

# BEHAVIORAL HEALTH PROVIDER USER GUIDE

for Montana Medicaid Behavioral Health  
Services Submitted through Qualitrac

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Effective May 1, 2023



*This project is funded in whole or in part under a Contract with the Montana Department of Public Health and Human Services. The statements herein do not necessarily reflect the opinion of the Department.*

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## Purpose

This guide is intended to supplement Montana State Medicaid-approved provider manuals and Qualitrac (QT) provider training materials. The information herein is presented to demonstrate the fields providers will encounter in the Qualitrac portal and provide a quick reference to important information about each level of care and associated timelines for each.

This guide is not meant to, in any way, replace or substitute for the following most-current Montana State Medicaid-approved provider manuals:

- Behavioral Health and Developmental Disabilities Division Medicaid Services Provider Manual for Substance Abuse Disorder and Adult Mental Health  
<https://dphhs.mt.gov/BHDD/BHDDMedicaidServicesProviderManual>
- Children’s Mental Health Bureau Medicaid Services Provider Manual  
[Children’s Mental Health \(mt.gov\)](https://dphhs.mt.gov/CMHB/CMHBMedicaidServicesProviderManual)
- Montana Medicaid Applied Behavioral Analysis Services Manual  
<https://medicaidprovider.mt.gov/manuals/appliedbehavioranalysiservicesmanual>

## Abbreviations and Acronyms List

Abbreviation	Full Term/Explanation
ASAM	American Society of Addiction Medicine
ASD	Autism Spectrum Disorder
BCBA	Board Certified Behavior Analyst
BHDD	Behavioral Health and Developmental Disabilities Division
BPS	Biopsychosocial Assessment
CMHB	Children’s Mental Health Bureau
CON	Certificate of Need
CSR	Continued Stay Review
DSD	Developmental Services Division
Ext Req	Extension Request (Another way of saying CSR for specific outpatient services within Qualitrac)
LLOC	Lower Level of Care
MH	Mental Health
MMHNCC	Montana Mental Health Nursing Care Center
MNC	Medical Necessity Criteria
MSH	Montana State Hospital
OOS	Out of State
PA	Prior Authorization
PR	Physician Review
PRFT-AS	Psychiatric Residential Treatment Facility Assessment
QT	Qualitrac (Online utilization management portal)
RFI	Request for Information
SDMI	Severe and Disabling Mental Illness

SED	Severe Emotional Disturbance
SUD	Substance Use Disorder
TAT	Turn Around Time
UM	Utilization Management

## BHDD SERVICES

### Inpatient Hospital (Out of State)

BHDD Manual Policy #470, #206, #206a

Review Type in QT	Behavioral Health Inpatient
Place of Service	99 – Other Place of Service
Type of Service	BHDD Acute Inpatient OOS
Timing	Prospective, Retrospective, Concurrent or Continued Stay
Procedure Code	99233
MCG Guideline Name	Acute Inpatient OOS Adult Initial AA; Acute Inpatient OOS Adult CSR AA
Diagnostic/MNC Criteria	(1) Any mental health DSM 5 or ICD diagnosis as primary; and (2) Danger to self or others with continued acuity of risk that cannot be appropriately treated with LLOC.
Examples of clinical documentation to support PA criteria	Intake/Admission paperwork from appropriately licensed clinical staff indicating both (1) diagnostic impression and (2) risk of harm to self or others if not treated at this level of care.
PA Required	Yes – Electronic fields in provider portal (QT)
Timeframe for PA request	Within 1 business day of admittance date
CON required for PA	<b>Required for ages 18-21</b> – A CON is required pursuant to 42 CFR 441.152 and 42 CFR 441.153, in addition to medical necessity documentation. For emergency admissions, the CON must be filled out by the team responsible for the plan of care within 14 days after admission.  A CON is not required for members 21 years of age and older. The requirements at 42 CFR.60 are met by having the physician admit the member.
Initial Authorization Period	MNC up to 30 days
Outcome of missing PA timeframe	Retrospective QA will review for timeliness of all requests submitted, see AMDD policy #206a
TAT for UM review of PA	NA - These are automatically authorized
CSR Required	Yes – Electronic fields in provider portal (QT)
CSR Criteria	(1) Any mental health DSM 5 or ICD diagnosis as the primary diagnosis; (2) Active treatment is occurring, which is focused on stabilizing or reversing symptoms that meet the admission criteria and that still exist; (3) Lower level of care is inadequate to meet the member's needs regarding either treatment or safety; and (4) There is reasonable likelihood of clinically significant benefit because of the medical intervention requiring the inpatient setting or a high likelihood of risk to the member's safety, clinical well-being or of further significant acute deterioration in the member's condition without continued care in the inpatient setting rather than one with lower levels of care inadequate to meet these needs.

Required CSR Information	(1) Changes to DSM/ICD diagnosis; (2) Justification for continued services at this level of care; (3) A description of mental health and/or substance use disorder interventions and critical incidents; (4) A copy of the member's most recent individualized treatment plan (ITP); (5) A list of current medications and rationale for medication changes, if applicable; (6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.
Examples of clinical documentation to support CSR criteria	In addition to treatment plan and medication lists: psychiatric progress notes, nursing notes, vitals, shift notes, therapy notes, evaluation & management (E&M) notes
Timeframe for CSR	Due by last covered day
CSR coverage period	As many as needed for MNC up to 30 days
Outcome of missing CSR timeframe	All requests received will be reviewed for MNC from the last covered day forward
TAT for UM review of CSR	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

Crisis Stabilization Program  
 BHDD Manual Policy #450, #206, #206a

Review Type in QT	Behavioral Health Inpatient
Place of Service	99 – Other Place of Service
Type of Service	BHDD Crisis Stabilization
Timing	Retrospective, Concurrent, Continued Stay
Procedure Code	S9485
MCG Guideline Name	Crisis Intervention Behavioral Health Level of Care: B-905-CI
Diagnostic/MNC Criteria	<p>(1) Any mental health diagnosis from the current version of the DSM or ICD diagnosis as the primary diagnosis and both of the following:</p> <ul style="list-style-type: none"> <li>(a) active treatment is occurring that is focused on stabilizing or reversing symptoms that meet admission criteria; and</li> <li>(b) LLOC is inadequate to meet the member’s treatment or safety needs.</li> </ul> <p>(2) At least one of the following:</p> <ul style="list-style-type: none"> <li>(a) there is reasonable likelihood of a clinically significant benefit resulting from medical intervention requiring the inpatient setting; and/or</li> <li>(b) there is a high likelihood of either risk to the member’s safety, clinical well-being or further significant acute deterioration in the member’s condition without continued care and LLOC are inadequate to meet these needs; and/or</li> <li>(c) the appearance of new impairments meeting admission guidelines.</li> </ul>
Examples of clinical documentation to support PA criteria	<p>(1) Intake/Admission paperwork from appropriately licensed clinician indicating diagnostic impression and initial plan of care;</p> <p>(2) Discharge plan indicating projected discharge date; and</p> <p>(3) Treatment notes indicating active treatment focused on stabilizing concerns meeting admission criteria and clinical justification for treatment (particularly days 6-8).</p>
PA Required	<b>ONLY if more than 3 days</b> – Electronic fields in provider portal (QT)
Timeframe for PA request	During first 3 days of active treatment
Initial Authorization Period	6 days
Outcome of Missing PA Timeframe	Retrospective QA will review for timeliness of all requests submitted, see AMDD policy #206a
TAT for UM review of PA	N/A – These are automatically authorized.
CSR Required	Yes – Electronic fields in provider portal (QT)



CSR Criteria	<p>(1) Any mental health diagnosis from the current version of the DSM or ICD diagnosis as the primary diagnosis and both of the following:</p> <ul style="list-style-type: none"> <li>(a) active treatment is occurring which is focused on stabilizing or reversing symptoms that meet admission criteria; and</li> <li>(b) LLOC is inadequate to meet the member's treatment or safety needs.</li> </ul> <p>(2) At least one of the following:</p> <ul style="list-style-type: none"> <li>(a) there is reasonable likelihood of a clinically significant benefit resulting from medical intervention requiring the inpatient setting; and/or</li> <li>(b) there is a high likelihood of either risk to the member's safety, clinical well-being or further significant acute deterioration in the member's condition without continued care and LLOC are inadequate to meet these needs; and/or</li> <li>(c) the appearance of new impairments meeting admission guidelines.</li> </ul>
Required CSR Information	<p>(1) Clinical paperwork (such as assessments and/or treatment notes) from appropriately licensed clinician indicating any changes to diagnostic impression and justification for continued services at this level of care</p> <p>(2) Current treatment plan describing progress with clinical interventions and any critical incidents</p> <p>(3) Medication list with explanation of any changes</p> <p>(4) Discharge plan including projected discharge date</p>
Timeframe for CSR	Prior to last covered day
CSR coverage period	MNC up to 3 days
Outcome of missing CSR timeframe	<p>Retrospective QA will review for timeliness for first two CSR requests submitted, see AMDD policy #206a</p> <p>Any additional CSRs submitted will have a technical denial if received earlier than 3 business days. Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward.</p>
TAT for UM review of CSR	<p>The first two CSRs submitted are automatically authorized.</p> <p>Any additional CSRs submitted will have a TAT of 3 business days (additional 4 business days for PR).</p>
Timeframe for RFI for CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for CSR	Technical denial
TAT of UM review after RFI submitted	3 business days (additional 4 business days for PR)
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

Crisis Receiving Program  
BHDD Manual Policy #450

Review Type in QT	Behavioral Health Outpatient
Place of Service	99 – Other Place of Service
Type of Service	BHDD Crisis Receiving
Timing	Retrospective, Concurrent, Continued Stay
Procedure Code	S9484
MCG Guideline Name	Pending
Diagnostic/MNC Criteria	<p>(1) Any mental health diagnosis from the current version of the DSM or ICD as the primary diagnosis</p> <p>(2) The presenting clinical problem requires a safe, contained environment wherein observation and assessment can be conducted to determine the next steps in the member’s care and</p> <p>(3) Level of impairment assessment indications that the symptoms may stabilize within a 23 hour and 59 minute period, at which time a less restrictive level of care will be appropriate OR the nature of the symptoms (e.g., intoxication is present and potentially layered with a mental health crisis) require a period of observation lasting no more than 23 hours and 59 minutes to determine the appropriate level of care for the individual.</p>
Examples of clinical documentation to support PA criteria	Not applicable
PA Required	Not required
Timeframe for PA request	Not applicable
Initial Authorization Period	Not applicable
Outcome of Missing PA Timeframe	Not applicable
TAT for UM review of PA	NA - These are automatically authorized
CSR Required	Yes – Electronic fields in provider portal (QT) CSR required if assessed more than 4x in a 30-day period
CSR Criteria	<p>(1) Any mental health diagnosis from the current version of the DSM or ICD as the primary diagnosis.</p> <p>(2) The presenting clinical problem requires a safe, contained environment wherein observation and assessment can be conducted to determine the next steps in the member’s care; and</p> <p>(3) Level of impairment assessment indications that the symptoms may stabilize within a 23 hour and 59-minute period at which time a less restrictive level of care will be appropriate OR the nature of the symptoms (e.g., intoxication is present and potentially layered with a mental health crisis) require a period of observation lasting no more than 23 hours and 59 minutes to determine the appropriate level of care for the individual.</p>

