

TO: Provider Agencies
FROM: Vicki F. Steele, Chief Fiscal Officer
SUBJECT: Authorization for services
DATE: August 9, 2007



This is a reminder that all services must be authorized prior to providing services to clients. The current system used by Southeastern Center for IPRS authorizations provides automatic authorizations for new clients referred through the screening, triage, and referral (STR) functions. These initial authorizations will allow providers to see a client, determine medical necessity, develop a person centered plan (as applicable), and provide psychiatric services for the first thirty (30) days of treatment. For substance abuse clients, there are additional residential services that are approved for our contracted bed days.

A PROVIDER IS RESPONSIBLE FOR KNOWING THAT THE IPRS AUTHORIZATION IS IN PLACE FOR SERVICES PRIOR TO PROVIDING SERVICES TO CLIENTS. SEC is not responsible for payment for unauthorized services.

Some providers continue to believe that a case manager or community support person is responsible for getting all services authorized for a client. If you choose to rely on this decision, you as a provider are running the risk of having claims denied due to no authorization. Southeastern Center is not responsible for a case manager, community support person, or provider not having prior authorization for services and will not honor those claims.

Value Options continues to be the authorizing agency for those Medicaid services that require prior authorization as applicable. Southeastern Center requests that you send copies of Value Options requests to the Care Management Department for tracking purposes in the event that VO sends the authorization letter to us.

All new services for SEC clients must be authorized for a new provider. For example, if a client is receiving targeted case management and is referred to another provider for developmental therapy, the developmental therapy must be authorized for the provider by sending paper requests to the Care Management Department. New services cannot be submitted through CareLink for authorization. CareLink is to be used to request authorization for CONTINUED services only.