

QUEST Member Service Authorization Request for Continuing Stays in Service (Effective July 1, 2010)

AMHD Service Provider

1. All AMHD service authorizations for QUEST members who are forensically encumbered and receiving continuing services through AMHD service providers will be unaffected by the 7/1/10 transition of QUEST members back to their QUEST Health Plans for behavioral health services. Forensically encumbered individuals will continue to be eligible for all AMHD services until the forensic encumbrance has been removed via a court order.
2. All AMHD service authorizations for Medicaid Rehabilitation Option services provided through AMHD contracted service providers (except crisis services) will end upon the individuals' transition back to their QUEST Health Plan for behavioral health services (e.g. 7/1/10 for individuals with last names A-K; 9/1/10 for individuals with last names L-Z).
3. All AMHD service authorizations for QUEST members receiving Housing, Supported Employment, and Representative Payee services at the time of transition will remain in effect until the current authorization end date. If the individual wishes to extend those services beyond the current authorization end date, the AMHD service provider must fax a continuing stay Service Authorization Request to AMHD's UM unit at 808-453-6966. Prior to submitting the request, the provider is expected to confirm that the consumer meets the eligibility criteria for AMHD services and the specific continuing stay criteria for that service. If the individual does not meet either the AMHD eligibility criteria, continuing stay service criteria, or both, the provider shall discharge the individual from AMHD-funded services by the end date of the authorization.

AMHD Utilization Management

1. Upon receipt of the continuing stay Service Authorization Request from the AMHD contracted service provider for a QUEST member, UM staff will verify the individual's eligibility for AMHD services by doublechecking his/her forensic status, insurance coverage, diagnosis, and functional status. If eligible, please proceed to Step 2. If ineligible for the service being requested, UM will fax a written denial to the service provider.
2. If the individual has passed the eligibility screening, UM will review the form and any additional documentation submitted to determine if the individual meets the service's continuing stay criteria. If yes, please proceed to Step 3. If no, UM will fax a written denial to the service provider.
3. If the individual is AMHD-eligible and meets continuing stay criteria, AMHD will review the number and duration of requested units of service. If the number and duration of units of service does not exceed AMHD's established limits, UM will fax a written service authorization to the requesting service provider. If the number and duration of requested units of service exceeds AMHD's established limits, UM will deny all or part of the request and fax a written denial to the requesting AMHD service provider.