016613
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Final

Section	Paper Form	Avatar Form
1	Start Date of Authorization for RU	Start Date of Authorization for RU
2	RU that is being authorized	RU that is being authorized
3	Program name and box checked to indicate if that RU is PSC or Ancillary	Program name and box checked to indicate if that RU is PSC or Ancillary
4	PSC signs, credentials, and dates each line	PSC's name and credential will auto-populate on each line. Date will show at the bottom of form with electronic signature and credential
5	The episode opening date for the specific RU	This field cannot be completed electronically. If printed, the episode opening date for the specific RU can be written in

Authorization Start Dates

The Service Authorization start date is determined differently depending upon the status of the case and the cycle dates of the client. The “cycle dates” for a client are established with the opening date of the RU that completed the initial intake to the MHP. The cycle start date is reflected as the opening date of the current Coordinating Episode and the cycle dates can be found on the *Report 171 Authorization Listing*. The MHP operates on a 364-day cycle, ending the date before the start date the following year. These cycle dates are followed by all RUs working with a client until the client has been fully closed to all programs in the MHP for more than 3 months.

Cycle Start Date – Based Upon Current Initial Opening to the MHP	Cycle End Date – Last Day of Authorization Period
May 1, 2017	April 30, 2018
June 6, 2017	June 5, 2018

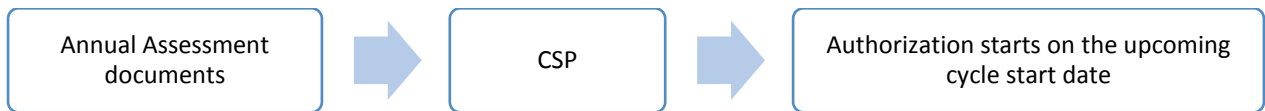
Below are directives on how to determine the start date for authorization, which reference items being “complete.” Assessment documentation, as listed in the above charts, is considered “complete” when all clinical information is entered and the provider signs, credentials, and dates the form(s), whether electronically or handwritten if not using an EHR. The CSP is considered complete when all clinical information is entered and there are BOTH:

1. Provider signature, credential, and date
AND
2. Client/authorized person signature and date or clearly documented collaboration on the plan with the client/authorized person in a progress note, the date of which is referenced in the “If No Client Signature Box” on the CSP

Initial Authorization for Intake to the MHP



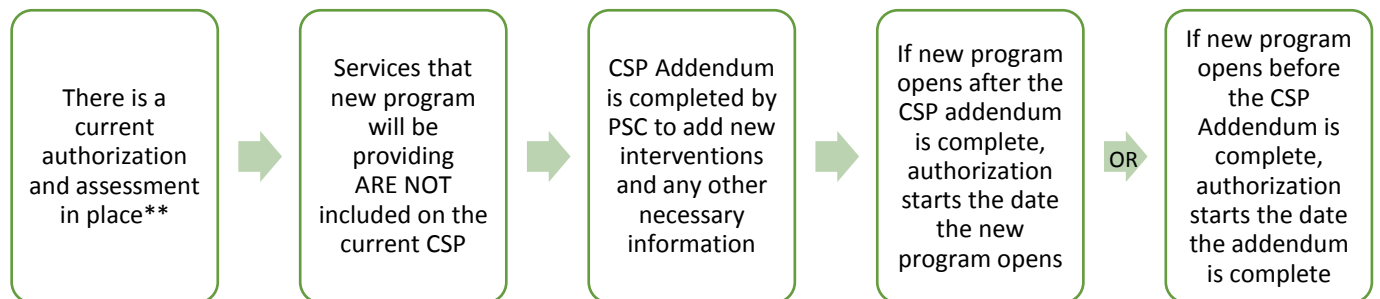
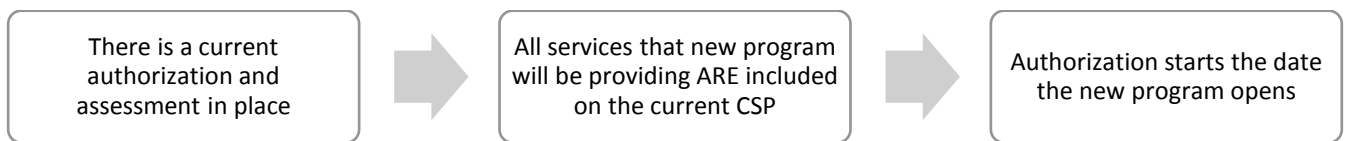
Annual Authorization – Documents Completed On Time (before current authorization expires)



Annual Authorization – Documents Completed Late (after authorization expires)



