



April 12, 2017

Continuity of Care for LTSS Services

The continuity of care period for STAR Kids ends on April 30, 2017. STAR Kids Members must complete the Texas STAR Kids Screening and Assessment Instrument (SAI) as a condition of receiving Long Term Services and Supports (LTSS). **Members may be at risk for having their services delayed, suspended and/or canceled after April 30, 2017 if they do not complete the SK-SAI.**

Lists of your assigned members that have LTSS authorizations that will expire during or after the month of April 2017 were mailed to impacted provider offices. The data will also indicate if the member completed their SAI. Please submit any prior authorization requests to extend services (as necessary) as soon as possible to prevent delay in processing and to ensure continuity of care for our members. Failure to submit a new prior authorization may result in claims denials.

Post-implementation Authorizations

1. Expiring Authorizations for Private Duty Nursing

Providers should supply a written or online authorization request with an updated Nursing Plan of Care. Requests may be faxed to CFHP at (210) 358-6403 or may be submitted online at cfhp.com/providers.

If the Practitioner Statement of Need (PSON) is over six months old, please obtain and submit a new copy along with the prior authorization request.

Agencies who are requesting an increase in the number of nursing hours currently approved will need to supply the appropriate level of clinical information to demonstrate the member's change in condition and the explanation of need for the increase in nursing hours in their clinical documentation/Nursing Plan of Care.

2. Expiring Authorizations for all other LTSS services (i.e. PCS, Respite, Habilitation, Flexible Family Supports, etc.)

Community First Health Plans (CFHP) will extend these existing service authorizations for an additional 90 days as or until the SK-SAI is completed and a new ISP and corresponding service authorizations are issued (whichever occurs first).

Providers do not need to request continuing authorization for their existing LTSS service authorizations unless:

- 1) After review of the data below you do not see a member you are serving or a service type you are providing reflected below;
- 2) The member has a change in condition that may require an increase in hours or services; or,
- 3) The member is requesting a new LTSS service that is currently not covered in the Continuity of Care authorization extension.

If items 1-3 apply, Providers should supply a written or online authorization request. Requests can be faxed to CFHP at (210) 358-6403 or submitted online at cfhp.com/providers. CFHP will verify all requests with the member and the member's PCP as necessary prior to review and approval and may require the SK-SAI be completed before authorization is granted.

- 3. Please note that the Continuity of Care (COC) period for acute medical and behavioral services, such as therapies, will expire on April 30, 2017 and will not be extended with the exception of out of network office based physician services, which is extended until October 30, 2017. Providers must follow the CFHP Authorization Guidelines and request authorization for the defined services through CFHP prior to the provision of those services. A full listing of those services requiring authorization can be found at cfhp.com/provider.**

Please contact Community First Service Coordination at (210) 358-6403 or 1-855-607-7827 if you have questions.