



## BEHAVIORAL HEALTH UPDATE Effective 03/21/2022

March 18, 2022

Dear Care1st Providers and Staff:

This communication serves as an official notification of an important change for all Behavioral Health providers. Care1st has been authorizing an additional 10 days upon denial of services for members already in placement. Care1st will discontinue this practice beginning March 21, 2022.

Discharge planning begins at the time of admission and often involves multiple discharge plans in the event that a course of action must change. It is the expectation that in the continued monitoring of a member's progress towards their treatment goals, the provider is aware when a member no longer meets medical necessity criteria and is moving towards discharge. As the provider sees the member progress towards their goals, a firm discharge plan needs to be in place, as a denial for failing to meet medical necessity should be expected.

Upon denial, the provider and member will continue to receive a notification detailing the reasons for and the timeframes around the denial and appeal. The member's denial date will most likely be the day after the last covered day. The date that services will be denied will be indicated in the denial letter as well.

If you have questions, please reach out to your assigned Utilization Reviewer and/or contact Virginia Cons, Director of Behavioral Health Services, at [vcons@care1staz.com](mailto:vcons@care1staz.com) or (480) 273-3654.

***Thank you!***

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