Authorization for New RU – Adding an Ancillary Program or Transfer*



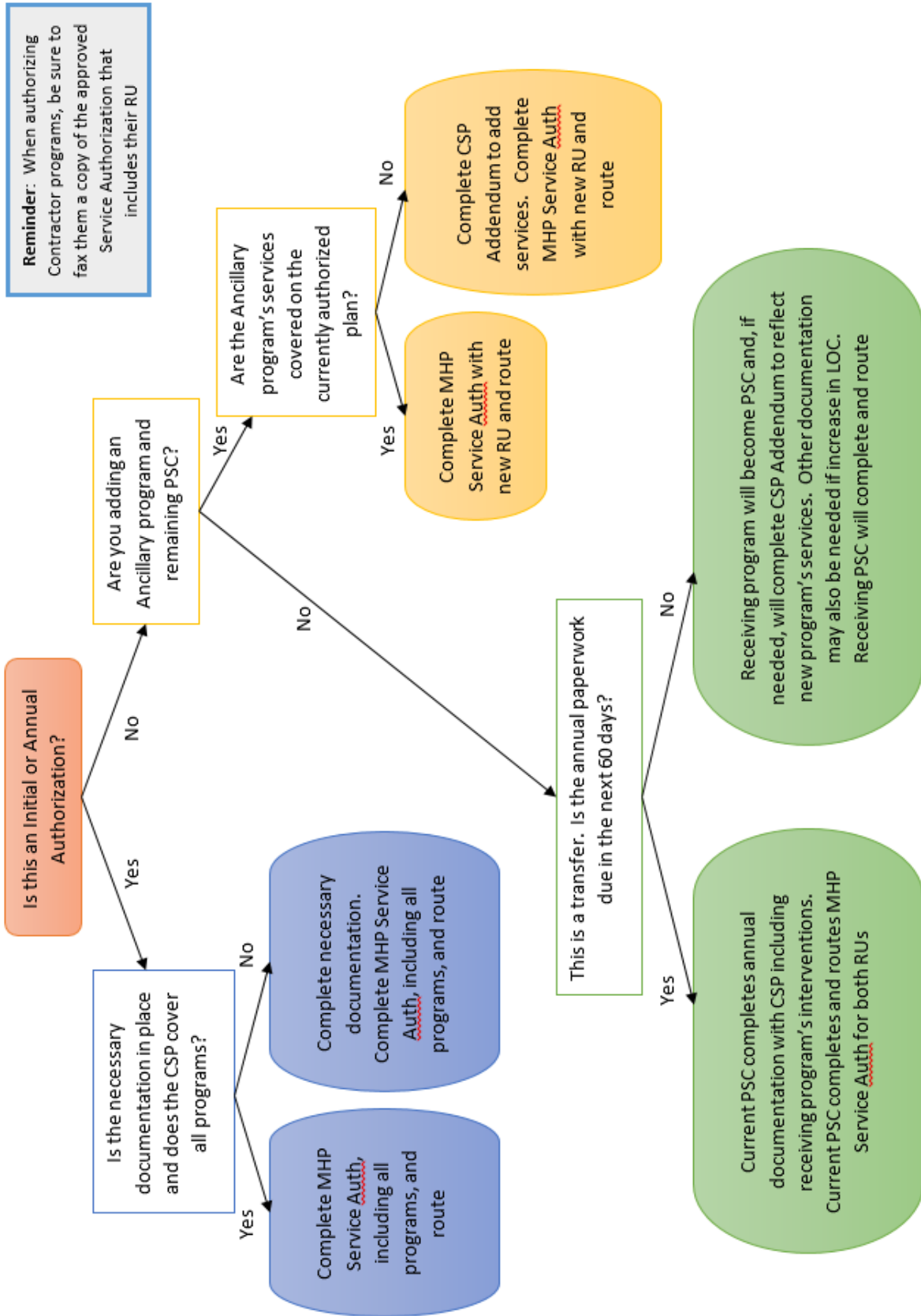
* Coordination between programs is required anytime a case is shared or transferred. When authorizing Contractor programs, be sure to fax them a copy of the approved Service Authorization that includes their RU

**When adding another type of service request within an already authorized RU, follow this process

Please note for transfer cases:

- If transfer is to occur within 60 days of an Annual Update being due, the original PSC should complete all Annual documentation before transferring to the new program
- If there is a transfer at any other time when there is a current authorization and assessment in place, it is the receiving PSC’s responsibility to review the current documentation. Receiving PSC will complete a CSP Addendum if needed and submit Service Authorization for new RU to the PSC’s assigned QI Liaison

Service Authorization Decision Tree for PSC



Reminder: When authorizing Contractor programs, be sure to fax them a copy of the approved Service Authorization that includes their RU

Please see "Service Authorization Process" sections for further details about what documentation is necessary at Initial and Annual marks
 Please see "Authorization Start Dates" section for further details on determining start dates
 Please see chapters a. and b. of the Process Manual for more specific details on Service Authorization Workflows