Required CSR Information	(1) Clinical paperwork (such as assessments and/or treatment notes) from appropriately licensed clinician indicating any changes to diagnostic impression and justification for continued services at this level of care; (2) Current treatment plan describing progress with clinical interventions and any critical incidents. (3) Medication list with explanation of any changes; (4) Discharge plan including projected discharge date
Timeframe for CSR	On the last covered day (after member accesses services more than four times in a 30-day period) or at the time of the 5 <sup>th</sup> service date.
CSR coverage period	1 day
Outcome of missing CSR timeframe	Retrospective QA will review for timeliness for first two CSR requests submitted, see BHDD policy #450  Any additional CSRs submitted will have a technical denial if received earlier than 3 business days; Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward
TAT for UM review of CSR	CSRs submitted will have a TAT of 3 business days (additional 4 business days for PR)
Timeframe for RFI for CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for CSR	Technical denial
TAT of UM review after RFI submitted	3 business days (additional 4 business days for PR)
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

## Behavioral Health Group Home (BHGH)

BHDD Manual Policy #445, #205, #210

Review Type in QT	Behavioral Health Residential
Place of Service	99 – Other Place of Service
Type of Service	BHDD BHGH
Timing	Prospective, Retrospective, Concurrent
Procedure Code and Modifier	S5102
MCG Guideline Name	BHGH Initial 5
MNC/Diagnostic Criteria	<p>(1) Meets the Severe and Disabling Mental Illness (SDMI) criteria, as described in the current AMDD manual.</p> <p>(2) Meets the Level of Impairment for this level of care.</p> <p>(3) Community-based residential care is needed under supervision of licensed healthcare professional on a daily or near daily basis (at least 5 days a week); and</p> <p>(4) Situations and expectations are appropriate for short-term community-based residential care.</p>
Examples of clinical documentation to support PA criteria	BPS Assessment indicating need for clinical level of care and diagnostic evidence of SDMI; LOI worksheet; clinical information from other clinical support services previously attempted (e.g., outpatient, crisis stabilization, inpatient, nursing home, case management, HSS)
PA required	Yes – Electronic fields in provider portal (QT)
Timeframe for PA request	No earlier than 5 business days
Initial Authorization Period	MNC up to 60 days
Outcome of missing PA timeframe	Technical denial for requests earlier than 5 business days; Requests received after admission will be reviewed for MNC from date of submission moving forward
TAT for UM review of PA	3 business days (additional 3 business days for PR)
CSR Required	Yes – Electronic fields in provider portal (QT) <b><i>If beyond 120 days</i></b> , evidence of outcome of referral for SDMI HCBS waiver screening must be submitted
CSR Criteria	<p>(1) Meets the Severe and Disabling Mental Illness (SDMI) criteria, as described in the current AMDD manual;</p> <p>(2) Meets the Level of Impairment for this level of care;</p> <p>(3) Community-based residential care is needed under supervision of licensed healthcare professional on a daily, or near daily, basis (at least 5 days a week); and</p> <p>(4) Situations and expectations are appropriate for short-term community-based residential care.</p>
Required CSR Information	<p>(1) Changes to DSM/ICD diagnosis;</p> <p>(2) Justification for continued services at this level of care;</p> <p>(3) A description of mental health and/or substance use disorder interventions and critical incidents;</p> <p>(4) A copy of the member’s most recent individualized treatment plan (ITP);</p> <p>(5) A list of current medications and rationale for medication changes, if applicable;</p>

	(6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.
Examples of clinical documentation to support CSR criteria	Progress/Shift notes; Assessments & Evaluations; Therapy notes; Case Management notes
Timeframe for CSR	No earlier than 5 business days prior to last covered day
CSR coverage period	MNC up to 60 days
Outcome of missing CSR timeframe	Technical denial if received earlier than 5 business days; Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward
TAT for CSR	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI	Technical denial
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

## Montana Assertive Community Treatment (MACT)

BHDD Manual Policy #455, #205, #210

Review Type in QT	Behavioral Health Outpatient
Place of Service	99 – Other Place of Service
Type of Service	BHDD MACT
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code	H0037 HT
MCG Guideline Name	MACT Initial
MNC/Diagnostic Criteria	<p>(1) The member must meet the SDMI criteria as defined in the BHDD Manual and score as <i>impaired</i> in areas of functioning as outlined in the LOI worksheet at <a href="https://dphhs.mt.gov/BHDD/mentalhealthservices/FORMS">https://dphhs.mt.gov/BHDD/mentalhealthservices/FORMS</a>;</p> <p>(2) Member has history of poor engagement with traditional outpatient services and is at risk of recurrent psychiatric hospitalization or institutionalization;</p> <p>(3) Member is assessed to be not at risk of imminent danger to self or others;</p> <p>(4) Member needs weekly contact and at least three of the core MACT service bundle options listed under service requirements in the manual;</p> <p>(5) The member is able and willing to actively engage in MACT services.</p>
PA Required	No
Timeframe for PA request	N/A
Initial Authorization Period	180 days
Outcome of missing PA timeframe	N/A
TAT for UM review of PA	N/A
CSR Required	Yes
CSR Criteria	<p>(1) Meets SDMI criteria as described in BHDD Provider Manual,</p> <p>(2) Behavioral health disorder is present and appropriate for assertive community treatment,</p> <p>(3) Member has history of poor engagement with outpatient services and is at risk of recurrent psychiatric hospitalization or institutionalization and</p> <p>(4) Situation and expectations are appropriate for MACT;</p>
Required CSR Information	<p>(1) Changes to DSM/ICD diagnosis;</p> <p>(2) Justification for continued services at this level of care;</p> <p>(3) A description of mental health and/or substance use disorder interventions and critical incidents;</p> <p>(4) A copy of the member's most recent individualized treatment plan (ITP);</p> <p>(5) A list of current medications and rationale for medication changes, if applicable;</p> <p>(6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.</p>

Examples of clinical documentation to support CSR criteria	(a) A clinical assessment that follows the guidelines in the BHDD Medicaid Provider Manual. (b) A social determinants of health assessment upon admission and annually for each member who is authorized to receive services for more than 365 days. (c) An individualized treatment plan that is updated every 90 days or when there is a change to the member's strengths, areas of concern, goals, objectives or interventions. (d) A Serious and Disabling Mental Illness and Level of Impairment worksheet upon admission and updated with each treatment plan update; and (e) Relevant progress notes from those provided as required in ARM 37.85.414.
Timeframe for CSR	No earlier than 5 business days prior to last covered day
CSR coverage period	180 days
Outcome of missing CSR timeframe	Technical denial if received earlier than 5 business days. Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward.
TAT for CSR	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

## Intensive Program of Assertive Community Treatment (InPACT)

BHDD Manual Policy #460, #205, #210

Review Type in QT	Behavioral Health Residential
Place of Service	99 – Other Place of Service
Type of Service	BHDD InPACT
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code	S5102 HT
MCG Guideline Name	InPACT Initial
Diagnostic/MNC Criteria	<p><b>For all three PACT Tiers:</b></p> <p>(1) The member must meet the SDMI criteria, as defined in this manual.</p> <p>(2) The member has a history of poor engagement with traditional outpatient services and is at risk of recurrent psychiatric hospitalization or institutionalization.</p> <p>(3) Member is assessed to not be at risk of imminent danger to self or others. Page 2 of 6</p> <p>(4) Member is willing and able to actively engage in PACT services.</p> <p><u>InPACT Specific:</u></p> <p>(1) Member requires daily clinical support and direct care in order to address needs; and</p> <p>(2) Member is discharging from MSH or MMHNCC; or</p> <p>(3) Member is at serious risk of involuntary hospitalization (recently provided services at a behavioral health unit or a crisis stabilization unit).</p>
Examples of clinical documentation to support PA criteria	Documentation that the member is enrolled in PACT; Medication Management Sheets with administration, delivery and monitoring; Care Coordination documentation, 24-hour crisis response documentation: psychosocial rehab, vocab, SUD treatments; Therapy notes and peer support notes. Dated information must be as close to the request date as possible.
PA Required	Yes – Electronic fields in provider portal (QT)
Timeframe for PA request	No earlier than 5 business days prior to requested start date of services
Initial Authorization Period	MNC up to 60 days
Outcome of missing PA timeframe	Technical denial for requests earlier than 5 business days; Requests received after admission will be reviewed for MNC from date of submission moving forward.
TAT for UM review of PA	3 business days (additional 3 business days for PR)
CSR Required	Yes – Electronic fields in provider portal (QT) <b>If beyond 120 days</b> , evidence of outcome of referral for SDMI HCBS waiver screening must be submitted.
CSR Criteria	<p>(1) Meets SDMI criteria as described in BHDD Provider Manual;</p> <p>(2) Member is at risk of admitting or being discharged from an acute or crisis setting;</p> <p>(3) Situation and expectations are appropriate for PACT intensive.</p>



Required CSR Information	<p>(1) Changes to DSM/ICD diagnosis;  (2) Justification for continued services at this level of care;  (3) A description of mental health and/or substance use disorder interventions and critical incidents;  (4) A copy of the member’s most recent individualized treatment plan (ITP) specific to InPACT;  (5) A list of current medications and rationale for medication changes, if applicable;  (6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.</p> <p>PACT teams must complete and submit the following documentation for each member needing continuation of PACT tiered services:  (1) A clinical assessment that follows the guidelines in the BHDD Medicaid Provider Manual;  (2) social determinants of health assessment upon admission and annually for each member who is authorized to receive services for more than 365 days.  (3) a separate, individualized treatment plan that is updated every 90 days or when there is a change to the member’s strengths, areas of concern, goals, objectives or interventions;  (4) a Serious and Disabling Mental Illness and Level of Impairment worksheet, updated with each treatment plan update;  and  (5) select progress notes for each services provided as relevant to providing justification for continued residential care.</p>
Examples of clinical documentation to support CSR criteria	Examples of documentation from all PACT core services as appropriate to provide evidence of justification for continued services at the residential level: medication management; medication administration, delivery, and monitoring; care management; 24-hour crisis response; psychosocial rehabilitation; vocational rehabilitation; substance use disorder treatment; individual, family, and group therapy, and peer support.
Timeframe for CSR	No earlier than 5 business days prior to last covered day
CSR coverage period	MNC up to 60 days
Outcome of missing CSR timeframe	Technical denial if received earlier than 5 business days; Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward
TAT for CSR	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

