

Louisiana Department of Health and Hospitals

BAYOU HEALTH Informational Bulletin 12-28

Revised February 5, 2013

Issue: General Provider Information for Concurrent Review

Concurrent Review Turnaround Time: Bayou Health Plans are required to respond to concurrent review requests with an approval or denial in a timely manner. The Health Plans are required to respond to:

- **Ninety-five percent (95%) of provider requests within 1 (one) business day.**
- **One-hundred percent (100%) of all requests must be answered within two (2) business days.**

Response times are measured from the time the Health Plan receives all necessary clinical information to make a decision.

The following are tips for providers regarding Health Plan notification, initial request for precert and concurrent review.

- **Notification of Admission:**

Notification of admission to the Health Plan is the essential first step for the provider in the precertification process. Often the areas receiving either notification or clinical information have no contact with the other and may even be in different states. Notification of admission to the Plan by the provider triggers a “case” to be built in their system. Without the case, the clinicals cannot be reviewed. It is important to remember that the notification step is separate from the submission of clinical for review.

- **Submission of Clinicals:**

Providers should only fax clinical information to the number specified for receipt of clinical information by the Plan; this is not necessarily the same number as that designated for notification of admission.

- **Bayou Health Monitoring Policy of Health Plans - Clinical Submission Deadline**

In the Legacy Medicaid program, length of stay extension requests must be submitted on the expected date of discharge as stated in the precert letter received by providers. The Department shall monitor the Health Plan's compliance in meeting concurrent review turnaround times based on the Medicaid Policy.

The Health Plan shall have the authority to implement their individualized clinical submission deadlines for Concurrent Review. If a Health Plan imposes a specific deadline (i.e. 4:00 p.m. CST) for a length of stay extension request, concurrent review clinical submission, the Health Plan's Provider Handbook should indicate this deadline.

For monitoring compliance with the Bayou Health contract, the DHH will continue to audit Health Plans compliance with Concurrent Review turnaround times in accordance with the terms and conditions of the contract with the DHH. In reviewing the Health Plan's documentation for compliance for concurrent review, DHH shall review based on the following guidelines:

- 1) It is the Providers responsibility to submit clinical information for review by the specified "Next Review" date and time specified by the Health Plan. If the "Next Review" date notification received is a past date, "retrospective", or the same day of receipt, providers have until the specified deadline on the next business day to submit.
- 2) Plans have implemented a 10 (ten) minute grace period to alleviate time discrepancies on fax and voicemail machines. Proof of a fax confirmation for the transmittal of documentation prior to specified time, has been accepted by the Plan as meeting the deadline.
- 3) If clinical information is not submitted to the Health Plan within the required timeframe, the length of stay extension can be denied.
- 4) Receipt of administrative denial is based on timely notification not medical necessity.
- 5) Upon receipt of this denial, Providers have until the Health Plan's specified time the next business day to submit clinical information for the days following the denied day to be considered for medical necessity and minimize additional denials.

- **Inpatient Criteria**

Bayou Health Plans utilize InterQual or Milliman for their inpatient criteria. The Plans review for clinical at admission for Severity of Illness and Intensity of Service. Providers are required to submit clinical from the date and time of admission to certify as an inpatient. The Plans certify extensions on both Severity of Illness and Intensity of Service. This is the standard for commercial plans as well.

Due to limitations in our current MMIS system, Legacy Medicaid is not capable of reviewing clinical at admission for Severity of Illness and Intensity of Service. The initial length of stay for Legacy Medicaid is assigned by the TR 50th % for the admitting

diagnosis submitted on the PCF01 and therefore no clinical is required. Length of stay extensions in Legacy Medicaid are certified on Intensity of Service only.

- **Adequate Clinical Information**

It is important to remind all providers it is the provider's responsibility to submit all clinical information necessary to justify both Severity of Illness and Intensity of Service to the nurse reviewer at the Health Plan. If the clinical submitted is inadequate, the Health Plan may deny your request or request additional information. When submitting additional documentation, Providers should fax only the pertinent clinical information needed to justify Severity of Illness and Intensity of Service. When the Health Plan requests additional information, **the turnaround time clock for concurrent review does not start until the Health Plan receives all necessary clinical information to make the decision to approve or deny initial or continued inpatient stay.**

- **Post Service Authorizations**

In some cases, notification and/or initial clinical is sent on the day of discharge and sometimes after discharge. These cases **do not** fall into the concurrent review category. They fall into the category of post service authorization as the services have already been provided and the Health Plan has no ability to impact the stay. The turnaround time for post service authorization specified in the contract is 30 days.

Normal deliveries, vaginal or C-section, do not fall into concurrent review. The inpatient days for these stays are authorized by federal guidelines. It is important to note that notification of admission for delivery is required by all plans except CHS.