



To: All Providers and Stakeholders  
From: Cindy Ehlers, Vice President of Clinical Operations  
Date: Friday, June 1, 2018  
Subject: Soft Start on Authorizations in Columbus County

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On March 21, 2018, Secretary Cohen of the Department of Health and Human Services notified Trillium Health Resources that Columbus County was granted its request to disengage from Eastpointe and join Trillium's catchment area. The effective date of the change will be July 1, 2018. This means that Trillium will manage behavioral health services for Columbus County Medicaid members receiving MH/SU/IDD services.

We understand this change can create anxiety for all stakeholders including members, providers, and community agencies. We want to make the realignment as easy as possible for all. To allow for transition to occur without any gaps in services, and to ensure providers are paid in a timely manner, Trillium will offer a soft start on services that require prior authorization for Columbus members for the first 60 days. A "soft start" means that for the first 60 days (from July 1, 2018- September 1, 2018), all services from Columbus providers will not require prior authorization. However, all services provided will be subject to a post payment review to assure that medical necessity was met at the time of service delivery.

### TRANSITION OF SERVICES WITH AUTHORIZATIONS

- 🌱 All service authorizations for Medicaid-eligible and State-funded Columbus County members requested prior to July 1, 2018 will be processed by Eastpointe.
- 🌱 Trillium will work with Providers contracted with Trillium for services to Columbus County Medicaid-eligible and State-funded members beginning July 1, 2018.
- 🌱 Trillium will initiate a soft start to onboard the authorization process to ensure that consumer services for Columbus County are not disrupted.
- 🌱 Trillium will honor Eastpointe authorizations for 60 days. Providers with contracts will be able to file claims dates of service from July 1, 2018 and after with Trillium without authorization for this 60 day time period. This soft start will be from July 1,

2018 through September 1, 2018. Beginning on September 1, 2018, prior authorizations from Trillium will be required to file a claim for specified services.

- 🌱 Providers may start to key authorizations in Trillium CIE system and uploading of clinical information to support medical necessity starting on August 15, 2018 for September 1, 2018 effective dates. Providers will be required to upload copies of authorizations from Eastpointe to prove prior authorization of services if claims were billed during the no prior authorization (soft start) timeframe unless the consumer was a new admission. Authorizations will not be able to be processed if the prior authorization from Eastpointe is not uploaded in CIE.
- 🌱 It is the expectation that all agencies will ensure clinical documents are in place in their files to support medical necessity and for audit purposes for the timeframe between July 1, 2018- September 1, 2018.

### CONCURRENT AUTHORIZATIONS DURING THE SOFT START

All Columbus County Medicaid and state-funded members with concurrent service needs where prior authorization is required during July and August (the soft start timeframe), claims may be filed without prior authorization.

Beginning August 15, 2018, authorizations may be submitted in CIE, to request services with prior approval. All clinical documents according to Clinical Coverage Policies and in accordance with the Benefit plan posted on website will need to be uploaded to support medical necessity. All concurrent authorization requests must include a copy of the previous authorization from Eastpointe. If the previous authorization is not uploaded then we will not be able to process the request. Information on our benefit plan can be found on our website at: [www.trilliumhealthresources.org](http://www.trilliumhealthresources.org).

### NEW ADMISSIONS DURING THE SOFT START

All Columbus County Medicaid members and state-funded members receiving new services where prior authorization is required during July and September (the soft start timeframe), claims may be filed without an authorization. Beginning two weeks prior to September 1 2018, (on August 15, 2018) authorizations may be submitted in CIE, to request services with prior approval. All clinical documents according to Clinical Coverage Policies and in accordance with the Benefit plan posted on website will need to be uploaded to support medical necessity. Information on our benefit plan can be found on our website at [www.trilliumhealthresources.org](http://www.trilliumhealthresources.org). New admissions will not need to have a previous authorization uploaded.