



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Mental Hygiene Administration

Spring Grove Hospital Center • Dix Building

55 Wade Avenue • Catonsville, Maryland 21228

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

Brian M. Hepburn, M.D., Executive Director

TO: Public Mental Health System

FROM: Daryl Plevy, Deputy Director, MHA

RE: Administrative and Retrospective Review Appeals

DATE: January 19, 2012

All requests for authorization must be submitted on or before the date the service(s) will begin. If authorization is not requested before the start date of services, any requests for medically necessary services will be authorized by the Administrative Service Organization (ASO) from the date the request is made to the end date that is clinically indicated. Separate from the authorization process, a provider may submit a formal complaint about the ASO not backdating a request for authorization by calling the ASO's customer service line at 1-800-888-1965. If pre-authorization is not obtained then the request for service(s) will be administratively denied by the ASO.

Administrative denials may be appealed to the Mental Hygiene Administration (MHA) when the provider believes that an exception to the rules is justified. This kind of appeal though should not be the norm.

Retrospective reviews for medical necessity will only be considered in cases where the consumer received medical assistance after the service was provided or in rare cases where the authorization request could not be processed by the ASO in a timely manner.

For more information about these and other processes, please review the ValueOptions® Provider Manual at the following link: http://maryland.valueoptions.com/provider/prv_man.htm

If you have any questions feel free to contact Jarrell Pipkin, Director of Quality Management, ValueOptions® at 410-691-4012.