New Required Documents for Continued Stay Requests for Child/Adolescent Partial Hospitalization Programs (PHP)

Community Care requires precise clinical information regarding symptoms, psychiatric diagnosis, medication rationale and formulation, and this information is not always available to the utilization review staff resulting in the information not being provided to the Care Manager. Community Care is committed to making sound clinical decisions related to member care, and the psychiatric evaluation and psychiatry notes will provide essential information needed to do so.

Scope: This Provider Alert applies to providers of child/adolescent acute, sub-acute and school based partial hospitalization services delivered to HealthChoices York, Adams, or Berks enrollees. For the purposes of this Provider Alert, acute, sub-acute and school based partial will be referred to as PHP. The instruction in this alert is specific to submission of continued stay requests for this level of care.

Purpose: This new procedure requires that child/adolescent PHP providers submit a psychiatric evaluation or the psychiatrist’s most recent note (whichever is most current) to the reviewing Care Manager at the first continued stay review and every subsequent utilization review thereafter for all levels of child/adolescent PHP (acute, sub-acute and school-based). The psychiatric evaluation and/or psychiatrist’s note will aid our Physician Advisors in making informed, clinical decisions about the medical necessity of the service.

New Procedure: Effective March 1, 2017, PHP providers will fax in the required documentation (psychiatric evaluation and/or psychiatrist most recent note, whichever is most up to date) one business day prior to any scheduled continued stay review. Providers may fax this information to the following fax number: 1.866.418.0366. Telephonic reviews will continue as usual.

If you have any questions, please feel free to contact your assigned Care Manager.