

County of San Diego Mental Health Plan
Intensive Service Request (ISR)

2018

WHEN: The Initial Intensive Service Request is to be completed and submitted to Optum within 3 calendar days of the start of services and re-authorized every 3 months or 6 months thereafter, depending on the service being requested.
When the form is submitted for a Continuing Request, submit the form to Optum at least 15 calendar days before previous authorization expires.

ON WHOM: All clients receiving services in Day Rehab, Day Intensive, Day School Services (DSS), or Residential Outpatient (OP) will require an Intensive Service Request.

COMPLETED BY: Must be completed by provider eligible to determine medical necessity:
Physician, DO or MD
Licensed/Waivered Psychologist,
Licensed/Registered/Waivered Social Worker,
Licensed/Registered/Waivered Marriage and Family Therapist, or
Licensed/Registered Professional Clinical Counselor
All forms must be complete and have required signatures

MODE OF COMPLETION: Form fill document will be filed in the paper chart.

REQUIRED ELEMENTS: The following elements of the ISR must be addressed, including:

- Client Information
- Program Information (Please identify which one of the services the Authorization is requesting)
 - Day Rehab (6 months)
 - Day Rehab must be re-authorized every six months
 - An authorization cycle may look like: Initial ISR 1/1/06 - 6/31/06, Continued ISR 7/1/06 - 12/31/06, etc.
 - Day Treatment Intensive (3 months)
 - DSS (3 months)
 - Aftercare Services (90 days)
 - Residential OP (3 months)
 - Day Intensive, DSS, Residential OP must be re-authorized every three months
 - An authorization cycle may look like: Initial ISR 1/1/06 - 3/31/06, Continued ISR 4/1/06 - 6/30/06, etc.
 - The Begin Date and End Date for the Request will match the first date of service and the last day of the time frame being requested to provide services (3 or 6 months).
- Medical Necessity Criteria
 - List all diagnosis that are the focus of mental health treatment

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- Service Necessity Criteria (must meet item 1 and at minimum address 2 items from 2, 3, 4, or 5; for continued services must also meet item 6)
- Ancillary Services
 - Indicate if client receives Ancillary Services from another Mental Health Service Provider
 - If client is receiving Day Treatment Intensive/ Day Rehab, obtain Ancillary Specialty Mental Health Services Day Program Request from supplemental provider and submit the Ancillary SMHS request to Optum with ISR request.
 - If client is receiving DSS / Residential OP, ensure that all documentation justify need for multiple service providers and Client Plan has distinct identified goals and objectives (no Ancillary DPR necessary) Please note that the same service is not to be provided and billed on the same day.
 - Attach Ancillary Specialty Mental Health Services Day Program Request (for Day Treatment/Day Rehab clients who are receiving Specialty Mental Health Services in addition to Day Services).

BILLING:

Completion of the ISR is not a billable service.

NOTES:

Within a week of submitting ISR to Optum, confirm authorization has been processed in the Authorization tab on the Clinician's Homepage.