


CHAPTER: 2	SECTION: 25	SUBJECT: CONTINUUM OF CARE
TITLE: <b>SERVICE AUTHORIZATION EXTENSION</b>		
EFFECTIVE DATE: 11/15/2023		REVISED DATE:
ISSUED AND APPROVED BY:  EXECUTIVE DIRECTOR		

**I. PURPOSE**

To establish standards detailing how Community Mental Health of Ottawa County (CMHOC) deals with federal laws and MDHHS contract requirements when reviewing a service authorization request and additional time is needed to make a determination.

**II. APPLICATION**

CMHOC staff and/or contract providers responsible for service authorization

**III. DEFINITIONS**

N/A

**IV. POLICY/PROCEDURE**

- a. In compliance with 42 CFR 438.408(c)(2), if/when CMHOC extends the review of the service authorization timeframe, NOT at the request of the individual, CMHOC will:
  - i. Make reasonable efforts to give the individual prompt oral notice of the delay.
  - ii. Minimally, within two calendar days before the expiration of the standard 14-day timeframe, when the need to extend the service authorization is identified, CMHOC staff 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. CMHOC will submit to the Lakeshore Regional Entity (LRE) Utilization Management 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.

**V. ATTACHMENT**

LRE Service Authorization Extension Form

**VI. REFERENCE**

42 FR 438.408(c)(2)

MDHHS/PIHP Master Contract

Lakeshore Regional Entity Policy 5.16 – Service Authorization Extension

Lakeshore Regional Entity Procedure 5.16A – Service Authorization Extension