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From: Duncan-Sanford, Judy A on behalf of sdu_Provider Services Help
Sent: Monday, March 02, 2020 9:10 AM
Subject: Optum TERM: New Process for CFT Meeting Authorization
Attachments: Request for Authorization of Additional CFT Units - CWS Funded Referrals....pdf



Dear TERM Therapist:

We are pleased to announce a new streamlined process for obtaining authorizations for Child Family Team (CFT) meetings for CWS-referred and funded clients. Based on provider feedback, a new protocol has been established with CWS in which Optum will pre-authorize CFT meetings. Effective 3/2/20, the process for all **new** CWS-funded therapy referrals is as follows:

New CFT Meeting Pre-Authorization Process (CWS Funded Therapy Referrals)

1. Assigned provider is authorized for 6-month period for initial assessment, 23 sessions/26 groups as applicable, and 12 CFT meeting units under CPT code 99366 (1 unit = 30 minutes)
2. Assigned service provider attends CFT meeting with team on date scheduled with PSW/PSS
3. Assigned provider bills for date and duration of CFT meetings on claim form 1500 with the authorization provided
4. Claims are paid as pre-authorized until initial 12 units are exhausted
5. If provider exhausts the 12 CFT meeting units during the authorization period, additional units can be requested by the provider via submission of the "Request for Authorization of Additional Units of CFT Meeting" form attached (available on the Optum website at: <https://www.optumsandiego.com/> -> TERM Providers -> CWS Treatment)

Please see below for additional information about the process for requesting additional units, for continuing CWS authorizations, for requesting CFT authorization for therapy assignments prior to 3/2/20, and clarification of the process for Medi-Cal funded CFT authorizations:

Authorization of Additional CFT Units When Pre-Authorized Units Have Been Exhausted

1. If the 12 pre-authorized units have been exhausted and provider is asked to attend additional CFT meeting within the authorization period, provider will complete Optum form following attendance of the CFT meeting
2. Provider accesses the "Request for Authorization of Additional Units for CFT Meeting" form via Optum San Diego website: <https://www.optumsandiego.com/> -> TERM Providers -> CWS Treatment
3. Provider will complete form by providing the following information: Date of meeting, CWS staff in attendance, client information, and duration of meeting
4. Provider (or supervisor if associate is assigned) will sign form
5. Provider will fax form to TERM at 877-624-8376 within 30 days of attending the CFT meeting
6. CFT authorization is entered for additional units within 5 business days of receiving request (provider is notified within 5 business days if request is incomplete)
7. Superseded CFT authorization letter is mailed to provider

8. Attending PSW and PSS are notified of authorization
9. Provider bills for CFT meeting on 1500 form

CFT Units for CWS Continuing Authorizations

1. For CWS funded continuing authorizations requested by CWS, 4 units of CFT CPT code 99366 will be pre-authorized by Optum to match the authorization period of services being continued
2. Authorization letters for CFT and services are mailed to provider together
3. Provider bills for date of CFT meeting and duration on 1500 form following CFT meeting (30 min=1 unit)
4. If provider exhausts the pre-authorized CFT units during the authorization period, additional units can be requested by the provider via submission of the "Request for Authorization of Additional Units for CFT Meeting" form to TERM

Authorization of CFT Units For CWS Therapy Assignments Prior to 3/2/20 Implementation (For Dates of Service Between 7/1/19 – 3/1/20)

1. Provider accesses "Request for Authorization of Additional Units for CFT Meeting" form via Optum San Diego website: <https://www.optumsandiego.com/> -> TERM Providers -> CWS Treatment
2. Provider will complete form by providing the following information: Date of meeting, CWS staff in attendance, client information, and duration of meeting
3. Provider (or supervisor if associate is assigned) will sign form
4. Provider will fax form to TERM at 877-624-8376
6. CFT authorization is entered within 5 business days of receiving request (provider is notified within 5 business days if request is incomplete)
7. CFT authorization letter is mailed to provider
8. Attending PSW and PSS are notified of authorization via email
9. Provider bills for CFT meeting on 1500 form

Medi-Cal Funded CWS Referrals

CFT meeting authorization for Medi-Cal funded CWS referrals will continue to follow the established process of the provider submitting a coversheet with the authorization request.

We hope that this system improvement will be beneficial for your TERM practice. For any questions about the process, please do not hesitate to contact us at 877-824-8376, Option 1.

Thank you,

Optum TERM

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Request for Authorization of Additional Units for CFT Meeting

Fax form to Optum TERM at 877-624-8376

Initial authorization will include 12 pre-authorized units. If additional CFT meetings are necessary and all pre-authorized units have been exhausted, complete and submit the requested information for approval of additional units.

Client Information

Client Name: _____ DOB: _____ Case #: _____

PSW Name: _____ PSS Name: _____

Date of CFT Meeting: _____ Duration of Meeting: _____
(1 unit = 30 min)

Provider Information

Treating TERM Provider: _____
(please print & include licensure)

(sign)

Supervisor Name: _____
(if treating TERM provider is an intern)

TO BE COMPLETED BY TERM ONLY

Date received by TERM: _____ Complete Incomplete
Date revised form requested: _____

Date processed: _____ Date authorization letter mailed to provider: _____

PSW notified by e-mail Date PSW notified: _____