## Program of Assertive Community Treatment (PACT)

BHDD Manual Policy #460, #205, #210

Review Type in QT	Behavioral Health Outpatient
Place of Service	99 – Other Place of Service
Type of Service	BHDD PACT
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code	H0040
MCG Guideline Name	PACT Initial
Diagnostic/MNC Criteria	<p><b>For All three PACT Tiers:</b></p> <p>(1) The member must meet the SDMI criteria, as defined in this manual.</p> <p>(2) The member has a history of poor engagement with traditional outpatient services and is at risk of recurrent psychiatric hospitalization or institutionalization.</p> <p>(3) Member is assessed to not be at risk of imminent danger to self or others. Page 2 of 6</p> <p>(4) Member is willing and able to actively engage in PACT services.</p> <p><b>PACT Specific:</b></p> <p>Member requires no less than 3 contacts in the community per week.</p>
Examples of clinical documentation to support PA criteria	Medication Management Sheets with administration, delivery, and monitoring; Care management documentation, 24-hour crisis response documentation; psychosocial rehab, vocab, SUD treatments; Therapy notes and peer support notes. Dated Information must be as close to the request date as possible.
PA Required	Yes
Timeframe for PA request	No earlier than 5 business days
Initial Authorization Period	180 days <b><i>Restarts with a new service enrollment after a discharge from InPACT</i></b>
Outcome of missing PA timeframe	Technical denial for requests earlier than 5 business days; Requests received after admission will be reviewed for MNC from date of submission moving forward.
TAT for UM review of PA	3 business days (additional 3 business days for PR)
CSR Required	Yes
CSR Criteria	<p>(1) Behavioral health disorder is present and appropriate for assertive community treatment;</p> <p>(2) Member is at risk of admitting or being discharged from an acute or crisis setting;</p> <p>(3) Member has history of poor engagement with outpatient services and is at risk of recurrent psychiatric hospitalization or institutionalization; and</p> <p>(4) Situation and expectations are appropriate for PACT.</p>

Required CSR Information	<p>(1) Changes to DSM/ICD diagnosis;  (2) Justification for continued services at this level of care;  (3) A description of mental health and/or substance use disorder interventions and critical incidents;  (4) A copy of the member’s most recent individualized treatment plan (ITP) specific to PACT;  (5) A list of current medications and rationale for medication changes, if applicable;  (6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.</p> <p>PACT teams must complete and submit the following documentation for each member needing continuation of PACT tiered services:  (1) A clinical assessment that follows the guidelines in the BHDD Medicaid Provider Manual;  (2) a social determinants of health assessment upon admission and annually for each member who is authorized to receive services for more than 365 days;  (3) a separate individualized treatment plan that is updated every 90 days or when there is a change to the member’s strengths, areas of concern, goals, objectives, or interventions;  (4) a Serious and Disabling Mental Illness and Level of Impairment worksheet updated with each treatment plan update; and  (5) select progress notes for each services provided as relevant to providing evidence for justification for continued care.</p>
Examples of clinical documentation to support CSR criteria	Examples of documentation from all PACT core services, as appropriate, to provide evidence of justification for continued services: medication management; medication administration, delivery, and monitoring; care management; 24-hour crisis response; psychosocial rehabilitation; vocational rehabilitation; substance use disorder treatment; individual, family, and group therapy, and peer support.
Timeframe for CSR	No earlier than 5 business days prior to last covered day
CSR coverage period	180 days
Outcome of missing CSR timeframe	Technical denial if received earlier than 5 business days; Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward.
TAT for CSR	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Denial or Outcome Not Rendered

## Community Maintenance Program (CMP)

BHDD Manual Policy #460, #205, #210

Review Type in QT	Behavioral Health Outpatient
Place of Service	99 – Other Place of Service
Type of Service	BHDD CMP
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code	H0040 HT
MCG Guideline Name	CMP Initial
Diagnostic/MNC Criteria	<p>For All Three PACT Tiers:            1) The member must meet the SDMI criteria, as defined in this manual. (2) The member has a history of poor engagement with traditional outpatient services and is at risk of recurrent psychiatric hospitalization or institutionalization. (3) Member is assessed to not be at risk of imminent danger to self or others. Page 2 of 6 (4) Member is willing and able to actively engage in PACT services.</p> <p>CMP Specific:            Member requires no less than 4 contacts per month.</p>
Examples of clinical documentation to support PA criteria	Documentation that member is enrolled in PACT; Medication Management Sheets with administration, delivery and monitoring; Care management documentation, 24-hour crisis response documentation; psychosocial rehab, vocab, SUD treatments; Therapy notes and peer support notes. Dated Information must be as close to the request date as possible.
PA Required	No
Timeframe for PA request	N/A
Initial Authorization Period	365 days <b><i>Restarts with a new service enrollment following a discharge from InPACT or PACT</i></b>
Outcome of missing PA timeframe	N/A
TAT for UM review of PA	N/A
CSR Required	Yes – Electronic fields in provider portal (QT)
CSR Criteria	<p>(1) Meets SDMI criteria as described in BHDD Provider Manual.            (2) Member is at risk of admitting or being discharged from an acute or crisis setting.            (3) Member is at risk of recurrent psychiatric hospitalization or institutionalization.            (4) Situation and expectations are appropriate for CMP Intensive.</p>

Required CSR Information	<p>(1) Changes to DSM/ICD diagnosis.  (2) Justification for continued services at this level of care;  (3) A description of mental health and/or substance use disorder interventions and critical incidents;  (4) A copy of the member’s most recent individualized treatment plan (ITP) specific to CMP;  (5) A list of current medications and rationale for medication changes, if applicable;  (6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.</p> <p>PACT teams must complete and submit the following documentation for each member needing continuation of PACT tiered services:  (1) A clinical assessment that follows the guidelines in the BHDD Medicaid Provider Manual;  (2) A social determinants of health assessment upon admission and annually for each member who is authorized to receive services for more than 365 days;  (3) A separate individualized treatment plan that is updated every 90 days or when there is a change to the member’s strengths, areas of concern, goals, objectives or interventions;  (4) A Serious and Disabling Mental Illness and Level of Impairment worksheet updated with each treatment plan update;  and  (5) Select progress notes for each services provided as relevant to providing evidence for justification for continued care.</p>
Examples of clinical documentation to support CSR criteria	Documentation that member is enrolled in PACT; Examples of documentation from all CMP core services as appropriate to provide evidence of justification for continued services: medication management; medication administration, delivery, and monitoring; 24-hour crisis response; care management; psychosocial rehabilitation; peer support; and two contacts per month.
Timeframe for CSR	No earlier than 5 business days prior to last covered day
CSR coverage period	MNC up to 365 days
Outcome of missing CSR timeframe	Technical denial if received earlier than 5 business days; Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward
TAT for CSR	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

## Transcranial Magnetic Stimulation (TMS)

BHDD Manual Policy #475, #205, #210

Review Type in QT	Behavioral Health Outpatient
Place of Service	99 – Other Place of Service
Type of Service	Transcranial Magnetic Stimulation
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code	90867 (Initial); 90868 (Treatment); or 90869 (Taper)
MCG Guideline Name – PA specific	B-801-T – Transcranial Magnetic Stimulation
Diagnostic/MNC Criteria	<p>(1) Must have been diagnosed by a licensed physician or psychiatrist with one of the following within the past 30 days:</p> <ul style="list-style-type: none"> <li>(a) F-32.2 Major Depressive disorder, single episode, severe without psychotic features; or</li> <li>(b) F-32.3 Major Depressive disorder, single episode, severe with psychotic features; or</li> <li>(c) F-33.2 Major Depressive Disorder, recurrent episode, severe without psychotic features; or</li> <li>(d) F-33.3 Major Depressive Disorder, recurrent episode with psychotic features.</li> </ul> <p>(2) Must meet at least one of the following:</p> <ul style="list-style-type: none"> <li>(a) Member has failed to respond to a least four medication trials from at least two antidepressant medication classes; or</li> <li>(b) Inability to tolerate four agents from two different agent classes with distinct side effects; or</li> <li>(c) Has declined Electroconvulsive Therapy (ECT) in favor of TMS as a less invasive option.</li> </ul> <p>(3) There must be documentation to the use of an evidence-based psychotherapy known to be effective in the treatment of MDD that was provided and lacked significant improvement in depressive symptoms as determined by an evidence-based depressive symptom inventory.</p> <p>(4) The referral for TMS treatment and repeat treatment must be written by a physician or psychiatrist licensed to practice medicine who has examined the patient and reviewed the record and has experience administering TMS therapy. The treatment must be given under the supervision of this physician or psychiatrist.</p> <p>(5) TMS must be delivered by a device that is FDA approved for the treatment of Major Depressive Disorder in a safe and effective manner. TMS should follow the protocol and parameters specified in the manufacturer’s user manual, with modifications only as supported by the published scientific evidence base.</p> <p>Exclusions: TMS is not covered in the following circumstances and is considered not reasonable and necessary:</p> <ul style="list-style-type: none"> <li>(1) There is a presence of psychotic symptoms in the current episode.</li> <li>(2) There is a presence of conductive, ferromagnetic or other magnetic-sensitive metals implanted in the member’s head that are non-removable and within 30cm of the TMS magnetic coil.</li> </ul>

	<p>(3) The member has been diagnosed with Schizophrenia, Schizophreniform Disorder or schizoaffective disorder.</p> <p>(4) There are neurological conditions that include the following:</p> <ul style="list-style-type: none"> <li>• Epilepsy,</li> <li>• Parkinson’s disease,</li> <li>• Multiple sclerosis,</li> <li>• Cerebrovascular disease,</li> <li>• Dementia,</li> <li>• Increased intracranial pressure,</li> <li>• History of repetitive or severe head trauma,</li> <li>• Primary or secondary tumors in the central nervous system, or</li> <li>• Any other degenerative neurologic condition.</li> </ul> <p>(5) There is active substance use.</p>
Required documentation to support MNC.	Evidence of previous treatment attempts to address above requirements; clinical consult notes; assessments notes; visit notes; medication lists; and any other documentation to support the medical necessity of this service.
PA Required	Yes – Electronic fields in provider portal (QT)
Timeframe for PA request	No earlier than 5 business days prior to admit date
Authorization Period	<p>MNC up to 36 units: 90867 = 1 unit; 90868 = 29 units; 90869 = 6 units</p> <p><b><i>Procedure codes will be reviewed separately for MNC even if requested in same authorization request</i></b></p>
Outcome of missing PA timeframe	Technical denial for requests earlier than 5 business days; Requests received after admission will be reviewed for MNC from date of submission moving forward
TAT for UM review of PA	3 business days (additional 3 business days for PR)
Ext Req Required	<p>Yes – Electronic fields in provider portal (QT)</p> <p><b><i>If requesting additional units to reach 36 max units; if new request to start series over, please resubmit as new prospective timing</i></b></p>
Ext Req Criteria	Repeat acute treatment for relapse of depressive symptoms if the member responded to prior treatments as evidenced by a >50% improvement in a standard rating scale (as noted in MNC above) for depressive symptoms for up to 30 visits for the acute phase treatment followed by an additional 6 visits for tapering.
Ext Req Information	<p>(1) Changes to DSM/ICD diagnosis;</p> <p>(2) Justification for continued services at this level of care;</p> <p>(3) A description of mental health and/or substance use disorder interventions and critical incidents;</p> <p>(4) A copy of the member’s most recent individualized treatment plan (ITP) specific to CMP;</p> <p>(5) A list of current medications and rationale for medication changes, if applicable;</p> <p>(6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.</p>
Examples of clinical documentation to support Ext Req criteria	Clinical evidence of positive response to TMS treatment; progress notes; therapy notes; assessments or evaluations
Timeframe for Ext Req	No earlier than 5 business days prior to last covered day

