



Mental Health Minute

CPST Utilization in MITS

Providers have the capacity to view in Ohio Medical Information Technology System (MITS) how many of a recipient's initial 104 hours of community psychiatric supportive treatment (CPST) have been paid out in claims within the state fiscal year (SFY). This can be useful for an agency, however, it is important to note that another provider may also be billing CPST hours, an agency where a recipient previously received CPST may still have claims that will be submitted, and the total CPST hours that show as available are only as accurate as the last claim that was processed.

The process for viewing CPST utilization in MITS is located under the CPST Prior Authorization Requests dropdown at hmspermedion.com.

Inpatient Psychiatric Precertification Submission Deadlines

Providers are granted two (2) business days from a patient's psychiatric admission date to submit the Inpatient Psychiatric Precertification Form. On a state-recognized holiday, the holiday is treated the same as a weekend day. The deadline is always two (2) business days, and does not change due to a holiday. For instance, if the holiday falls on a Friday, then a case that comes in on Thursday would need submitted no later than Tuesday. On a non-holiday weekend, the same case would need submitted by Monday. If the holiday falls in the middle of the week, then that would also extend the due date by one day.

In order to prevent technical denials (aka administrative denials) due to lack of timeliness, it is important for providers to distinguish state recognized holidays from those that are not.

State-Recognized Holidays	HMS/Permedion Holidays
New Year's Day: 1/1 (Fri)	New Year's Day: 1/1 (Fri)
Martin Luther King's Day: 1/18 (Mon)	Martin Luther King's Day: 1/18 (Mon)
President's Day: 2/15 (Mon)	President's Day: 2/15 (Mon)
Memorial Day: 5/30 (Mon)	Memorial Day: 5/30 (Mon)
Independence Day: 7/4 (Mon)	Independence Day: 7/4 (Mon)
Labor Day: 9/5 (Mon)	Labor Day: 9/5 (Mon)
Columbus Day: 10/10 (Mon)	**Not a Permedion Holiday
Veteran's Day: 11/11 (Fri)	**Not a Permedion Holiday
Thanksgiving Day: 11/24 (Thurs)	Thanksgiving Day: 11/24 (Thurs)
**Not a State Holiday	Day after Thanksgiving: 11/25 (Fri)
Day after Christmas Day: 12/26 (Mon)	Day after Christmas Day: 12/26 (Mon)

Website Updates

Recent updates to Permedion's website enhances providers' ability to easily locate the topic-specific information and forms needed to address their utilization review needs. New dropdowns have been created and additional areas of interest have been added.

After getting onto hmspermedion.com, place the cursor on the orange tab marked "Contract Information." Hovering over this tab will show the drop-down menu for this tab, including "Ohio Medicaid: Mental Health." Move your cursor down to hover over this and another drop down menu appears, providing access to the following topics:

- InPatient Psychiatric Certification Requests
- InPatient Precertification Requests for Out-of-State Providers
- InPatient Psychiatric Post-Payment Reviews
- InPatient Psychiatric Post-Payment Reviews with On-Site Visit
- Appeals for InPatient Psychiatric Denials
- CPST Prior Authorization Requests
- Newsletter
- Training

SAVE THE DATE - Training Webinars

Training webinars have been scheduled regarding Inpatient Psychiatric Precertification Requests and CPST Prior Authorization Requests. Primary topics include processes and documentation. The webinars are a great way to review with seasoned employees, as well as train those who are new. Email invitations will be sent at a later date. In the meantime, the dates and times are as follows:

**Inpatient Psychiatric Precertifications -
10 a.m., Wednesday, April 13, 2016**

**CPST Prior Authorizations -
10 a.m., Tuesday, March 22, 2016**

**CPST Prior Authorizations -
1 p.m., Wednesday, April 6, 2016**

Certificates of Need

When completing post-payment reviews with on-site visits for inpatient psychiatric hospitals, Permedion has noted that Certificates of Need are not always completed. Additionally, sometimes when a certificate is completed, it is kept separate from the recipient's medical record and the staff do not know where it is located.

Anytime a recipient under age 21 is admitted to an inpatient psychiatric hospital, a Certificate of Need must be completed and maintained in hospital records. Many hospitals choose to keep the certificates in the medical records themselves. Otherwise, Permedion recommends that they be placed in a centralized location known by the hospital staff.

Hospitals can request a Certificate of Need from Permedion by calling 855.974.5393.

Form Updates

Permedion's CPST Prior Authorization form has been recently updated and placed on the website - hmspermedion.com. Providers will note that although the form includes several revisions, it is primarily unchanged. The Inpatient Psychiatric Precertification form is currently under revision and will be on the website within the next two months.

Providers must always submit the most current form when making Utilization Review requests.

It is recommended that a new form always be downloaded when preparing a submission. Additionally, when getting onto the website, press F5 on the computer keyboard in order to clear cookies.

Reminder: Signatures and Dates Required

A Utilization Review request submitted to Permedion must always be signed (with licensure when applicable) and dated by those who participated in its completion. Particularly in the case of CPST, more than one professional is frequently involved. By ensuring proper signatures and dates, a provider firmly establishes that a qualified professional identifies as being responsible for the clinical information provided.

Change of Contact

As needed, hospitals should contact Permedion with any primary contact changes. Permedion's experience has been that sometimes the proper hospital personnel do not receive correspondence on a timely basis because it was delivered to the incorrect person.

In order to update a hospital primary contact with Permedion, complete the Change of Contact form located at hmspermedion.com.

Provider Relations Corner



Hospital Observation Beds

When an inpatient psychiatric hospital places a patient in a 23-hour observation bed and then releases the patient within 23 hours, no precertification is required. However, if the patient is admitted to the hospital from observation, precertification must be completed as usual within two business days from the date of admission.

I am trying to create a new case in MITS for an Inpatient Psychiatric Precertification, however, I am getting the error message "Subscriber not found." What should I do?

Most of the time this error message is the result of having an incorrect social security or Medicaid number. Check for accuracy and if this is not the problem, contact the MITS Helpline at 614.466.6734.

I have documentation for several different cases to fax to Permedion. Can I send them together in one fax?

Permedion's electronic, secure Private Health Information (PHI) management and tracking system begins immediately upon fax receipt. Cases that are faxed together result in unidentifiable records and delayed Utilization Reviews. As a result, all recipient cases must always be faxed separately.

I received approval for an Inpatient Psychiatric precertification request. When do I call Permedion to ask for approval of the remaining length of stay?

Making a request for additional inpatient days is not necessary. Providers need only seek approval for the admission itself. Once Permedion determines that an admission is medically necessary and gives an approval, the hospital will be paid on a diagnosis-related group (DRG).