



# **Children's Medical Services California Children's Services Provider Bulletin**

**DATE:** August 31, 2010

**SUBJECT:** RAPID EARLY DETERMINATION (RED) UNIT – FREQUENTLY ASKED QUESTIONS (FAQ)

Effective Tuesday, August 24, 2010, Los Angeles County CCS launched a new Rapid Early Determination (RED) Unit which will triage all incoming New Referrals or New Client Service Authorization Requests (SARs) for New and Closed Cases. It is our expectation that this new triaging system will guarantee rapid determination of eligibility and improve efficiency by rapidly providing information on the status of referrals to the provider source.

Attached is a Frequently Asked Questions (FAQ) sheet that you may use for direction and information on how the RED Unit functions.

If you have any questions, please feel free to visit our website or contact us directly at (800) 288-4584.

Attachment: FAQ

## RAPID ELIGIBILITY DETERMINATION (RED) UNIT AND (possible) RAPID REJECTIONS OF NEW REFERRALS

### Frequently Asked Questions



#### PURPOSE AND USE

To provide a consistent procedure for triaging of **NEW Referrals** or New Client Service Authorization Requests (SARs) for New and Closed Cases to expedite notification to referral sources. This procedure will be used to respond to New Referrals and Closed Cases when the submitted information is insufficient to determine because the documented medical condition does not suggest presence of a CCS-eligible condition or it clearly demonstrates a condition that should not have been considered appropriate for CCS.



#### RED UNIT PROCEDURE

All incoming SARs, for New or Closed Cases, or new referrals will be delivered to the RED UNIT to review. Documents that are appropriate for CCS case management will be forwarded to Medical Case Management to process the request. Those determined insufficient or not appropriate will be rejected. A notice will then be faxed or mailed back to the requesting provider. **Provider will need to wait 24 hours before contacting the CCS office for any questions or concerns. This will ensure that our CCS Operators have access to the rejection information.**



#### WHY WAS THIS REQUEST RETURNED?

There are multiple reasons why the referral could have been returned to you. For example, documentation that clearly shows a non-eligible condition that should not have been considered appropriate for CCS referral (such as uncomplicated pneumonia, bronchiolitis, acute gastroenteritis, conjunctivitis, strep throat, and other common childhood infections; or referrals that do not contain any medical information) will lead to a rejection. Other possible reasons for rejection include duplication of a previously denied referral with no new relevant information. Occasionally, a case with full coverage by a commercial payor, or residence outside of Los Angeles County will also be rejected.



#### I HAVE ADDITIONAL PAPERWORK, WHAT DO I DO NOW?

If there is new documentation that clearly establishes the presence or likelihood of a CCS-eligible condition, the new information may be resubmitted along with a copy of the CCS rejection notice. The fax number that should be used for this purpose is **626-572-2360**. Please note that all other faxes sent to this fax number are likely not to be processed or forwarded to any other unit.



#### WILL YOU HONOR THE ORIGINAL STAMP DATE?

No, if there is an inappropriate referral, for example, and there is no basis to assume that there is a CCS-eligible condition, then the rejected referral cannot be used to establish a "clock-in" date. If there is no established objective basis for the referral it cannot be considered a valid referral.



#### DO I HAVE TO RESUBMIT THE ORIGINAL REQUEST?

If you submit the CCS rejection notice, priority handling of new information is possible. Please do not submit more (or duplicate) inappropriate material.



#### WHY HAVE YOU CHANGED THE WAY REFERRALS ARE PROCESSED?

Primarily, this new unit is expected to guarantee rapid determination of eligibility and improve efficiency by rapidly providing information on the status of referrals to the provider source. We believe that providers will learn from this experience and we hope this will lead to a reduction of inappropriate and insufficient referrals. In addition, it is important for providers and vendors to submit requests for services using the correct SAR form. Providers/Vendors submitting a request for clients with a known CCS number using the New Client SAR form may see a delay in the processing of their request.