

Managed Care Operations Memorandum
General Operations
MCOPS Memo # 10/2018-019

Date: October 12, 2018

Subject: Policies Concerning Department of Human Services Review of Requests for Residential Placement of Children for Treatment of Physical Health Conditions

To: Physical Health HealthChoices Managed Care Organizations (PH-MCO) - Statewide

From: Laurie Rock, Director, Bureau of Managed Care Operations, Office of Medical Assistance Programs

Purpose:

To inform all PH-MCOs of the revised policies and process governing reporting of requests for residential facility placement of children for treatment of physical health conditions.

Background:

To ensure that the PH-MCOs are concurrently monitoring the provision of home health/skilled nursing services for children, the Department of Human Services (the Department) must review any requests for residential facility placement. This review confirms that such placement is medically necessary; and that it is not a direct result of the failure of home health/skilled nursing providers to render approved services.

Discussion:

The Department previously directed the PH-MCOs in MCOPS #12/2010-020 to advise the Department when a request is made for placement of a child in a residential facility for treatment of physical health conditions.

The Department also instructed the PH-MCOs to notify the Department immediately of any residential placements. If no placements were made during a month, PH-MCOs are expected to indicate no placements were made during the month on the Members Removed Chart on DocuShare.

To ensure that all PH-MCOs are aware of these processes and that consistent actions are taken across HealthChoices, the following workflow should be followed:

Requests for placement in residential facilities for children-

- When a child is placed in a residential facility for treatment of his or her physical health condition **notification must be made to the Department within one (1) business day** through the Residential Facility Placement folder on DocuShare.

Notification should include:

1. The actual request for authorization of the placement including physician Letter of Medical Necessity (LOMN). The LOMN should include documentation that specifically addresses home skilled nursing: for example, a discussion that the attending physician had with the parents as to why the patient cannot go home. If there is no such documentation in the patient chart/letters, then verification that the medical director at the PH-MCO spoke to attending physician and documented why home skilled nursing cannot meet the needs of the patient;
 2. Case management (CM) notes for the member for the most recent six (6) month period; and
 3. Any additional information the PH-MCO possesses related to the reasoning for placement request.
- Monthly notification needs to be given to the Department even if no placements were made. Notifications are due on the next business day following the last day of the month. The PH-MCO must indicate no placements made during the month on the Member's Removed Chart on DocuShare.
 - Clinical personnel will review the submitted materials to ensure that the placement is appropriate for the case. Upon confirmation of the medical necessity of the placement request, clinical personnel will post their review within ten (10) business days on DocuShare.
 - If the Department or clinical personnel maintain concerns regarding the medical necessity of the request, the Department will work directly with the PH-MCO staff to ensure that an acceptable result, consistent with the specifics of the case, is achieved.

Next Steps:

The PH-MCOs should distribute this information to all personnel involved in the medical necessity review/approval process for residential facility placements of children.

Obsolete:

This MCOPS Memo supersedes MCOPS Memo #12/2010-020 and will be in effect until further notice.

Attachment:

N/A