

## Helpful Tips to Submitting Precertification and Retrospective Requests

- Generate clinical information electronically, as handwritten forms can be difficult to read.
- For precertification requests for inpatient admissions only submit via Permedion's 6 page precertification form.
- Requests for retrospective reviews, submit via MITS only the proof that eligibility of benefit was checked within 2 business days of admission. The proof must be date stamped to indicate eligibility was checked within the 2 business days and that the patient was not eligible for Medicaid at the time of admission.
- Do not send the medical record for precertification or retrospective requests.
- Court orders should be faxed to the number provided on the Precertification and NOT uploaded into MITS
- The precertification form needs to be completed. Do not use the History and Physical or the Psychiatric Evaluation in lieu of the form.
- Answer each question individually with specificity, it is not necessary to repeat the same answer throughout the form.
- Documentation should indicate steps taken prior to admission to support inpatient level of care is the least restrictive (i.e. outpatient medication changes, partial hospitalization, intensive outpatient, outpatient crisis intervention, etc.).
- Include all Tox screen and BAL results, especially any subsequent testing results.
- If a patient is said to be suicidal, include what the plan is and if there is intent.
- Only include information that is pertinent to the hospital stay...do not include history that violates PHI when there is no reason to do so.
- **\*\*Please call the nurse reviewer phone # (855) 974-5393, if MITS is down and you need to fax a precertification request within the required 2 business days of admission.\*\***
- The MITS help desk number is 614-466-6734 for technical problems.