Ext Req coverage period	MNC as remaining after previous authorizations towards 36 max units per case.
Outcome of missing Ext Req timeframe	Technical denial if received earlier than 5 business days; Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward
TAT for Ext Req	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or Ext Req	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or Ext Req	Technical denial
Outcome of UM for PA or Ext Req	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	No



SUD Medically Monitored Intensive Inpatient Adult (21 and over) (ASAM 3.7 Adult), or Adolescent (under 21) (ASAM 3.7 Adol)

BHDD Manual Policy #545, #206, #206a

Review Type in QT	Behavioral Health Residential
Place of Service	99 – Other Place of Service
Type of Service	BHDD ASAM 3.7 Adult -or- BHDD ASAM 3.7 Adol
Timing	Retrospective, Concurrent, Continued Stay
Procedure Code	H0010
MCG Guideline Name	ASAM 3.7 (BHG)
Diagnostic/MNC Criteria	(1) Meets SUD criteria as described in AMDD Provider Manual. (2) Meets ASAM 3.7 criteria, specifically (a) Evidence of high-risk rating in Dimension 1; and (b) Best fit selection in Dimension 2 -6
Examples of clinical documentation to support PA criteria	Intake paperwork from appropriately licensed clinician indicating diagnostic impression and ASAM level of care assessment; evidence of a least one of the following: (a) active intoxication at time of admission as indicated by BAL or UDS results; and/or (b) imminent withdrawal risk as indicated by documented history of previous withdrawals, if seizure history, included dates; and/or (c) active withdrawal symptoms as indicated by CIWA, COWS, and/or administered medication list.
PA Required	Yes – Electronic fields in provider portal (QT)
Timeframe for Manual PA request	Within 3 calendar days of admission
Initial Authorization Period	3 days
Outcome of missing PA timeframe	Retrospective QA will review for timeliness of all requests submitted, see BHDD policy #206a
TAT for UM review of PA	NA - These are automatically authorized
CSR Required	Yes – Electronic fields in provider portal (QT)
CSR Criteria	Same as above
Required CSR Information	Clinical paperwork indicating evidence of at least one of the following: (1) Sustained imminent withdrawal risk as indicated by documented history of previous withdrawals, if seizure history, include dates; and/or (2) Sustained active withdrawal symptoms as indicated by IWA, COWS and/or administered mediation list.
Examples of clinical documentation to support CSR criteria	Clinical nursing or therapy notes; current treatment plan; medication lists, with explanation of any changes; discharge plan including projected discharge date
Timeframe for CSR	No earlier than 3 calendar days and prior to last covered day
CSR coverage period	MNC up to 3 calendar days

Outcome of missing CSR timeframe	Retrospective QA will review for timeliness for first CSR request submitted, see BHDD policy #206a.  Any additional CSRs submitted will have a technical denial if received earlier than 3 business days; Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward
TAT for CSR	First CSR submitted is automatically authorized  Any additional CSRs submitted will have a TAT of 3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

SUD Clinically Managed High-Intensity Residential Adult (21 and over) (ASAM 3.5 Adult), or Adolescent (under 21) (ASAM 3.5 Adol)

BHDD Manual Policy #540, #205, #210

Review Type in QT	Behavioral Health Residential
Place of Service	99 – Other Place of Service
Type of Service	BHDD ASAM 3.5 Adult -or- AMDD ASAM 3.5 Adol
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code	H0018
MCG Guideline Name	ASAM Service Initial; ASAM Service Criteria CSR
Diagnostic/MNC Criteria	(1) Meets the moderate to severe SUD criteria as described in the manual; AND (2) Meets ASAM criteria for diagnostic and dimensional admission criteria for ASAM 3.5 level of care.
Examples of clinical documentation to support PA criteria	Biopsychosocial assessment; intake assessment; urine drug screen results OR serum drug screen (for providers that do not utilize UDS); and/or clinical paperwork from previous level of care.  Any additional clinical documentation provider sees fit to provide to demonstrate PA criteria including justification for service at requested LOC.
PA Required	Yes – Electronic fields in provider portal (QT)
Timeframe for PA request	No earlier than 5 calendar days prior to admit date
Initial Authorization Period	MNC up to 21 days
Outcome of missing PA timeframe	Technical denial for requests earlier than 5 business days; Requests received after admission will be reviewed for MNC from date of submission moving forward
TAT for UM review of PA	3 business days (additional 3 business days for PR)
CSR Required	Yes – Electronic fields in provider portal (QT)
CSR Criteria	Same MNC as above
Required CSR Information	(1) Changes to DSM/ICD diagnosis; (2) Justification for continued services at this level of care; (3) A description of mental health and/or substance use disorder interventions and critical incidents; (4) A copy of the member’s most recent individualized treatment plan (ITP); (5) A list of current medications and rationale for medication changes, if applicable; (6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.

Examples of clinical documentation to support CSR criteria	<p>Most recent treatment plan demonstrating progress towards goals; discharge plan including projected discharge date and progress towards completion of the plan; urine drug screen results OR serum drug screen (for providers that do not utilize UDS)</p> <p>Any additional clinical documentation provider sees fit to provide to demonstrate CSR criteria including justification for continued service at current LOC</p>
Timeframe for CSR	No earlier than 5 calendar days prior to last covered day
CSR coverage period	MNC up to 5 days
Outcome of missing CSR timeframe	Technical denial if received earlier than 5 business days. Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward
TAT for CSR	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

SUD Clinically Managed Low-Intensity Residential Adult (21 and over) (ASAM 3.1 Adult), or Adolescent (under 21) (ASAM 3.1 Adol)

BHDD Manual Policy #535, #205, # 210

Review Type in QT	Behavioral Health Residential
Place of Service	99 – Other Place of Service
Type of Service	BHDD ASAM 3.1 Adult -or- AMDD ASAM 3.1 Adol
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code and Modifier	H2034 HD – Modifier for Pregnant/Parenting Women’s Program
MCG Guideline Name	ASAM Service Initial; ASAM Service Criteria CSR
Diagnostic/MNC Criteria	(1) Meets the moderate to severe SUD criteria as described in AMDD Provider Manual. (2) Meets the ASAM criteria for diagnostic and dimensional admission criteria for ASAM 3.1 level of care
Examples of clinical documentation to support PA criteria	Biopsychosocial assessment; intake assessment; urine drug screen results OR serum drug screen (for providers that do not utilize UDS); and/or clinical paperwork from previous level of care.  Any additional clinical documentation provider sees fit to provide to demonstrate PA criteria including justification for service at requested LOC.
PA Required	Yes – Electronic fields in provider portal (QT)
Timeframe for PA request	No earlier than 5 days prior to admit date
Initial Authorization Period	MNC up to 90 days
Outcome of missing PA timeframe	Technical denial for requests earlier than 5 calendar days; Requests received after admission will be reviewed for MNC from date of submission moving forward
TAT for UM review of PA	3 business days (additional 3 business days for PR)
CSR Required	Yes – Electronic fields in provider portal (QT)
CSR Criteria	Same MNC as above
Required CSR Information	(1) Changes to DSM/ICD diagnosis; (2) Justification for continued services at this level of care; (3) A description of mental health and/or substance use disorder interventions and critical incidents; (4) A copy of the member’s most recent individualized treatment plan (ITP); (5) A list of current medications and rationale for medication changes, if applicable; (6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.

Examples of clinical documentation to support CSR criteria	<p>Most recent treatment plan demonstrating progress towards goals; discharge plan including projected discharge date and progress towards completion of the plan; urine drug screen results OR serum drug screen (for providers that do not utilize UDS)</p> <p>Any additional clinical documentation provider sees fit to provide to demonstrate CSR criteria including justification for continued service at current LOC</p>
Timeframe for CSR	No earlier than 5 calendar days prior to last covered day
CSR coverage period	MNC up to 30 days
Outcome of missing CSR timeframe	Technical denial if received earlier than 5 calendar days; Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward
TAT for CSR	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

## SUD Clinically Managed Residential Withdrawal Management (ASAM 3.2-WM) Adult

### BHDD Manual Policy #536

Review Type in QT	Behavioral Health
Place of Service	99 – Other Place of Service
Type of Service	BHDD ASAM 3.2 Adult
Timing	Prospective, Concurrent, Retrospective
Procedure Code and Modifier	H0011
MCG Guideline Name	ASAM 3.2 Initial, ASAM 3.2 CSR
Diagnostic/MNC Criteria	(1) Meets moderate or severe SUD diagnosis from current version of the DSM or ICD diagnosis as the primary diagnosis; and (2) Meet the ASAM criteria for diagnostic and dimensional admission criteria for ASAM 3.2 level of care.
Examples of clinical documentation to support PA criteria	Group therapy SUD/FTSUD/IT SUD notes; Educational Group notes; Psychosocial Rehab; Co-occurring MH Tx; Crisis Services; Care Coordination/Assessments/ITP Review; Drug testing tool (UDS) or serum blood test; and/or DC planning.  Any additional clinical documentation provider sees fit to provide to demonstrate PA criteria including justification for service at requested LOC.
PA Required	Yes– Electronic fields in provider portal (QT)
Timeframe for PA request	No earlier than 5 days prior to start date requested
Initial Authorization Period	MNC up to 4 days
Outcome of missing PA timeframe	Technical denial for requests earlier than 5 business days; Requests received after admission will be reviewed for MNC from date of submission moving forward.
TAT for UM review of PA	3 business days (additional 3 business days for PR)
CSR Required	Yes – Electronic fields in provider portal (QT)
CSR Criteria	Same MNC as above
Required CSR Information	(1) Changes to DSM/ICD diagnosis. (2) Justification for continued services at this level of care; (3) A description of mental health and/or substance use disorder interventions and critical incidents. (4) A copy of the member’s most recent individualized treatment plan (ITP); (5) A list of current medications and rationale for medication changes, if applicable. (6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.

