

QUALITY MANAGEMENT MEMO

COUNTY OF SAN DIEGO BEHAVIORAL HEALTH SERVICES

To: Residential Programs in the DMC-ODS

Date: August 5, 2019

From: Tim Tormey, Behavioral Health Program Coordinator, SUD Quality Management

Re: Residential Authorization Request Timelines

Dear Residential Providers in the DMC-ODS:

In fiscal year 2019-2020, the BHS SUD QM team (in conjunction with Optum) will begin increased monitoring of residential programs for compliance with authorization request submission timelines. The goal of this enhanced monitoring plan is to minimize fiscal impacts on residential programs due to late authorization requests.

In the first quarter of the fiscal year, program compliance with meeting required authorization request timelines will be monitored and results shared with program CORs. Mitigation plan development for programs regularly in non-compliance with the authorization request submission timelines will be required.

Additionally, in the second quarter, residential days covered by late authorization requests will require entry into SanWITS as non-billable.

Retroactive authorization standards are in development, but they will be for a defined set of limited circumstances (for example, a system outage). It is recommended that residential programs evaluate workflow and staffing in order to assure full compliance with authorization request timelines.

A reminder of required clinical documentation and authorization request timelines is located [here](#) for your convenience.

If you have any questions regarding this information, please direct them to the QI Matters email: QIMatters.HHSA@sdcounty.ca.gov



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