



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: All Contract Agency Providers

FROM: Courtney Gray, Behavioral Health Services Quality Director

DocuSigned by:
Courtney Gray
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1/26/2024

RE: Updated Authorization Process

DATE: 1/26/24

To ensure compliance with Department of Health Care Service's (DHCS) Behavioral Health Information Notice(s) (BHINs) [BHIN 22-016 \(ca.gov\)](#) (ca.gov), [BHIN 22-017 \(ca.gov\)](#) (ca.gov), [BHIN 23-001 \(ca.gov\)](#) (ca.gov) and [BHIN 23-068](#), BHSD has updated its authorization process; including requests for additional days. This information was previously shared at the 11/8/2023 meeting. The changes are effective for IHBS and TBS 1/1/2024, and for SUTS 3/1/2024.

BHSD's will be applying its new authorization process to the following services:

- Intensive Home-Based Services (IHBS)
- Therapeutic Behavioral Services (TBS)
- Substance Use Treatment Residential

The Authorization Request Form and Directions and other needed forms can be found at this link: [BHSD Forms - Behavioral Health Services - County of Santa Clara \(sccgov.org\)](#).

*ALOC: Authorization requests for Substance Use Treatment Services (SUTs) Residential will now attach the Assessment for Level of Care (ALOC) to the Authorization Request Form to request pre-authorization when an existing provider is needing the member to go to a higher level of care.

If the referral to residential is from the community or courts, then the residential placement that receives the referral will complete the ALOC within 24 hours of admission and attach the ALOC to the Authorization Request Form to request an initial authorization. Three initial days of residential treatment will be automatically pre-authorized in these circumstances.



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Summary of Authorization Timelines

Service Type	Authorization Form Timeframe for Initial and/or Pre-Authorization (Days/Months)	Authorization Form Timeframe for Re-Authorization (Days/Months)	Additional Information to Attach to Authorization Form	LPHA Signed Diagnosis (Dx) and need for continued care required for all authorizations and re-authorizations.
Youth - Intensive Home-Based Services (IHBS)	12 Months	3 months	ICC/IHBS Screening Form	Required
Youth - Therapeutic Behavioral Services (TBS)	6 Months	3 Months	TBS Screening form and all additional documentation required by form	Required
Youth - Therapeutic Behavioral Services - Intellectual Disability (TBS - ID)	6 Months	3 Months	TBS Screening form and all additional documentation required by form	Required, Must also have dx showing need for ID
Youth - Substance Residential Treatment (SUTS)	30 calendar days	30 calendar days	ALOC, IEP (if there is one), Release of Information (all needed), Camp Admission Form (Adolescent Referral Synopsis)	Required, must have dx showing need for substance use treatment
Adult - Substance Residential Treatment (SUTS)	30 calendar days	30 calendar days	ALOC *	Required, must have dx showing need for substance use treatment
Adult - Substance Residential Treatment (SUTS) Perinatal	Women with young children 90 calendar days; Pregnant Women postpartum calendar 60 days	30 calendar days	ALOC, documentation showing children's ages and/or term of pregnancy	Required, must have dx showing need for substance use treatment and Perinatal services



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To support in this transition, BHSD will be hosting webinars to review these changes and answer any questions. All staff providing direct services are required to attend one of the sessions below:

02/01/24 Webinar

When: Feb 1, 2024 03:00 PM Pacific Time (US and Canada)

Topic: Pre-authorization Referrals

Register in advance for this webinar:

https://sccgov-org.zoom.us/webinar/register/WN_uRUdTkN0T0ygYeh4LtDeCA

Meeting ID: 929 8604 4714

02/06/24 Webinar

When: Feb 6, 2024 03:30 PM Pacific Time (US and Canada)

Topic: Pre-authorization Referrals - 02/06/24

Register in advance for this webinar:

https://sccgov-org.zoom.us/webinar/register/WN_EldDlc9gRzuKwZoAe0qYSQ

Meeting ID: 912 0289 7496

02/13/24 Webinar

When: Feb 13, 2024 09:00 AM Pacific Time (US and Canada)

Topic: Pre-authorization Referrals - 2/13/24

Register in advance for this webinar:

https://sccgov-org.zoom.us/webinar/register/WN_xvnC_5mfrfSQIRXBqpXeow

Meeting ID: 910 5018 2508

For questions, please contact Tova Sweet, LMFT, PM III Utilization Management at tova.sweet@hhs.sccgov.org