Examples of clinical documentation to support CSR criteria	<p>Current Tx Plan, Group therapy SUD/FTSUD/IT SUD notes; Educational Group notes; Psychosocial Rehab; Co-occurring MH Tx; Crisis Services; Care Coordination/Assessments/ITP Review; Drug testing tool (UDS) or serum blood test; and DC planning.</p> <p>Any additional clinical documentation provider sees fit to provide to demonstrate CSR criteria including justification for continued service at current LOC.</p>
Timeframe for CSR	No earlier than 3 calendar days prior to last covered day.
CSR coverage period	MNC up to 3 days
Outcome of missing CSR timeframe	<p>Technical denial if received earlier than 5 days.</p> <p>Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward</p>
TAT for CSR	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	Yes-Completed via Discharge Status Task in QT



## SUD Clinically Managed Population- Specific High- Intensity Residential Withdrawal Management (ASAM 3.3) Adult

### BHDD Manual Policy #537

Review Type in QT	Behavioral Health
Place of Service	99 – Other Place of Service
Type of Service	BHDD ASAM 3.3 Adult
Timing	Prospective, Concurrent, Retrospective
Procedure Code and Modifier	H0019
MCG Guideline Name	ASAM 3.3 Initial, ASAM 3,3 CSR
Diagnostic/MNC Criteria	<p>(1) Meets moderate or severe SUD diagnosis from current version of the DSM or ICD diagnosis as the primary diagnosis; and</p> <p>(2) Meet the ASAM criteria for diagnostic and dimensional admission criteria for ASAM 3.3 level of care.</p> <p>(3) Member has temporary or permanent cognitive deficits as a result of moderate or severe SUD use and are unlikely to benefit from other residential levels of care.</p>
Examples of clinical documentation to support PA criteria	<p>Group therapy SUD/FTSUD/IT SUD notes; Educational Group notes; Psychosocial Rehab; Co-occurring MH Tx; Crisis Services; Care Coordination/Assessments/ITP Review; Drug testing tool (UDS) or serum blood test; and/or DC planning.</p> <p>Any additional clinical documentation provider sees fit to provide to demonstrate PA criteria including justification for service at requested LOC.</p>
PA Required	Yes– Electronic fields in provider portal (QT)
Timeframe for PA request	No earlier than 5 days prior to start date requested
Initial Authorization Period	MNC up to 60 days
Outcome of missing PA timeframe	Technical denial for requests earlier than 5 days; Requests received after 60 billed days will be reviewed for MNC from date of submission moving forward.
TAT for UM review of PA	3 business days (additional 3 business days for PR)
CSR Required	Yes – Electronic fields in provider portal (QT)
CSR Criteria	Same MNC as above
Required CSR Information	<p>(1) Changes to DSM/ICD diagnosis.</p> <p>(2) Justification for continued services at this level of care.</p> <p>(3) A description of mental health and/or substance use disorder interventions and critical incidents.</p> <p>(4) A copy of the member’s most recent individualized treatment plan (ITP);</p> <p>(5) A list of current medications and rationale for medication changes, if applicable.</p> <p>(6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.</p>

Examples of clinical documentation to support CSR Information	<p>Current Tx Plan, Group therapy SUD/FTSUD/IT SUD notes; Educational Group notes; Psychosocial Rehab; Co-occurring MH Tx; Crisis Services; Care Coordination/Assessments/ITP Review; Drug testing tool (UDS) or serum blood test; and DC planning.</p> <p>Any additional clinical documentation provider sees fit to provide to demonstrate CSR criteria including justification for continued service at current LOC.</p>
Timeframe for CSR	No earlier than 5 days prior to current end date
CSR coverage period	Up to 30 days
Outcome of missing CSR timeframe	<p>Technical denial if received earlier than 5 days.</p> <p>Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward.</p>
TAT for CSR	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	Yes- Completed via Discharge Status Task in QT

SUD Intensive Outpatient (IOP) Services ASAM 2.1 Adult (21 and over) (IOP Adult), or Adolescent (under 21) (IOP Adol)

BHDD Manual Policy #525, #205, #210

Review Type in QT	Behavioral Health Outpatient
Place of Service	99 – Other Place of Service
Type of Service	BHDD IOP Adult -or- BHDD IOP Adol
Timing	Prospective, Concurrent, Retrospective, Extension Request
Procedure Code and Modifier	H0015
MCG Guideline Name	ASAM Service Initial; ASAM Service Criteria CSR
Diagnostic/MNC Criteria	(1) Meets moderate or severe SUD diagnosis from current version of the DSM or ICD diagnosis as the primary diagnosis; and (2) Meet the ASAM criteria for diagnostic and dimensional admission criteria for ASAM 2.1 level of care and (3) Requires 3 or more of the core IOP services as described in the BHDD Provider Manual.
Examples of clinical documentation to support PA criteria	Group therapy SUD/FTSUD/IT SUD notes; Educational Group notes; Psychosocial Rehab; Co-occurring MH Tx; Crisis Services; Care Coordination/Assessments/ITP Review; Drug testing tool (UDS) or serum blood test; and/or DC planning.  Any additional clinical documentation provider sees fit to provide to demonstrate PA criteria including justification for service at requested LOC.
PA Required	No
Timeframe for PA request	N/A
Initial Authorization Period	N/A
Outcome of missing PA timeframe	N/A
TAT for UM review of PA	N/A
Ext Req Required	Yes – Electronic fields in provider portal (QT)
Ext Req Criteria	Same MNC as above
Required Ext Req Information	(1) Changes to DSM/ICD diagnosis. (2) Justification for continued services at this level of care; (3) A description of mental health and/or substance use disorder interventions and critical incidents. (4) A copy of the member’s most recent individualized treatment plan (ITP). (5) A list of current medications and rationale for medication changes, if applicable. (6) A projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.

Examples of clinical documentation to support Ext Req criteria	<p>Current Tx Plan, Group therapy SUD/FTSUD/IT SUD notes; Educational Group notes; Psychosocial Rehab; Co-occurring MH Tx; Crisis Services; Care Coordination/Assessments/ITP Review; Drug testing tool (UDS) or serum blood test; and DC planning.</p> <p>Any additional clinical documentation provider sees fit to provide to demonstrate CSR criteria including justification for continued service at current LOC.</p>
Timeframe for Ext Req	No earlier than 5 days prior to current end date. Extension request is required for the IOP bundle after 120 days for up to 30 days.
Ext Req coverage period	Within a 30-day period, up to 4 units (1 week=1 unit)
Outcome of missing Ext Req timeframe	Technical denial if received earlier than 5 days. Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward.
TAT for Ext Req	3 business days (additional 4 business days for PR)
Timeframe for RFI for PA or Ext Req	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or Ext Req	Technical denial
Outcome of UM for PA or Ext Req	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	No

## CMHB Services

### Acute Inpatient Hospital (Out of State)

CMHB Manual, Page 17

Review Type in QT	Behavioral Health Inpatient
Place of Service	99 – Other Place of Service
Type of Service	CMHB Acute Inpatient OOS
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code	99233
MCG Guideline Name	Acute Inpatient OOS Child
Diagnostic/MNC Criteria	(1) Current DSM diagnosis that is covered under the provisions of the Montana Medicaid Program as the primary diagnosis and at least one of the following: (a) Danger to self or others with continued acuity of risk that cannot be appropriately treated in a less restrictive level of care; and/or (b) Severe functional impairment related to the symptoms of the mental illness or emotional disturbance of the youth, sufficient to render the youth or caregiver of the youth unable to reasonably provide for the safety and well-being of the youth.
Required PA Information	Personal Representative Panel in provider portal (QT) – As means of documenting guardianship information for the youth
Examples of clinical documentation to support PA criteria	Admission orders signed by physician; treatment plan; medication sheet; therapy notes  Any additional clinical documentation provider sees fit to provide to demonstrate PA criteria including justification for service at requested LOC
PA Required	Yes – Electronic fields in provider portal (QT)
Timeframe for PA request	Within 1 business day of admittance date
Initial Authorization Period	Requested Amount
Outcome of missing PA timeframe	Technical denial
TAT for PA	2 business days
Timeframe for RFI for PA	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA	Technical denial
Outcome of UM for PA	Approval, Denial or Outcome Not Rendered
CSR Required	No  Acute inpatient services are reimbursed based on All Patient Refined Diagnostic Related Groups (APR-DRGs)
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

Psychiatric Residential Treatment Facility (PRTF), In State  
 CMHB Manual, pages 18-22.

Review Type in QT	Behavioral Health Residential
Place of Service	99 – Other Place of Service
Type of Service	CMHB PRTF In State
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code	99233 <b><i>Revenue Code 124 will be connected to case following review</i></b>
MCG Guideline Name	PRTF In State Initial; PRTF All CSR
Diagnostic/MNC Criteria	<p>(1) Youth must meet SED criteria as described in CMHB Provider Manual.</p> <p>(2) The referring provider must document what specific treatment needs will be addressed with PRTF services.</p> <p>(3) The youth must require:</p> <ul style="list-style-type: none"> <li>(a) Intensive psychiatric review and intervention, which may include adjustment of psychotropic medications, evidenced by either rapid deterioration or failure to improve despite clinically appropriate treatment in a less restrictive level of care and</li> <li>(b) Medical supervision seven days per week/24 hours per day to develop skills necessary for daily living and to develop the adaptive and functional behavior that will allow the youth to live outside of the PRTF.</li> </ul> <p>(4) Less restrictive services are insufficient to meet the severe and persistent clinical and treatment needs of the youth and prohibits treatment in a lower level of care which is evidenced by at least one of the following:</p> <ul style="list-style-type: none"> <li>(a) The youth have behavior that puts the youth at substantial documented risk of harm to self;</li> <li>(b) The youth have persistent, pervasive, and frequently occurring oppositional defiant behavior, aggression, or impulsive behavior related to the SED diagnosis which represents a disregard for the wellbeing or safety of self or others; and/or</li> <li>(c) There is a need for continued treatment beyond the reasonable duration of an acute care hospital and documented evidence that appropriate intensity of treatment cannot be provided in a community setting.</li> </ul> <p>(4) The prognosis for treatment at PRTF level of care can reasonably be expected to improve the clinical condition/SED of the youth or prevent further regression based upon the physician’s evaluation.</p> <p>(5) In the absence of PRTF treatment, the youth is at risk of acute psychiatric hospitalization or a readmission within 30 days of previous admission to an acute psychiatric hospital.</p>
Required PA Information	Personal Representative Panel in provider portal (QT) – As means of documenting guardianship information for the youth

Examples of clinical documentation to support PA criteria	Recent Psych Evaluation; Biopsychosocial assessment; intake assessment; Clinical Assessment; what specific needs will be addressed if lateral move and/or discharge assessment from previous, higher level of care.  Any additional clinical documentation the provider sees fit to support and demonstrate PA criteria including justification for service at requested LOC
PA Required	Yes – Electronic fields in provider portal (QT)
Timeframe for PA request	No later than day of admission and no earlier than 10 business days prior to admission
CON Required for PA and CSR	Yes – Form on <a href="#">Mountain Pacific provider portal</a> <b><i>Form must be completed and signed within 30 days before admit date</i></b>
Timeframe for CON submission	No later than day of admission
Initial Authorization Period	MNC up to 30 days
Outcome of missing PA timeframe	Technical denial if received earlier than 2 business days; Requests received after admit date will be reviewed for MNC from the date of submission moving forward
TAT for UM review of PA	2 business days
CSR Required	Yes – Electronic fields in provider portal (QT)
CSR Criteria	(1) The youth continue to meet all MNC from admission; (2) The medical record documents progress toward identified treatment goals and the reasonable likelihood of continued progress; (3) The youth and family, if appropriate, are demonstrating documented progress toward identified treatment goals and are cooperating with the treatment plan; and (4) Demonstrated and documented progress is being made on a comprehensive and viable discharge plan. The treatment team must document a clinical rationale for any recommended changes in the discharge plan or anticipated discharge. The provider must document all previous attempts to secure appropriate discharge for the youth.
Required CSR Information	(1) Changes to current DSM diagnosis; (2) Justification for continued services at this level of care; (3) Description of behavioral management interventions and critical incidents; (4) Assessment of treatment progress related to admitting symptoms and identified treatment goals; (5) List of current medications and rationale for medication changes, if applicable; and (6) Projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.
Examples of clinical documentation to support CSR criteria	Most recent treatment plan demonstrating progress towards goals weekly; psychiatric progress notes and assessments detailing the following: changes to DSM/ICD diagnosis, description of Interventions and critical incidents; current therapy notes (IT, GT, FT); discharge plan, including projected discharge date and progress towards completion of the plan; medication list, including rationale for med changes, if applicable.

