

**Western Highlands Network
Communication Bulletin #19
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Service Authorization Request - Access Screening and Emergency Service

Access is making some changes to provide a more efficient and consistent response to faxed "No wrong door" screenings and Emergency Service contacts. Here's how the new system will work.

"No wrong door" screenings:

We have updated the Access Screening form (see attachment). On the second page there is a place to check the billing code and number of units you are requesting. All of the available packages are listed among the choices, so you should be able to complete the form quickly and accurately to avoid pended Access Service Activity Requests. Access can only authorize or address the services you have indicated in the "Service Authorization Request" section of the screening.

Emergency Service contacts:

We have also developed a separate Access Service Authorization Request form that can be used when your contact is documented on an Emergency Service sheet. When you have completed your Screening or Emergency Service contact sheet, attach a completed Access Service Authorization Request (SAR). The Access SAR (see attachment) has a place to document the billing codes and units you are requesting. If we do not receive a completed SAR we will have to pend your request until we receive the necessary information. The most frequently used codes are listed on the SAR, so you should be able to complete the form quickly and accurately to avoid "pended" requests. Access can only authorize or address what is requested on the SAR.

Assertive Outreach/Case Management:

When requesting authorization for Assertive Outreach or Case Management, make sure your screening or assessment includes documentation of the service needs which justify your request. Also remember, if you are billing for Case Management, it must be included on the consumer's Person Centered Plan. It is the responsibility of the provider to assure that there is sufficient documentation to meet state, Medicaid, and other standards.

Letter of Authorization:

We will be phasing out the Access Pended/Denied form that we have been faxing to providers for pended or denied "No wrong door" screenings. Instead, you will receive a Letter of Authorization (LOA) e-mail documenting the authorization or disposition of your faxed screening. If authorization for your faxed screening is pended or denied, the LOA will describe the reason.

Access will no longer fax back "No wrong door" screenings and ES sheets sent to us. Instead you will receive a LOA documenting the authorization or the disposition of your faxed screening.

Some agencies have a central repository for these e-mails, so it is important to make sure your agency distributes LOA e-mails to the individual clinicians on a timely basis.

