

## Provider Alert

### Psychiatric Rehabilitation Program (PRP) Turnaround Time

### September 15, 2021

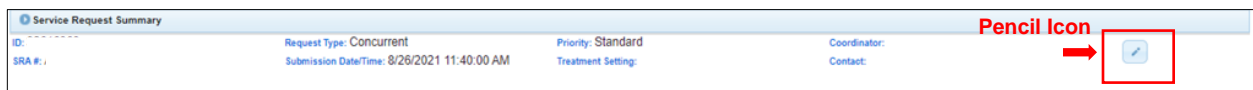
#### Target Audience: PRP Providers

During July and August 2021, many PRP authorization requests experienced delayed processing. Optum implemented several changes to address and process these delayed authorization requests as quickly as possible.

As of September 7, 2021, all PRP authorizations that missed turnaround time have been processed. In some instances, a shortened authorization span and fewer units were approved. It is important for providers to keep track of authorization end dates and units so concurrent reviews can be submitted on time. Exporting all open approved authorizations may help with tracking of end dates and units. Instructions on how providers can export listings of open authorizations can be found [here](#).

For those requests that missed turnaround time and were ultimately denied, providers have until September 22, 2021 to correct the errors that caused the denial and submit a revised request. These may be backdated to the *original* start date by following the procedure outlined below: When you resubmit the authorization request, Incedo will continue to limit the number of days you are able to backdate to a maximum of 20 days. Provider should then complete the following steps to resubmit the request:

1. Continue with the authorization request process by completing all four tabs and selecting “process.”
2. The new service request will appear in the “Service Request Summary” grid. Select the “pencil” icon within the Service Request Summary, as pictured below.



3. In the “notes” text box, please leave the following message:

“Previous Request Denied After TAT; Request to Honor Original Requested Start Date”

**Service Request Summary**

Service Request Type:  Priority:  Coordinator:  Contact Name:  Contact Phone / email:

Notification Status:  Clinical Determination:  Determination By:  Credentials:  Clinical Reason:

Extension Granted

**Notes Text Box**

Notes:  
Previous Request Denied After TAT, Request to Honor Original Requested Start Date.

4. Click the “floppy disk” icon to save.

**Service Request Summary**

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Extension Granted

Notes:  
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**Floppy Disk Icon**

Attached Documentation

The message entered in the “notes” text box will be visible to Optum staff and will be taken into consideration when completing clinical review. **Please ensure the previous denial reason has been fully addressed when resubmitting requests.**

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

Please visit our website at [maryland.optum.com](http://maryland.optum.com) for provider resources, online training, and more information.