

Provider Alert

Update to Administrative Denial Checklist for Psychiatric Rehabilitation Program (PRP) and Residential Rehabilitation Program (RRP) Providers

April 20, 2021

Effective April 21, 2021, the “PRP Administrative Denial Checklist” that was initially developed in December ([communicated in a provider alert dated December 11, 2020](#)) now includes an option to administratively deny a request based on “**Insufficient functional criteria or other clinical details provided to make a determination of medical necessity**”. This category will **only** be used when providers submit such limited information that it will clearly not be possible to make a determination of medical necessity. This enhancement will be applicable immediately to PRP and RRP requests.

Until now, such requests have been denied for medical necessity and required providers to go through the reconsideration and appeal process to seek approval. Without additional information, these requests would certainly have resulted in denials.

Handling these requests through an administrative denial process rather than through a medical necessity review greatly simplifies the correction process for providers. It affords providers the opportunity to immediately submit revised service requests containing the required clinical information without the inconvenience and risk of filing for a reconsideration and an appeal that is likely to be unsuccessful.

As always, providers should review the entire [Administrative Denial Checklist](#) document and the State of Maryland Medical Necessity Criteria prior to submitting authorization requests to ensure their submissions are complete.

If you have any questions about the information in this alert, please contact Customer Service at 1-800-888-1965.

Thank you,
Optum Maryland Team