



<b>To:</b>	<b>BHS Children, Youth and Families (CYF) Outpatient Mental Health Contracted Service Providers</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>September 3, 2024</b>
<b>Title</b>	<b>Utilization Management (UM) Update: Alignment with SmartCare Workflows</b>

**Effective September 3, 2024, the Utilization Management (UM) Request Form for Children and Youth Outpatient Treatment has been updated to align with SmartCare workflows.**

The following sections of the UM Request Form have been updated to align with new SmartCare workflows.

- Section C - Removal of Assessment Summary reference
- Section D - Removal of PSC-Y completion date and scores
- Section E - Update of language to Care Plan vs. Client Plan

With the transition of CANS/PSC into SmartCare, completion intervals are now aligned with the client’s enrollment date with a system of care (SOC) program which may not align with the UM interval. In these circumstances, providers are expected to review CANS/PSC at the UM interval and determine if any updates are needed.

All current and new mental health program admissions continue to adhere to a time-based UM cycle and reviews will occur within the program level Utilization Management Committee at each program’s identified time-based interval of a 6-month UM cycle.

As outlined in the Organizational Provider Operations Handbook (OPOH), the UM Committee operates at the program level and must include at least one licensed clinician. The UM Committee bases its decisions on whether medical necessity is still present and works with the treating clinician to ensure that the proposed services are set to promote meeting the client’s goals. To assist in its determination, the UM Committee receives a UM Request Authorization form which covers the interval for which authorization is requested. Medication only clients are not included in the Utilization Management process as they are subject to medication monitoring. The UM cycle continues to be the timepoint to review the Care Plan and Outcomes measures, CANS/PSC.

**Attachments:**

- UM Request Form Rv. 09.03.24
- UM Request Form Explanation Sheet Rv. 09.03.24

**For More Information:**

- Review the updated Organizational Provider Operations Handbook (OPOH)
- Contact your Contracting Officer’s Representative (COR)