



TO: General Hospitals, Psychiatric Hospitals

RE: Updated Timeframe for Requesting Authorization for Retroactive Eligibility

Effective June 1, 2016, the Department of Social Services (DSS) is extending the timeframe which providers can request authorization for a client when the client is granted retroactive eligibility. This provider bulletin supersedes the timeframe for retroactive eligibility stated in **PB 2014-33** “*Changes in Timeframe for Processing Retroactive Authorizations-Inpatient Hospital Stays*”, **PB 2015-31** “*REVISED: Prior Authorization for Medical Inpatient Hospital Stays*” and **PB 2016-04** “*Change in Timeframe for Requesting Authorization for Retroactive Eligibility*”.

Effective June 1, 2016, for individuals who were granted eligibility after the time of admission, the provider must submit a request for authorization within the newly established timeframe of 90 days. This change in timeframe applies to medical and behavioral health inpatient admissions. The Department will maintain the current seven (7) day timeframe for appealing denials of prior authorization. **Please note that this bulletin does not change any other guidance or requirements stated in PB 2014-33 or PB 2015-31.**

Providers must verify client eligibility for the dates of service through the Secure Web Portal www.ctdssmap.com or the Automated Eligibility Verification System (AEVS). Providers should retain the eligibility verification number once retroactive eligibility for Medicaid has been verified for the dates of service for the inpatient stay. The request for authorization and a copy of the verification of eligibility (VOE) should be submitted to Community Health Network (CHNCT) or Beacon Health Options where applicable within ninety (90) days of the granting of eligibility along with clinical information and documentation to substantiate the medical necessity of the admission.

For questions regarding further details of the process for authorization of medical services for members with retroactive eligibility, please contact CHNCT at 1-800-440-5071, Monday through Friday between the hours of 8:00 a.m. and 6:00 p.m.

To receive additional information regarding Behavioral Health and the process for authorization of services for members with retroactive eligibility, please contact CT BHP (Beacon) at 1-877-552-8247 or visit the CTBHP Web site at www.ctbhp.com.