

ORGANIZATIONAL PROCEDURE

PROCEDURE # 5.16A	EFFECTIVE DATE	REVISED DATE
TITLE: EXTENSION NOTIFICATION PROCESS	10/15/2023	
<u>ATTACHMENT TO</u>	REVIEW DATES	
POLICY #: 5.16		
POLICY TITLE: SERVICE AUTHORIZATION EXTENSION		
CHAPTER: NA		

I. PURPOSE

To ensure LRE and member CMHSPs have a due process system in place that outlines the criteria for taking a 14-day authorization time frame extension.

II. PROCEDURES

- A. If the delegated CMHSP extends the review of the service authorization timeframe NOT at the request of the individual, the delegated CMHSP must:
 1. Make reasonable efforts to give the individual prompt oral notice of the delay;
 2. Minimally, within two calendar days before the expiration of the standard 14-day timeframe, when the need to extend the service authorization is identified, the delegated CMHSP will use the Service Authorization Extension Form to provide the individual with written notice of the reason for the decision to extend the timeframe, including documentation of attempts and outcome of oral notice.
- B. Delegated CMHSP will submit to the LRE UM Coordinator a copy of the completed Service Authorization Extension Form. A copy of the completed Service Authorization Extension Form will be maintained in the individual's health record.
- C. LRE will monitor compliance of service authorization timelines through annual site reviews, including timeliness of notice for any decision that requires an extended time frame.

III. CHANGE LOG

Date of Change	Description of Change	Responsible Party
10/15/2023	NEW Procedure	COO or Designee