

## HOW TO HANDLE REHABILITATION SERVICES IN MILAN (UPDATE)

As of August 1, 2014, service eligibility criteria have changed for mental health psychosocial rehabilitation services.

Adults -- Adult PSR services will be limited to members with a history of psychiatric hospitalization or admissions to crisis centers; have been determined disabled by the Social Security Administration for mental health reasons; are residing in residential care facilities; or are receiving services through a specialty court program.

Children -- Children PSR services will be limited to members with a history of psychiatric hospitalization or admissions to crisis centers; have been determined disabled by the Social Security Administration for mental health reasons; have a current Individual Education Plan (IEP) or 504 Plan for emotional disturbance; or have been evaluated by a school psychologist, licensed psychologist, or psychiatrist and determined to be "at risk".

### **New Patients that are Rehab Eligible**

*All agencies should now ask the pertinent questions to determine if patients are eligible for Rehab (see the above guidelines). New patients **will not** automatically appear on your agency's Rehab Eligible list; therefore, agencies should follow these procedures when completing the intake:*

1. The therapist asks the appropriate questions to determine if the patient meets one or more criteria for Rehab
2. If the patient meets Rehab eligibility the therapist should notify the Admin of possible Rehab eligibility prior to completing the treatment plan (if the patient meets one or more criteria for Rehab the PA should be sent as a Rehab PA).

We have made the "ALLOWREHAB" checkbox on the Patient Tab of each chart available to Administrators. This checkbox unlocks Rehab as a Service on new Txplans, as well as auto-populates the level of any NEW Txplan with the Rehab-eligible bundles (PG codes). It also turns off any Rehab warnings for this patient.

### ADMINS ONLY

1. On the Patient Tab, click EDIT PATIENT
2. Click the ALLOWREHAB
3. Click OK
4. The therapist completes the treatment plan with Rehab goals and objectives.

All Milan usage for this Patient will continue as normal, you will just notice that all New Txplans will show the Level as "Level X (Rehab)".

# Milan Medical

**What to do when DMH rejects your Rehab PA Request:** Here's what you should do if you have assessed the patient and determined that they are Rehab eligible (and you have documentation to prove it) but DMH rejects the request:

- The Admin should un-check the Allow Rehab button on the Patient tab
- Edit the treatment plan to remove all Rehab goals and objectives and remove Rehab services and auths from the Request
- Complete and submit the non-rehab request
- Wait until the request is PreApproved or Final
- Complete a PA Adjustment in PICIS
  - In the Request Type drop-down choose the appropriate Rehab eligibility reason
  - In the text box indicate that the patient is rehab eligible and that supporting documentation will be sent
  - Attach the supporting documentation using their Browse button to locate it on your computer
- Wait until the PA Adjustment is completed
- If Approved, the Admin should check the ALLOW REHAB button on the patient tab and do the following:
  - Highlight the request on the TxPlans tab and click Modification
  - Add back the Rehab goals and objectives
  - Finalize the modified treatment plan

**What to do if a Non-Rehab PA was sent but it should have been a Rehab PA:** If you find out *after* you have sent a non-Rehab PA that the patient is on the Rehab eligible list follow the procedure below:

- **If claims were billed on the current non-rehab PA, you must void all of the claims**
- Complete a PA Adjustment in PICIS asking that the current PA be deleted
  - In the Request Type drop-down choose the appropriate Rehab eligibility reason
  - In the text box indicate that the current PA needs to be deleted so that a Rehab PA may be submitted
  - Attach supporting documentation (if applicable)
- Wait until the PA Adjustment is completed
- Once approved, the Admin should check the ALLOW REHAB button on the patient tab
- Send an **Extension** request (with Rehab) in Milan with current dates
- Wait until the request is PreApproved or Final
- Do ANOTHER PA Adjustment requesting the Extension be back dated (to the dates of the original request)
- Call Milan Support – they will set the original request to Defunct status and update the dates of the new request.