



Provider Bulletin

for the Adult Mental Health Division

September 13, 2012

Notice of Change - Utilization Management Standards for Prior Authorization of Case Management Services

The Adult Mental Health Division (AMHD) is issuing this guidance to clarify previous information on the prior Utilization Management (UM) authorization standards for case management services for our consumers.

The core policy statement regarding case management is as follows:

Consumers in AMHD purchase of service and state operated case management are to receive the amount of case management services which are medically necessary, based on an individualized assessment of their needs and documentation of that need on an individualized recovery plan.

Purchase of service case management services requires prior authorization by the AMHD UM office.

To efficiently administer case management services, AMHD has a prior authorization standard for the quantity of case management units approved for routine requests. The current prior authorization standard is fourteen (14) units of case management per month. Though AMHD authorizes a standard of fourteen (14) units of case management per month, agencies should only provide the appropriate number of units to a consumer that is medically necessary.

Prior authorization for any amount of units of medically necessary case management services may be requested for a consumer. If an amount of case management units other than the UM standard amount of fourteen (14) per month is necessary, the following procedure is to be followed by the agency making a request to AMHD UM:

1. Use the Increased Unit Authorization Request form, indicating the number of units of case management necessary to implement the consumer's recovery plan (the Request Form may be attached to the recovery plan);
2. Attach a copy of the recovery plan, including the crisis plan, to support the request; and
3. Include a narrative describing the reason(s) for the number of units requested for the consumer.

AMHD Provider Bulletin
Change in UM Standards, Prior Authorization of Case Management
September 13, 2014

AMHD UM will make a determination on the request within ten (10) business days for routine requests. AMHD UM may request additional documentation to support the request, if necessary.

In cases of emergency or for consumers who require additional units because of a crisis situation, prior authorization is not required and agencies should provide services as necessary in order to assist the consumer resolve the emergency or crisis. If you must provide additional units for a consumer in crisis/emergency the following procedure is to be followed by the agency making a request to AMHD UM:

1. Submit the information required within 10 business days of the crisis/emergency;
2. Use the Increased Unit Authorization Request form, indicating the number of units of case management that was necessary to assist the consumer resolve the crisis; and
3. Include progress notes which document the crisis/emergency and the interventions that were applied by agency staff which resulted in the resolution of the crisis/emergency.

This communication supplants and supersedes previous communications on the issue of case management and is a clarification of AMHD operational policy on this issue. Thank you for your support as AMHD continues to improve the system so our consumers are supported in their recovery.

If you have any questions or would like further information, please contact Michael Tamashiro, LCSW at (808) 453-6993; email michael.tamashiro@doh.hawaii.gov or Dawn Mendiola at (808) 586-4689; email dawn.mendiola@doh.hawaii.gov