	Any additional clinical documentation provider sees fit to provide to demonstrate CSR criteria including justification for continued service at current LOC
Timeframe for CSR	No earlier than 10 business days prior to end of current authorized period
CSR coverage period	MNC up to 30 days
Outcome of missing CSR timeframe	Technical denial if received earlier than 10 business days; Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward
TAT for UM review of CSR	2 business days
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT



Psychiatric Residential Treatment Facility (PRTF), Out of State  
 CMHB Manual, pages 18-22

Review Type in QT	Behavioral Health Residential
Place of Service	99 – Other Place of Service
Type of Service	CMHB PRTF OOS
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code	99233 <b>Revenue Code 124 will be connected to case following review</b>
MCG Guideline Name	PRTF OOS Initial, PRTF All CSR
Diagnostic/MNC Criteria	<p>(1) Youth must meet SED criteria as described in CMHB Provider Manual.</p> <p>(2) The referring provider must document what specific treatment needs will be addressed with PRTF services.</p> <p>(3) The youth must require:</p> <ul style="list-style-type: none"> <li>(a) Intensive psychiatric review and intervention, which may include adjustment of psychotropic medications, evidenced by either rapid deterioration or failure to improve despite clinically appropriate treatment in a less restrictive level of care; and</li> <li>(b) Medical supervision seven days per week/24 hours per day to develop skills necessary for daily living and to develop the adaptive and functional behavior that will allow the youth to live outside of the PRTF.</li> </ul> <p>(4) Less restrictive services are insufficient to meet the severe and persistent clinical and treatment needs of the youth and prohibits treatment in a lower level of care which is evidenced by at least one of the following:</p> <ul style="list-style-type: none"> <li>(a) The youth have behavior that puts the youth at substantial documented risk of harm to self;</li> <li>(b) The youth have persistent, pervasive, and frequently occurring oppositional defiant behavior, aggression, or impulsive behavior related to the SED diagnosis which represents a disregard for the wellbeing or safety of self or others; and/or</li> <li>(c) There is a need for continued treatment beyond the reasonable duration of an acute care hospital and documented evidence that appropriate intensity of treatment cannot be provided in a community setting.</li> </ul> <p>(4) The prognosis for treatment at PRTF level of care can reasonably be expected to improve the clinical condition/SED of the youth or prevent further regression based upon the physician’s evaluation.</p> <p>(5) In the absence of PRTF treatment, the youth is at risk of acute psychiatric hospitalization or a readmission within 30 days of previous admission to an acute psychiatric hospital.</p>
Required PA Information	<p>Personal Representative Panel in provider portal (QT) – As means of documenting guardianship information for the youth</p> <p><b>PRTF OOS Only</b> – In-State Denial Assessment in QT Facility reject reasons for both In-State facilities must be noted.</p>

Examples of clinical documentation to support PA criteria	Recent Psych Evaluation; Biopsychosocial assessment; intake assessment; Clinical Assessment; what specific needs will be addressed if lateral move, and/or discharge assessment from previous higher level of care.  Any additional clinical documentation the provider sees fit to support and demonstrate PA criteria including justification for service at requested LOC
PA Required	Yes – Electronic fields in provider portal (QT)
Timeframe for PA request	No later than day of admission and no earlier than 10 business days prior to admission
CON Required for PA and CSR	Yes – Form on <a href="#">Mountain Pacific provider portal</a> <b>Form must be completed and signed within 30 days before admit date</b>
Timeframe for CON submission	No later than day of admission
Initial Authorization Period	MNC up to 30 days
Outcome of missing PA timeframe	Technical denial if received earlier than 2 business days; Requests received after admittance date will be reviewed for MNC from the date of submission moving forward
TAT for UM review of PA	2 business days
CSR Required	Yes – Electronic fields in provider portal (QT)
CSR Criteria	(1) The youth continue to meet all MNC from admission; (2) The medical record documents progress toward identified treatment goals and the reasonable likelihood of continued progress; (3) The youth and family, if appropriate, are demonstrating documented progress toward identified treatment goals and are cooperating with the treatment plan; and (4) Demonstrated and documented progress is being made on a comprehensive and viable discharge plan. The treatment team must document a clinical rationale for any recommended changes in the discharge plan or anticipated discharge. The provider must document all previous attempts to secure appropriate discharge for the youth.
Required CSR Information	(1) Changes to current DSM diagnosis; (2) Justification for continued services at this level of care; (3) Description of behavioral management interventions and critical incidents; (4) Assessment of treatment progress related to admitting symptoms and identified treatment goals; (5) List of current medications and rationale for medication changes, if applicable; and (6) Projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.
Examples of clinical documentation to support CSR criteria	Most recent treatment plan demonstrating progress towards goals weekly; psychiatric progress notes and assessments detailing the following: changes to DSM/ICD diagnosis, description of Interventions and critical incidents; current therapy notes (IT, GT, FT); discharge plan including projected discharge date and progress towards completion of the plan; medication list including rationale for med changes, if applicable.

	Any additional clinical documentation provider sees fit to provide to demonstrate CSR criteria including justification for continued service at current LOC
Timeframe for CSR	No earlier than 10 business days prior to end of current authorized period
CSR coverage period	MNC up to 30 days
Outcome of missing CSR timeframe	Technical denial if received earlier than 10 business days; Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward.
TAT for UM review of CSR	2 business days
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT

Psychiatric Residential Treatment Facility (PRTF) Assessment  
 CMHB Manual, Pages 23-25

Review Type in QT	Behavioral Health Residential
Place of Service	99 – Other Place of Service
Type of Service	CMHB PRTF Assessment
Timing	Prospective, Retrospective, Concurrent
Procedure Code	99233 <b><i>Revenue Code 220 will be connected to case following review</i></b>
MCG Guideline Name	PRTF Assess
Diagnostic/MNC Criteria	<p>(1) Youth must meet SED criteria as described in CMHB Provider Manual;</p> <p>(2) Behaviors or symptoms of serious emotional disturbance of the youth are of a severe and persistent nature and require 24/hour treatment under the direction of a physician;</p> <p>(3) Less restrictive services are insufficient to meet the severe and persistent clinical and treatment needs of the youth. The prognosis for treatment at this PRTF level of care can reasonably be expected to improve the clinical condition/serious emotional disturbance of the youth or prevent further regression based upon the physician’s evaluation.</p> <p>(4) The youth has at least one of the following:</p> <ul style="list-style-type: none"> <li>(a) Has had multiple acute psychiatric hospital or PRTF admissions;</li> <li>(b) Is at-risk of being placed in an out-of-state PRTF with an unclear psychiatric presentation; and/or</li> <li>(c) Is difficult to place due to an unclear or conflicting psychiatric presentation.</li> </ul>
Required PA Information	Personal Representative Panel in provider portal (QT) – As means of documenting guardianship information for the youth
Examples of clinical documentation to support PA criteria	<p>Psych Evaluation; Biopsychosocial assessment; intake assessment; Clinical Assessment; and/or discharge assessment from previous higher level of care. Current Treatment Plan.</p> <p>Any additional clinical documentation provider sees fit to provide to demonstrate PA criteria including justification for service at requested LOC</p>
PA Required	Yes – Electronic fields in provider portal (QT)
Timeframe for PA request	No later than 2 business days prior to admission
CON Required for PA	Yes – Form on <a href="#">Mountain Pacific provider portal</a> <b><i>Form must be completed and signed within 30 days before admit date</i></b>
Timeframe for CON submission	Complete CON must be submitted with PA
Initial Authorization Period	MNC up to 14 days
Outcome of missing PA timeframe	Technical denial if received earlier than 2 business days; Requests received after admit date will be reviewed for MNC from the date of submission moving forward

TAT for UM review of PA	2 business days
CSR Required	No - <i><b>If additional days needed, submit PA for full PRTF services before the last covered day</b></i>
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
TAT of UM review after RFI submitted	2 business days
Outcome of missing RFI for PA	Technical denial
Outcome of UM for PA	Approval, Denial or Outcome Not Rendered
Discharge Notification Req	Yes – Completed via Discharge Status Task in QT

## Applied Behavior Analysis (ABA) Services

Applied Behavior Analysis Services Manual:

<https://medicaidprovider.mt.gov/manuals/appliedbehavioranalysisisservicesmanual>

Review Type in QT	Behavioral Health Outpatient
Place of Service	99 – Other Place of Service
Type of Service	ABA SED – or – ABA DD
Timing	Prospective, Concurrent, Retrospective, Extension Request
Procedure Code	99233 <b><i>Procedure Codes 97151-97158 will be connected to case following review for 1260 units for 180 calendar days</i></b>
MCG Guideline Name	N/A – Not Required
Diagnostic/MNC Criteria	<p>(1) The member qualifies for initial ABA services under one of the following categories:</p> <p>(a) The member must have a provisional qualifying diagnosis of ASD and is no older than 20 years of age; or</p> <p>(b) The member is DD Eligible and is no older than 20 years of age; or</p> <p>(c) The member is a Medicaid member with a provisional qualifying diagnosis of SED and is no older than 17 years of age <b>or</b> the member is no older than 20 years of age <b>and</b> enrolled in an accredited secondary school. This means the member in this category must be less than 18 years old or eligibility may be extended up to the 21st birthday if the member is enrolled in an accredited secondary school.</p> <p>(2) All categories of eligibility must meet the Functional Impairment Criteria.</p> <p>(3) A physician, licensed mental health professional or other qualified healthcare professional deemed the service medically necessary to ameliorate the symptoms of the stated provisional qualifying diagnosis. The physician, licensed mental health professional or other qualified healthcare professional has documented the medically necessary service in the form of a prescription stating the diagnosis for which the member is being referred and that the referral is for ABA services.</p> <p>(4) The Applied Behavior Analysis (ABA) Services Intent to Initiate Treatment form must be completed and submitted by the BCBA.</p>
Examples of clinical documentation to support PA criteria	ABA Services Intent to Initiate Treatment form
PA Required	No
Timeframe for PA request	N/A
Initial Authorization Period	1260 units over 180 calendar days
Outcome of missing PA timeframe	N/A
TAT for UM review of PA	N/A
Ext Req Required	Yes – Electronic fields in provider portal (QT)
Ext Req Criteria	(1) Member continues to meet the age criteria for initial eligibility;

