



## PROVIDER ALERT

### RE-EMPHASIZING THE MAY 17, 2010 PROVIDER ALERT ON THE SAME SUBJECT REQUESTING OMS AUTHORIZATIONS

SEPTEMBER 20, 2011

In the May 17, 2010 Provider Alert, "Requesting OMS Authorizations," the instructions for initial reviews were for providers to:

- *Request an initial authorization via Provider Connect*
- *Two units will be approved for a three month period of time.*
- *If additional units are needed, authorization must be requested telephonically. A maximum of an additional two units can be approved.*
- *A provider can only request OMS authorization if there is no other open OMS requests in the system. If there is an open OMS request in the system the provider will receive an error message saying "An open authorization exists for this member with a different provider." If this error is received the provider, along with the consumer or parent/guardian, must call ValueOptions® Maryland Customer Service for assistance in resolving this issue.*

Providers can still request additional units of service to complete the OMS Interview, under clinically extenuating circumstances. However, all requests for additional units of service must be called in to ValueOptions® Maryland before the provider requests the OMS 150 bundle.

## **INITIAL REVIEW**

- Request an initial authorization for two units in order to complete the OMS interview via ProviderConnect. These units will be approved for a three month period of time.
- If additional units are needed to complete your OMS interview, authorization requests must be made telephonically.
  - Any request for additional units of service to complete the OMS Interview must be made before you obtain the OMS bundle (150 units).
  - When there is already an authorization in place for the OMS bundle (150 units), ValueOptions will not be able to backdate the additional units for the initial OMS interview.
  - **As of August 29<sup>th</sup>, 2011, no additional units can be added after the provider obtains the OMS bundle.**
- A provider can only request OMS authorization if there is no other open OMS request in the system. If there is an open OMS request in the system, the provider will receive an error message saying “An open authorization exists for this member with a different provider.” If this error is received, the provider, along with the consumer or parent/guardian, must call ValueOptions® Maryland Customer Service for assistance in resolving this issue.

## **FIRST CONCURRENT REVIEW**

- On the “Requested Services Header” page in ProviderConnect, enter the OMS Interview Date in the identified field.
  - The OMS Interview Date cannot be later than today’s date – that is, it cannot be a future date.
  - The OMS Interview Date cannot be earlier than the requested start date – that is, it cannot be before the requested start date.
- The Requested Start Date must exactly match the OMS Interview Date.
- ProviderConnect will create a concurrent review that will auto authorize 150 units for a six month period of time.
- The next OMS Interview will be due at the end of the authorization span. An OMS interview is due every six months while a consumer is in active treatment.

## **SUBSEQUENT CONCURRENT REVIEW**

- A concurrent review can be requested as early as 30 days prior to the end date of the previous authorization.
  - The OMS Interview Date cannot be earlier than the previous OMS Interview Date
  - The OMS Interview Date cannot be later than the Requested Start Date – that is, the OMS Interview Date cannot be in the future
  - The Requested Start Date of Service must be equal to the OMS Interview Date
  - The start date of the new authorization will be the day after the OMS Interview Date
- A concurrent review can be entered up to 100 days after the end date of the most recent previous authorization
  - The OMS Interview Date cannot be earlier than the previous OMS Interview Date
  - The start date of the new authorization will be the day after the expiration date of the most recent previous authorization
- If the authorization is expired but within 100 days, the requested start date must be equal to prior concurrent request expiration date plus 1 day
- If a provider enters an OMS Interview and more than 100 days have lapsed since the expiration date of the most recent authorization, ProviderConnect will not accept the concurrent authorization request. The provider will be prompted to complete a new review request as if it is an initial review.

## **OTHER**

- Only two Family Therapy visits without Consumer Present (90846) are included in the OMS “Bundle”. Providers may request additional units, telephonically, if clinically indicated. Approved services will be added to the OMS authorization span.