

Date: April 1, 2010

To: All DD Waiver Providers

From: Mikki Rogers, Division Director



Re: Outlier Process Changes

After reviewing feedback from both Providers and Regional Office Staff regarding the new process and tools for Outlier Service Prior Authorization approvals, DDS is implementing some necessary modifications to make the process more efficient for all parties. Effective April 15, 2010, the following changes will be implemented:

1. A proposed staff schedule must be included in the justification packet for all Outlier Service Prior Authorization requests submitted to the DDS Regional Office.
2. An initial determination that necessary documents or elements of documents are missing from the justification packet will result in a determination of "incomplete", rather than being technically denied.
3. Each time a packet is submitted, it must come in with a new Prior Authorization page. Please follow the process document (attached) to determine if the effective date of the service request must be modified in conjunction with resubmissions.
4. Regional Office Managers will assist and monitor the reviews of the Outlier Service Prior Authorizations. They will also conduct Re-Reviews at provider request. As providers are allowed to submit additional evidence of need for the service at the time of a Re-Review, there is no conflict of interest inherent in this process. Re-consideration reviews will continue to be completed by DDS Clinical Services Bureau (high medical necessity outlier) and DDS Office of Behavioral Services (behavioral outlier).

Also effective for all Outlier Service Prior Authorization Reviews submitted on or after April 15, the documentation must be submitted no fewer than 30 days prior to the proposed effective date of the service (except for 14 day approvals by the Regional Office Manager). Submitting packets fewer than 30 days prior to the proposed effective date of the service (except for 14 day approvals by the Regional Office Manager) may result in a delay in approval and thus a later effective date of the Prior Authorization effective date.

These changes have been incorporated into both the Outlier Process document and the DDS Outlier Review Tool which are posted on the DDS website. Additionally, a Frequently Asked Questions document is currently being developed regarding the Outlier Process and the reviews. Once completed, this document will also be posted to the website.

For additional questions or concerns, please contact your Regional Office.