



TO: County Contract Agencies and County Clinics

FROM: Tova Sweet, Program Manager III, BHSD Quality Management, UM *Tova A Sweet*

SUBJECT: Authorization Process Changes

DATE: December 1, 2023

On September 14, 2023, the Behavioral Health Services Department (BHSD) issued a memorandum stating that, to align with the requirements set forth by the Department of Health Care Services (DHCS), steps are being taken to address service authorizations as outlined in Behavioral Health Information Notices (BHINs) BHIN 22-016 (ca.gov), BHIN 22-017 (ca.gov), and BHIN 23-001 (ca.gov).

Effective January 1, 2024, BHSD is implementing updates to its authorization process for Intensive Home-Based Services (IHBS) and Therapeutic Behavioral Services (TBS)  
**Existing IHBS or TBS service recipients do not need a new authorization.**

For IHBS or TBS services beginning on January 1, 2024, please follow these steps to obtain authorization:

1. Complete the Authorization Request Form by clicking on the form, entering your name and work email, and selecting "start signing." Provide additional information as necessary. Once completed, the form will be automatically sent to the Utilization Management team.
2. Attach the TBS Screening Form for TBS Services or the IHBS Screening Form for IHBS Services to the Authorization Request Form. These will be up on our website by 12/7/23
3. You will receive the finalized Authorization Request Form from the Utilization Management Team once their decision is complete.
  - a. Routine Requests within 5 business days.
  - b. Expedited Requests, justified by need, within 72 hours.

All Forms can be found at [BHSD Forms - Behavioral Health Services - County of Santa Clara \(sccgov.org\)](https://www.sccgov.org/bhsd/forms)

This change does not impact programs exempt from authorization, such as outpatient and urgent care services. For further inquiries, please contact [BHSDUM@hhs.sccgov.org](mailto:BHSDUM@hhs.sccgov.org).

Attachment: UM Authorization Process Overview Session 11-20-23