	<p>(2) Member continues to have a provisional qualifying diagnosis that has been subsequently established as a qualifying diagnosis by one the qualified healthcare professionals with expertise in the diagnostic area as listed in the ABA Services Manual;</p> <p>(3) The department deems the member eligible through its authorization process;</p> <p>(4) Services continue to be deemed medically necessary by the qualified healthcare professional or licensed mental health professional and the BCBA;</p> <p>(5) Member continues to meet Functional Impairment Criteria, and this is supported in documentation submitted by the BCBA.</p>
Required Ext Req Information	<p>Personal Representative Panel in provider portal (QT) – As means of documenting guardianship information for the youth</p> <p>Per ABA Required Document Components Checklist:</p> <p>(1) ABA Services Additional Units of Service Request form;</p> <p>(2) Initial and Updated Diagnostic Evaluation;</p> <p>(3) Initial and Updated Behavioral Identification Assessment (BIA); and</p> <p>(4) Current Treatment Plan</p>
Examples of clinical documentation to support Ext Req criteria	<p>Case notes; Functional behavior assessments; Charts/graphs; Support plans; Family and collaboration notes</p> <p>Any additional clinical documentation provider sees fit to provide to demonstrate CSR criteria including justification for continued service at current LOC</p>
Timeframe for Ext Req	At least 14 calendar days prior to end of current authorized period
Ext Req coverage period	1260 units over 180 calendar days
Outcome of missing Ext Req timeframe	Technical denial if received earlier than 14 days. Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward.
TAT for UM review of Ext Req	2 business days
Timeframe for RFI for PA or Ext Req	NA
Outcome of missing RFI for PA or Ext Req	N/A
Outcome of UM for PA or Ext Req	Approval, Denial or Outcome Not Rendered
Discharge Notification Req	Yes – Completed via Discharge Status Task in QT

## Therapeutic Group Home (TGH)

CMHB Manual, Pages 30-34

Review Type in QT	Behavioral Health Residential
Place of Service	99 – Other Place of Service
Type of Service	CMHB Therapeutic Group Home
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code	S5145
MCG Guideline Name	Therapeutic Group Home Initial; Therapeutic Group Home CSR
Diagnostic/MNC Criteria	<p>(1) Youth must meet SED criteria as described in CMHB Provider Manual;</p> <p>(2) The prognosis for treatment of the SED of the youth at a LLOC is poor because the youth demonstrate 3 or more of the following due to the SED:</p> <ul style="list-style-type: none"> <li>(a) Significantly impaired interpersonal or social functioning.;</li> <li>(b) Significantly impaired educational or occupational functioning;</li> <li>(c) Impairment of judgment</li> <li>(d) Poor impulse control; and/or</li> <li>(e) Lack of family or other community or social networks.</li> </ul> <p>(3) As a result of the SED, the youth exhibit an inability to perform activities of daily living (ADLs) in a developmentally appropriate manner;</p> <p>(4) As a result of the SED or MI, the youth exhibits internalizing or externalizing behavior that results in an inability for a caregiver to safely provide care and structure for the youth in a family setting;</p> <p>(5) The SED symptoms of the youth are of a severe or persistent nature requiring more intensive treatment and clinical supervision than can be provided by outpatient or in-home mental health service;</p> <p>(6) The youth exhibits behaviors related to the SED diagnosis that result in significant risk for placement in a PRTF or acute care if TGH services are not provided, or the youth is currently being treated or maintained in a more restrictive environment and requires a structured treatment environment to be successfully treated in a LLOC setting.</p>
Required PA Information	<p>Personal Representative Panel in provider portal (QT) – As means of documenting guardianship information for the youth</p> <p><b><i>For youth in emergency situations who meet the medical necessity criteria for TGH level of care, please include the “Emergency 72 Hour TGH Payment Authorization Form #009.”</i></b></p>
Examples of clinical documentation to support PA criteria	<p>Clinical Assessment, Treatment Plan; Therapy notes; Biopsychosocial assessment; intake assessment; and/or discharge assessment from previous higher level of care</p> <p>Any additional clinical documentation provider sees fit to provide to demonstrate PA criteria including justification for service at requested LOC</p>
PA Required	Yes – Electronic fields in provider portal (QT)



Timeframe for PA request	No later than day of admission and no earlier than 10 business days prior to admission
Initial Authorization Period	MNC up to 120 days <b><i>3 days for youth in emergency situations who meet the medical necessity criteria for TGH level of care and the “Emergency 72 Hour TGH Payment Authorization Form #009” has been uploaded</i></b>
Outcome of missing PA timeframe	Technical denial if received earlier than 10 business days; Requests received after admit date will be reviewed for MNC from the date of submission moving forward
TAT for UM review of PA	2 business days (additional 4 business days if PR)
CSR Required	Yes – Electronic fields in provider portal (QT) <b><i>If a youth is <u>readmitted</u> into TGH services in less than 14 calendar days, a provider must submit a CSR</i></b>
CSR Criteria	(1) The youth continue to meet the SED criteria as described in the CMHB Provider Manual; (2) The prognosis for treatment of the SED at a LLOC remains poor because the youth still demonstrate 2 or more of the following: (a) Significantly impaired interpersonal or social functioning; (b) Significantly impaired educational or occupational functioning; (c) Impairment of judgment; or (d) Poor impulse control. (3) As a result of the SED, the youth exhibit an inability to perform activities of daily living (ADLs) in a developmentally appropriate without the structure of the TGH; (4) The SED symptoms of the youth are of a severe or persistent nature requiring more intensive treatment and clinical supervision than can be provided by outpatient or in-home mental health service. (5) The youth has demonstrated progress toward identified treatment goals and has a reasonable likelihood of continued progress.
Required CSR Information	(1) Changes to current DSM diagnosis; (2) Justification for continued services at this level of care; (3) Description of behavioral management interventions and critical incidents; (4) Assessment of treatment progress related to admitting symptoms and identified treatment goals; (5) List of current medications and rationale for medication changes, if applicable; and (6) Projected discharge date and clinically appropriate discharge plan, citing evidence of progress toward completion of that plan.
Examples of clinical documentation to support CSR criteria	Most recent treatment plan demonstrating progress towards goals; discharge plan including projected discharge date and progress towards completion of the plan; medication list including rationale for med changes, if applicable; psychiatric progress notes or assessments detailing the following: changes to DSM/ICD diagnosis, description of Interventions and critical incidents.
Timeframe for CSR	No earlier than 10 business days prior to last covered day <b><i>If a youth is <u>readmitted</u> into TGH services, no earlier than 10 business days and no later than 2 business days prior to the readmission</i></b>

CSR coverage period	MNC up to 90 days <i>If 1<sup>st</sup> CSR after the 72 hour emergency, then 120 days</i>
Outcome of missing CSR timeframe	Technical denial if received earlier than 10 business days; Requests received after the authorized period has expired will be reviewed for MNC from the date of submission moving forward.
TAT for UM review of CSR	2 business days (additional 4 business days if PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Req	Yes – Completed via Discharge Status Task in QT

## Therapeutic Home Visit (THV)

CMHB Manual, Pages 49-50

Review Type in QT	Behavioral Health Outpatient
Place of Service	99 – Other Place of Service
Type of Service	CMHB Therapeutic Home Visit PRTF or CMHB Therapeutic Home Visit TGH
Timing	Prospective, Retrospective, Concurrent, Continued Stay
Procedure Code	99233 <b><i>Either revenue Code 183 (PRTF) or procedure code S5145 (TGH) will be connected to case following review</i></b>
MCG Guideline Name	MT Therapeutic Home Visits
Diagnostic/MNC Criteria	(1) The youth must be receiving services in a TGH or a PRTF. (2) The following information must be submitted: (a) Demonstrates progress toward identified treatment goals; (b) Supports a therapeutic plan to transition the youth to a less restrictive level of care; (c) The youth has been prepared for the THV evidenced by a written crisis plan and a written plan for provider contact with the youth and legal representative during the visit; and (d) Has a viable discharge plan.
Examples of clinical documentation to support PA criteria	Most recent treatment plan of TGH or PRFT demonstrating progress towards goals; discharge plan of TGH or PRFT including projected discharge date and progress towards completion of the plan; progress notes or assessments from TGH or PRFT detailing the following: changes to DSM/ICD diagnosis, description of Interventions and critical incidents.  Any additional clinical documentation provider sees fit to provide to demonstrate PA criteria including justification for continued service at current LOC
PA Required	Yes – Electronic fields in provider portal (QT) <b><i>Required for each stay that will exceed 3 patient days per visit</i></b> <b><i>“Admit date” in QT is the first planned day of the home visit</i></b>
Timeframe for PA request	Between 10 and 5 business days prior to the scheduled THV <b><i>If unexpected circumstances prevent the youth from returning from the THV within the 3 days, provider must submit the request no later than 1 business day prior to the end of the 3 patient days</i></b>
Initial Authorization Period	Up to 14 days for a maximum benefit per fiscal year (July 1 – June 30) <b><i>Note in final comments window of QT the quantity of days requested for the home visit.</i></b>
Outcome of missing PA timeframe	Technical denial if submitted more than 10 business days prior to requested start date, review for submission date and forward from date of late request.
TAT for UM review of PA	2 business days (additional 4 business days if PR)
CSR Required	Yes – Electronic fields in provider portal (QT)

CSR Criteria	(1) Unexpected circumstances prevent the youth from returning from the THV within the time specified with subsequent authorizations.
Examples of clinical documentation to support CSR criteria	Any documentation provider sees fit to provide to demonstrate CSR criteria including justification for continued service
Timeframe for CSR	No later than 1 business days prior to the end of the time specified with prior authorizations
CSR coverage period	Up to 14 days for a maximum benefit per fiscal year (July 1 – June 30)
Outcome of missing CSR timeframe	Technical denial prior to day of submission, review for submission date and forward
TAT for UM review of CSR	2 business days (additional 4 business days for PR)
Timeframe for RFI for PA or CSR	Must be submitted to UM team within 5 business days of request
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Denial or Outcome Not Rendered
Discharge Notification Required	Yes – Completed via Discharge Status Task in QT <b><i>Discharge date will serve as end date of home visit</i></b>

