

Date: June 28, 2017

CYF Memo: # 04-16/17

To: CYF Mental Health System of Care Providers

From: Yael Koenig, CYF Deputy Director

Re: **Intensive Service Request (ISR)**

As of 7/1/17, the Intensive Service Request (ISR) is replacing the Day Program Request (DPR)

As of 7/1/17, the Intensive Service Request (ISR) will replace the Day Program Request (DPR) for authorization of services provided to clients in Day Rehab, Day Intensive, Day School Services (DSS), and Residential Outpatient (OP). This change is taking place as a part of the shift of several day rehab programs unbundling services to provide outpatient services at a higher intensity, referred to above as Day School Services (DSS) and Residential OP. The new form streamlines the Initial and Continued Service Request.

The Ancillary Specialty Mental Health Services Day Program Request will continue to be used for clients who are receiving Specialty Mental Health Services in addition to Day Rehab or Day Intensive.

Please see the attached ISR and the explanation form for the ISR, which includes details instructions to complete the form. For questions, input, or concerns, please contact your Contracting Officer Representative (COR).

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- WHEN:** The Initial Intensive Service Request is to be completed and submitted to Optum within 3 calendar days of the start of services and re-authorized every 3 months or 6 months thereafter, depending on the service being requested.
When the form is submitted for a Continuing Request, submit the form to Optum at least 15 calendar days before previous authorization expires.
- ON WHOM:** All clients receiving services in Day Rehab, Day Intensive, Day School Services (DSS), or Residential Outpatient (OP) will require an Intensive Service Request.
- COMPLETED BY:** Must be completed by provider eligible to determine medical necessity:
Physician, DO or MD
Licensed/Waivered Psychologist,
Licensed/Registered/Waivered Social Worker,
Licensed/Registered/Waivered Marriage and Family Therapist, or
Licensed/Registered Professional Clinical Counselor
All forms must be complete and have required signatures
- MODE OF COMPLETION:** Form fill document will be filed in the paper chart.
- REQUIRED ELEMENTS:** The following elements of the ISR must be addressed, including:
- Client Information
 - Program Information (Please identify which one of the services the Authorization is requesting)
 - Day Rehab (6 months)
 - Day Rehab must be re-authorized every six months
 - An authorization cycle may look like: Initial ISR 1/1/06 - 6/31/06, Continued ISR 7/1/06 - 12/31/06, etc.
 - Day Treatment Intensive (3 months)
 - DSS (3 months)
 - Residential OP (3 months)
 - Day Intensive, DSS, Residential OP must be re-authorized every three months
 - An authorization cycle may look like: Initial ISR 1/1/06 - 3/31/06, Continued ISR 4/1/06 - 6/30/06, etc.
 - The Begin Date and End Date for the Request will match the first date of service and the last day of the time frame being requested to provide services (3 or 6 months).
 - Medical Necessity Criteria
 - List all diagnosis that are the focus of mental health treatment

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- Service Necessity Criteria (must meet item 1 and at minimum address 2 items from 2, 3, 4, or 5; for continued services must also meet item 6)
- Ancillary Services
 - Indicate if client receives Ancillary Services from another Mental Health Service Provider
 - If client is receiving Day Treatment Intensive/ Day Rehab, obtain Ancillary Specialty Mental Health Services Day Program Request from supplemental provider and submit the Ancillary SMHS request to Optum with ISR request.
 - If client is receiving DSS / Residential OP, ensure that all documentation justify need for multiple service providers and Client Plan has distinct identified goals and objectives (no Ancillary DPR necessary)
 - Attach Ancillary Specialty Mental Health Services Day Program Request (for Day Treatment/Day Rehab clients who are receiving Specialty Mental Health Services in addition to Day Services).

BILLING: Completion of the ISR is not a billable service.

NOTES: Within a week of submitting ISR to Optum, confirm authorization has been processed in the Authorization tab on the Clinician's Homepage.

Replaced by Memo #16-19120