



Senior & Long Term Care Division Community Services Bureau

Community First Choice/Personal Assistance Program Self-Directed Policy Manual

Title: SD-CFC/PAS 501
Section: MOUNTAIN PACIFIC QUALITY HEALTH
Subject: Prior Authorization Contract Requirements
Reference:
Supersedes:

PURPOSE

Mountain Pacific Quality Health has entered into a contract with the Senior Long Term Care Division to perform prior authorization, functional assessments, utilization review and level of care reviews for Personal Assistance Service (PAS) and Community First Choice (CFC) services.

CONTRACT REQUIREMENTS

As execution of the CFC/PAS program contract components, the contractor is required to provide the following:

1. Initial on-site and subsequent on-site or off-site phone annuals by registered nurses to complete functional assessments and reviews of members receiving agency-based and self-directed PAS and CFC services for the purpose of evaluating the member's medical and functional need for services and assessment of in-home supports and services. These visits shall include; brief explanation of the purpose of the visit, completion of the member's Overview (STLC-154), completion of the member's Service Profile (SLTC-155), provision of basic information regarding the program, and for the purpose of self-directed services, evaluating the member for capacity.
2. Level of care screening assessments for all members who are referred for PAS services to determine whether they are eligible for CFC.
3. Off-site phone review of requests for changes in service levels, with the option to perform an on-site review when needed or when requested by the Department.
4. Generate and send member notice for level of care denials and CFC/PAS service authorization decrease.

5. Enter, submit, and track CFC member Personal Emergency Response System (PERS) prior authorization requests.
6. Administrative support to provide process oversight to ensure that referrals and profiles are being received and redistributed in a timely manner.
7. A database to provide data management with the capacity for custom reports to allow the Department to utilize member information for planning and projecting purposes. Report details will be determined on an as needed basis.
8. Project Manager to provide supervision oversight and technical assistance to the nurse coordinators performing the authorization work.
9. Participation in yearly training by department staff.
10. Participation in the member appeals process when deemed necessary.
11. Full participation in on going quality assurance. The Department will supply the quality assurance mechanism.