

*******Provider Alert*******

TO NorthSTAR Chemical Dependency Providers

FROM: Holly Brock, LPC NCC
Director of Provider Relations

DATE: September 14, 2009

SUBJECT: Changes to Supportive Outpatient authorization process

The purpose of this alert is to inform providers of changes to the authorization process for Supportive Outpatient (SOP) services.

In substance abuse treatment and mental health treatment, providing the right service at the right time is crucial. A person's readiness to change can be paramount to the achievement of recovery. Maintaining motivation and engagement in the continuum of care is core to success in co-occurring psychiatric and substance disorder treatment. In order to promote these beliefs and better outcomes, supportive outpatient for chemical dependency/substance abuse treatment will only be offered as a step down to intensive outpatient services. This will become part of the discharge planning in IOP reviews with the focus on engagement in the ongoing recovery support community. Supportive outpatient services will require pre-authorization in which the clinical reviewers will verify medical necessity as well as the immediate establishment of a recovery support plan upon discharge.

What does this mean for providers?

- Effective October 15, 2009, there will no longer be pass through units available for Supportive Outpatient (SOP) services.
- Beginning October 15, 2009, SOP services will require pre-authorization.
- Beginning October 15, 2009, SOP will only be offered as a step down to intensive outpatient services (IOP)

How will this impact members currently receiving SOP services?

- Members will have until October 14, 2009 to conclude current SOP services and transition to recovery support services in the community.
- For members who need a longer transition period, providers can contact ValueOptions to request authorization for dates of service beginning October 15, 2009.

Please direct any questions regarding this alert to the following ValueOptions staff:

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