## Genetic Testing for Children’s Mental Health

CMHB Manual Pages 55-56

Review Type in QT	Genetic Testing
Place of Service	99 – Other Place of Service
Type of Service	CMHB Youth Mental Health Genetic Testing
Timing	Retrospective, Prospective
Procedure Code	81225, 81226, 81291, 81401, 81479
MCG Guideline Name	MT_Genetic Testing
Diagnostic/MNC Criteria	<p>Youth must meet the SED criteria as described in the CMHB Manual and:</p> <ol style="list-style-type: none"> <li>(1) The youth shows a clinical feature or is at direct risk of inheriting a gene so that testing is necessary to improve clinical outcomes of neuropsychiatric medication.</li> <li>(2) Documented previous medication failures and intent to alter medication course consistent with test results. Youth must have failed or currently be failing on at least one neuropsychiatric medication.</li> <li>(3) Results of test will directly impact treatment being delivered to the patient.</li> <li>(4) Documentation of risk and clinical need must include a comprehensive history, physical examination and completion of conventional diagnostic studies.</li> </ol>
Examples of clinical documentation to support PA criteria	<ol style="list-style-type: none"> <li>1) To request prior authorization for mental health genetics testing, the lab or physician must complete the department's genetics testing prior authorization request form and document the medical need for the service.</li> <li>(2) The request must include:               <ol style="list-style-type: none"> <li>(a) Documented clinical features indicating risk of inheriting the mutation in question.</li> <li>(b) Documented previous medication failures.</li> <li>(c) Comprehensive history of the youth and physical examination.</li> </ol> </li> </ol> <p>Evidence of previous treatment attempts to address above requirements; clinical consult notes; assessments notes; visit notes; medication lists; any other documentation to support the medical necessity of this service</p>
PA Required	Yes – Electronic fields in provider portal (QT)
Timeframe for Manual PA Request	<p>While it is recommended that PA requests occur before the procedure has been completed, Genetic Testing can be submitted retrospectively. Provider has 365 days from the date of the procedure to bill, therefore the PA request should occur before that.</p> <p><b>Please note:</b> If criteria were not met at the time of the procedure, the request will be denied.</p>

Initial Authorization Period	If procedure has already completed, then authorization will be for the DOS. If the procedure has not been completed, the authorization will be for a span to accommodate for potential date changes.
Outcome of missing PA timeframe	All requests will be reviewed for MNC if the CPT code requires PA.
TAT for UM review of PA	2 business days (additional 4 business days if PR)
CSR Required	N/A
CSR Criteria	N/A
Required CSR Information	N/A
Examples of clinical documentation to support CSR criteria	N/A
Timeframe for CSR	N/A
CSR coverage period	N/A
Outcome of missing CSR timeframe	N/A
TAT for CSR	N/A
Timeframe for RFI for PA	Must be submitted to UM team within 5 business days of request.
Outcome of missing RFI for PA or CSR	Technical denial
Outcome of UM for PA or CSR	Approval, Partial, Denial or Outcome Not Rendered
Discharge Notification Required	N/A

# UM Appeal Process/Reconsideration Request

## Reconsideration Review Process

A reconsideration review provides the member/legal representative(s), authorized representative or the provider an opportunity for further clinical review if they believe there has been an adverse action regarding a denial determination. To request a reconsideration review, a provider must submit a request to the department's designee as directed in the determination letter.

There are two types of reconsideration of MNC determination reviews:

### First Level Appeal

This is requested through the Member Hub in Qualitrac on any denial outcome.

(1) Peer-to-Peer: A Peer-to-Peer Review is a telephonic review between an advocating clinician, chosen by either the member/legal representative or the authorized representative, and the physician reviewer who rendered the adverse determination.

- (a) The Peer-to-Peer Review is based upon the original clinical documentation and may consider clarification or updates.
- (b) The Peer-to-Peer Review must be:
  - (i) requested within ten business days of the adverse determination date; and
  - (ii) scheduled by the physician reviewer within five business days of the request.

### Second Level Appeal

This cannot be requested through the Member Hub in Qualitrac.

This is requested either by calling the Call Center at 1-800-219-7035 or by faxing a written request to Telligen directly at 1-833-574-0650. **PLEASE NOTE:** Should a provider choose to go straight to a desk review, they waive their right for a peer-to-peer.

(2) Desk Review: A Desk Review may be requested to provide a second opinion if the Peer-to-Peer Review results in an adverse determination. A Desk Review must be provided by a physician reviewer who did not issue the initial or the Peer-to-Peer determination.

- (a) The Desk Review is based upon the original clinical documentation and any additional supporting documentation.
- (b) The Desk Review must be:
  - (i) requested within 15 business days of the most recent adverse determination date; and
  - (ii) performed by the physician within five business days of the written request and supporting documentation.

The legal representative, authorized representative or provider must submit a written request to the department's designee for this reconsideration review that states which review is being requested and naming an advocating physician. Further instructions regarding how to request a review are in the determination letter sent by the UR Contractor.

## Technical Denial Determination

When an adverse determination is based on procedural issues and not on medical necessity criteria, the result will be a technical denial. Technical denials can be overturned by the State only for reasons provided for in administrative rule.

To request an appeal for a technical denial determination the request must be sent to the appropriate department at the State:

### **For Behavioral Health Denials - Members aged 18 Years and Older and Substance Use Disorder Treatment Denials all ages:**

Behavioral Health and Developmental Disabilities Division  
P.O. Box 202905  
Helena, MT 59620-2951

### **For Mental Health Denials – Members aged 0-17**

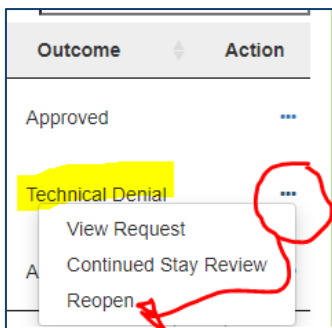
Children's Mental Health Bureau Developmental Services Division  
111 N Sanders Room 307  
PO Box 4210  
Helena, MT 59601-4210  
Fax: 406-444-5913

## Reopen Process

Once the original requested documentation is gathered, you may reopen the technically denied case within 30 days from the date of the technical denial. **When reopened, medical necessity criteria will be reviewed from the reopen date forward.**

To reopen a technically denied case, please log into the Qualitrac Portal (<https://www.mpqhf.org/corporate/medicaid-portal-home/>), access the case via the member hub, click on the ellipses (...) under the Action column on the right-hand side of the screen and select REOPEN.

After reopening the case, attach the requested documentation and submit. If it has been more than 30 days, please submit a new request and be sure to include all requested documentation.





A new prior authorization request may not be backdated and must provide sufficient clinical information to support an authorization. If the new prior authorization request is approved, the provider may request an administrative review of the unauthorized days.

## Fair Hearing

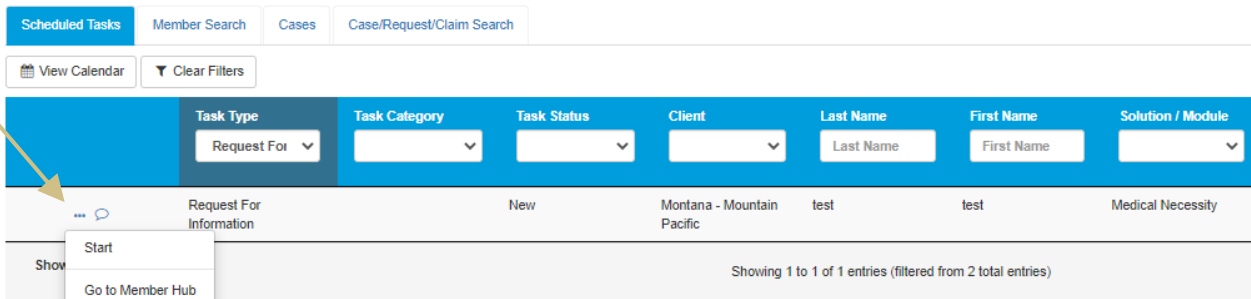
If you disagree with the determination of any of the appeal/reconsideration outcomes above, you may submit a request for a Fair Hearing. Your request must be in writing, state your objections to the determination and be mailed to:

Montana DPHHS  
Office of Administrative Hearings  
P.O. Box 202922 Helena, MT  
59620-2922

## Frequently Asked Questions for Qualitrac Requests

### Request for Information

- If a review needs additional clinical documentation to make a determination, you will see a Request for Information task in the Scheduled Task queue and receive an email notification.
- Click the ellipsis on the left side of the page to start.



The screenshot shows the 'Scheduled Tasks' section of the Qualitrac interface. At the top, there are navigation tabs: 'Scheduled Tasks', 'Member Search', 'Cases', and 'Case/Request/Claim Search'. Below these are buttons for 'View Calendar' and 'Clear Filters'. The main table has columns for 'Task Type', 'Task Category', 'Task Status', 'Client', 'Last Name', 'First Name', and 'Solution / Module'. A task is listed with 'Request For Information' as the task type, 'New' as the status, and 'Medical Necessity' as the solution. An ellipsis icon on the left of this task row has a dropdown menu open with 'Start' and 'Go to Member Hub' options. A yellow arrow points to this ellipsis icon. The bottom of the table shows 'Showing 1 to 1 of 1 entries (filtered from 2 total entries)'.

- Scroll down the summary page to view the Correspondence section.
- Click the blue name under Letter to open it and see what information is being requested.



The screenshot shows the 'Correspondence' section of the Qualitrac interface. At the top, there is a search bar. Below it is a table with columns for 'Letter', 'Addressee', and 'Date Sent'. A row is highlighted with a blue name 'Teligen Request for Information' circled in black. The bottom of the table shows 'Showing 1 to 1 of 1 entries' and navigation buttons for 'Previous' and 'Next'.


- Scroll up to the Documentation panel to attach additional information.


- Click the Add button to attach additional clinical documentation.

Documentation <span style="float: right;">+ Add</span>					
Name	Category	Topic	Date Added	Uploaded By	Action
Test	Clinical	Progress Notes	05/22/2023	rcodyppu	
Demo 3/22/22	Clinical	Assessment & Plan	03/22/2022	jmcolurkenPPU	


Showing 1 to 2 of 2 entries Previous 1 Next

- Once you have added the necessary information, scroll to the bottom of the page and click **Done** button.
  - Finalizes the request and sends it back to the reviewer
  - Returns you to the scheduled tasks queue, and the task will no longer be visible
- **Do NOT start a new review** to submit requested additional clinical information.
  - Delays the response
  - Follow the steps we just outlined when a Request for Information task is available in the task queue.
  - The date the RFI is due is located in the member hub and at the top of the review page.

 test test

 Phone Number:

**Authorization Request**

 Will Technically Deny on 05/26/2023

## Outcome Not Rendered

- A request will be closed as Outcome Not Rendered (ONR) when a case is built incorrectly and when the reviewer is unable to edit the error. When a request is closed as Outcome Not Rendered, it has not been reviewed for medical necessity. The most common reasons for ONR outcomes include:
  - A concurrent request was opened instead of requesting a Continued Stay Review.
  - A new Continued Stay Review was opened instead of responding to an RFI.
  - A new Continued Stay Review was opened instead of reopening a technically denied case that was closed within the last 30 days.
  - Incorrect data (e.g., procedure code, type of service, timing)
  - Duplicate request
  - No PA required (e.g., MACT, CMP requests)
- The outcome letter will state the reason why the request was closed ONR and include follow up instructions. If you have any questions on the next steps needed, please reach out to the Mountain Pacific Call Center for further information, 1-800-219-7035.