



CenCalHEALTH®
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Authorization Corrections & Compliance Updates

ABA Technical Assistance Training
Behavioral Health Department
May 2023

Learning Objectives

- Authorization Corrections
- Authorization Reminders
- Compliance Update: Short-term, Intermediate and Long-term goals



Corrections on Determined Authorizations

- The Behavioral Health Department reviews all authorization request for units against submitted treatment plans.
- If there is a discrepancy, the Behavioral Health Department will provide outreach to receive clarification on authorizations with incorrect Units.
- If there is a correction needed on an authorization that has been previously approved. Please send a NEW request to the Behavioral Health Department and include the following:
 - The authorization number of the previous request in the 'Remarks' details
 - And provide details of the error from that request in the 'Remarks' details, and include what is being requested to be changed in the new Authorization

Authorization Reminders

- Medi-Cal requires a physician recommendation for Behavioral Health Treatment Services.
- Please ensure that you check the members authorization history for an approved RAFB request and make sure it includes your organizations name as the servicing provider via our Provider Portal
- If no referral authorization is on file, please contact the primary care physician to submit one.
 - A members PCP can be identified within the Provider Portal Eligibility Screen
 - If a RAF B is missing, please contact the member's PCP to submit the RAFB.
 - The form must be completed by the primary care physician (PCP) (or any qualified physician) in entirety (with all questions answered) and submitted to CenCal Health via Provider Portal, Secure Link or Fax.

Short-term, Intermediate, and Long-term Goals

* Compliance Update

- Upon consultation with Compliance, Short-term, intermediate and long-term goals are required on all authorization plans. There are two exceptions to this DHCS required Standard.
- Exception #1: If a member is expected to meet their long-term goal within 2 months of the start of their authorization, no short term or intermediate goal is required.
- Exception #2: If a member is expected to meeting their long-term goal within 3 months of the start of their authorization, an intermediate goal is required.



Contact Us

- Behavioral Health Call Center
(805) 562-1600
- Website Resource:
cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/
- Behavioral Health Department Secure Link
<https://gateway.cencalhealth.org/form/bh>
- Behavioral Health Department Fax#
(805) 681-3070





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