

Effective Date: 7/1/2019

Review Date: 6/25/2019

Revised Date:

North Sound Behavioral Health Administrative Services Organization, LLC

Section 1000 - Administrative: Notice Requirements

Authorizing Source: HCA Contract

Approved by: Executive Director

Date:

Signature:

POLICY # 1005.00

SUBJECT: NOTICE REQUIREMENTS

PURPOSE

To ensure notices regarding individuals' services are provided in a manner that gives timely, clear and easily understood information to individuals' seeking and receiving behavioral health services.

DEFINITIONS

Notice of Action means a written notice that must be provided to Individuals to inform them that a requested North Sound BH-ASO service was denied or received only a limited authorization based on medical necessity.

POLICY

North Sound Behavioral Health Organization (North Sound BH-ASO) has a notice process in place for services. North Sound BH-ASO or its delegate is responsible for sending notices of a denial, reduction, termination, or suspension of services based on Level of Care Guidelines for non-Medicaid individuals. This policy and procedure delineate the timeframes for notices and the information that must be included in the notice.

PROCEDURES

Timeframes for Authorization Decisions

1. North Sound BH-ASO or its delegate must provide a written Notice of Action to the individual, or their legal representative, if a denial, reduction, termination, or suspension occurs based on the Level of Care Guidelines. North Sound BH-ASO or its delegate shall adhere to the requirements set forth in this document under Notification of Coverage and Authorization Determination.
2. North Sound BH-ASO or its delegate is required to acknowledge receipt of a standard authorization request for psychiatric inpatient services within 2 hours and provide a decision within 12 hours of receipt of the request.
3. North Sound BH-ASO or its delegate shall provide for the following timeframes for authorization decisions and notices:
 - a. For denial of payment that may result in payment liability for the individual, at the time of any action affecting the claim.
 - b. For termination, suspension, or reduction of previously contracted services, 10 calendar days prior to such termination, suspension, or reduction, unless the criteria stated in 42 CFR § 431.213 and 431.214 are met.
 - c. Standard authorizations for planned or elective service determinations: The authorization decisions are to be made and notices are to be provided as expeditiously as the individual's condition requires. North Sound BH-ASO or its delegate will make a decision to approve, deny, or request additional information from the provider within five (5) calendar days of the original

receipt of the request. If additional information is required and requested, North Sound BH-ASO or its delegate will give the provider five (5) calendar days to submit the information and then approve or deny the request within four (4) calendar days of the receipt of the additional information.

- i. An extension of up to fourteen (14) additional calendar days (not to exceed twenty-eight (28) calendar days total) is allowed under the following circumstances:
 1. The individual or the provider requests the extension; or
 2. North Sound BH-ASO or its delegate justifies and documents a need for additional information and how the extension is in the individual's interest.
 - ii. If North Sound BH-ASO or its delegate extends the timeframe past fourteen (14) calendar days of the receipt of the request for service:
 1. North Sound BH-ASO or its delegate will provide the individual written notice within three (3) business days of the decision to extend the timeframe. The notice shall include the reason for the decision to extend the timeframe and inform the individual of the right to file a grievance if he or she disagrees with that decision.
 2. North Sound BH-ASO or its delegate shall issue and carry out its determination as expeditiously as the individual's condition requires, and no later than the date the extension expires.
- d. Expedited Authorization Decisions: For timeframes for authorization decisions not described in inpatient authorizations or standard authorizations, or cases in which a provider indicates, or the North Sound BH-ASO or its delegate determines, that following the timeframe for standard authorization decisions could seriously jeopardize the individual's life or health, or ability to attain, maintain, or regain maximum function, North Sound BH-ASO or its delegate will make an expedited authorization decision and provide notice as expeditiously as the Individual's condition requires.
- i. North Sound BH-ASO or its delegate will make the decision within two (2) calendar days if the information provided is sufficient; or request additional information within one (1) calendar day, if the information provided is not sufficient to approve or deny the request. North Sound BH-ASO or its delegate must give the provider two (2) calendar days to submit the requested information and then approve or deny the request within two (2) calendar days.
 - ii. North Sound BH-ASO or its delegate may extend the expedited time period by up to ten (10) calendar days under the following circumstances:
 1. The individual requests the extension; or
 2. North Sound BH-ASO or its delegate justifies and documents a need for additional information and how the extension is in the individual's interest.

- e. Concurrent Review Authorizations: North Sound BH-ASO or its delegate must make its determination within one (1) business day of receipt of the request for authorization.
 - i. Requests to extend concurrent care review authorization determinations may be extended to within three (3) business days of the request of the authorization, if North Sound BH-ASO or its delegate has made at least one (1) attempt to obtain needed clinical information within the initial one (1) business day after the request for authorization of additional days or services.
 - ii. Notification of the Concurrent Review determination shall be made within one (1) business day of North Sound BH-ASO or its delegate's decision.
 - iii. Expedited appeal timeframes apply to Concurrent Review requests.
- f. For post-service authorizations, North Sound BH-ASO or its delegate shall make its determination within 30 calendar days of receipt of the authorization request.
 - i. North Sound BH-ASO or its delegate shall notify the individual and the requesting provider within two (2) business days of North Sound BH-ASO's or its delegate's determination.
 - ii. Standard Appeal timeframes apply to post-service denials.
 - iii. When post-service authorizations are approved, they become effective the date the service was first administered.

Notification of Coverage and Authorization Determinations

For all Actions North Sound BH-ASO or its delegate shall:

1. Notify the individual in writing and the requesting provider orally or in writing of the decision.
2. For an adverse authorization decision involving an expedited authorization request North Sound BH-ASO or its delegate may initially provide notice orally. North Sound BH-ASO or its delegate shall provide written notification of the decision within 72 hours or 48 hours when North Sound BH-ASO or its delegate denies a request for a non-crisis related service.
3. Notify parties, in advance, whether it will provide notification by phone, mail, fax, or other means.
4. Provide notice at least 10 calendar days before the date of action when the action is a termination, suspension, or reduction of previously authorized services. Such notice shall explain the following:
 - a. The action North Sound BH-ASO or its delegate has taken or intends to take.
 - b. The reasons for the action, in easily understood language including citation to any North Sound BH-ASO guidelines, protocols, or other criteria that were used to make the decision and how to access the guidelines, protocols, or other criteria.
 - c. A statement of whether the individual has any liability for payment.
 - d. Information regarding whether and how the individual may Appeal the decision.
 - e. The individual's right to receive North Sound BH-ASO's assistance in filing an Appeal and how to request it, including access to services for individuals with communication barriers or disabilities.
5. North Sound BH-ASO or its delegate shall provide notification in accordance with the timeframes described in this section except in the following circumstances:
 - a. The individual dies;

- b. North Sound BH-ASO has a signed statement from the individual requesting service termination or giving information that makes the individual ineligible and requiring termination or reduction of services (where the individual understands that termination, reduction, or suspension of services is the result of supplying this information);
 - c. The individual is admitted to a facility where he or she is ineligible for services.
 - d. The individual's address is unknown and there is no forwarding address.
 - e. The individual has moved out of North Sound BH-ASO's service area.
 - f. The individual requests a change in the level of care.
6. Untimely Service Authorization Decisions: When North Sound BH-ASO or its delegate does not reach service authorization decisions within the timeframes for either standard or expedited service authorizations it is considered a denial and thus, an adverse Action.

ATTACHMENTS

None