

PROVIDER ALERT

All Substance Use Disorders-Intensive Outpatient Program (SUD-IOP) Providers: Updates to Initial Authorization Process March 19, 2021

Optum Maryland would like to inform SUD-IOP service providers of an upcoming change to the process of requesting authorization for initial SUD-IOP services. The Optum Maryland clinical team noted that initial authorizations should have a simpler workflow to access this level of care. Clinical review and provider effort should be directed towards the continued stay for this level of care and concurrent reviews. This alert replaces the alert issued on March 10, 2021, which was retracted and never implemented.

Beginning on March 22, 2021, the following changes will be implemented:

Initial SUD-IOP Requests

- Providers will submit their request using the authorization plan “SUD-IOP-Initial” and complete all required documentation, which is considerably less than is currently required.
- **Once the request is submitted, the system will issue an auto-approval right away (assuming appropriate eligibility and provider credentials).** The expectation is that all requested services meet medical necessity and all requests are subject to audit.
- The available units for initial authorization will remain as 35 units over a duration of 60 days.
- If the provider uses the initial authorization plan multiple times for the same provider/participant, those requests are considered invalid and will be voided.

Concurrent SUD-IOP Requests

- There is no longer separation between first concurrent and initial concurrent. Instead, all concurrent requests must use the authorization plan “SUD-IOP-Concurrent”.
- Concurrent reviews will continue to be clinically reviewed for medical necessity prior to approval being rendered.
- The available units for concurrent authorizations will remain as up to 35 units over a duration of 60 days with providers able to enter the specific units being requested.

If you have questions about the information contained in this alert, please contact customer services at 1-800-888-1965.

Thank you,

Optum Maryland Team