

## Denial Process for Members Under Age 21

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### Description:

Appendix AA of the Program Standards and Requirements (PS&R) has been updated to include changes to the denial process for members under age 21:

“If the Member is under 21 years of age the reasonable effort to consult with the prescriber must include a request that the Member, parent, or authorized representative of the Member, if the Member has an authorized representative, contact the prescriber to request that the prescriber contact the BH-MCO. If a Member is under 21 years of age, the BH-MCO must document its attempts to reach the prescriber, including its request that the Member, parent, or authorized representative of the Member, if the Member has an authorized representative, contact the prescriber to request that the prescriber contact the BH-MCO.”

### Procedure:

Community Behavioral Health (CBH) will utilize its established insufficient notice process to allow prescribers to consult with CBH.

For bed-based Levels of Care (LOCs) (Acute Inpatient, Subacute, Crisis Stabilization Unit, 23hr bed, Extended Acute Care, 3.7WM, 4WM, 4), CBH will verbally notify the provider that the request is being marked insufficient for CBH to consult with the prescriber. The provider will inform the member of this decision. CBH will also send an insufficient notice to the provider via secure email. The request is marked insufficient until the end of the 24-hour decision-making period from the time of the request or the consultation is completed, whichever comes first.

For community-based LOCs, CBH will notify the provider that the request is being marked insufficient for CBH to consult with the prescriber. The provider will inform the member of this decision. CBH will also send an insufficient notice to the provider and member via mail. The request is marked insufficient until the end of the 14-day decision-making period from the time of the request or the missing information is received, whichever comes first.

Please direct any questions about this Notice to Clinical Director of Children’s Services Lauren DellaCava at [Lauren.DellaCava@phila.gov](mailto:Lauren.DellaCava@phila.gov).