

Behavioral Health Authorizations

TIPS FOR COMPLETING AN OUTPATIENT TREATMENT REQUEST (OTR)

The following information should help you in completing Outpatient Treatment Requests (OTRs). As you complete the OTR, ask yourself these questions. This will assist you in decreasing the number of problem letters, denials and feedback forms you may receive.

Am I using the most current OTR?

Please download the most current OTR form from our website, www.cenpatico.com. We update our forms to assess the medical necessity of your requests, and it is important that you use the correct version of the OTR.

Did I complete the entire OTR?

Leaving sections blank will result in the OTR being returned to you. Make sure you have reviewed each section and completed all required information. Common areas left blank include Axes II-V, the requested authorization section such as frequency of sessions or estimated number of sessions to complete treatment, and dates that goals were initiated.

Have I updated the clinical information on the OTR?

We require updated clinical information on each request to justify the continued need for treatment. An OTR with only dates changed will be returned to you to be updated.

Are the goals measureable?

Short-term, measureable treatment goals work best to assess progress over time. To create a measureable goal, try using the SMART goals format.

Did I indicate objective and attainable discharge criteria?

Discharge criteria that say “When all goals are met,” or “Per parent’s report,” are likely to result in a feedback form and possibly a reduced authorization. It is important to know how you, the clinician, are going to know when the member is ready to discharge and terminate services with you.

Does the treatment plan section of the OTR match the diagnosis?

Are you treating the member’s current diagnosis? If the diagnosis and presenting problems, goals, etc., do not match, the OTR may be sent to peer-to-peer review for potential denial.

Did I remember to sign and date the OTR?

This step is commonly missed. We cannot accept an unsigned and/or undated OTR. Please be certain that you have signed and dated the OTR prior to submission.