

How to avoid a pend?

Provider training

Dr. Bicard Biography

Dr. David Bicard is the Executive Director of Great Leaps Learning Center where he leads a team of dedicated professionals who implement early intensive behavior analytic therapy. He received behavioral training at the Fred S. Keller School under Janet Twyman and Coursework in Applied Behavior Analysis at Columbia University, Teacher's College (MA, 1998) and The Ohio State University (Ph.D., BCBA, 2001). He has worked in the field for more than 20 years. Since that time and continuing today, Dr. Bicard advocates for people with disabilities and has testified as an expert witness in court cases and at state assemblies. Dr. Bicard has worked in group homes, schools, hospitals, and clinics as a technician, researcher, and BCBA. He was an Assistant Professor at Florida International University and The University of Memphis. Dr. Bicard publishes research in behavior analytic and educational peer reviewed journals. He helped establish the initial licensing board for behavior analysts in Kentucky and Alabama. Dr. Bicard teaches as an adjunct professor at The University of Massachusetts-Lowell, Simmons University, and the University of West Florida. He currently serves on the Alabama Behavior Analysis Licensing Board and on the Practice Board of the Association for Behavior Analysis, International. In his free time, he enjoys the company of his wife, children, and two dogs.

Medical Necessity Criteria

- **Medically Necessary or Medical Necessity:** The medical or allied care, goods, or services furnished or ordered must meet the following conditions:
 - Be necessary to protect life, to prevent significant illness or significant disability, or to alleviate severe pain
 - Be individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment, and not in excess of the patient's needs
 - Be consistent with generally accepted professional medical standards as determined by the Medicaid program, and not experimental or investigational
 - Be reflective of the level of service that can be safely furnished, and for which no equally effective and more conservative or less costly treatment is available statewide
 - Be furnished in a manner not primarily intended for the convenience of the recipient, the recipient's caretaker, or the provider
- The fact that a provider has prescribed, recommended, or approved medical or allied care, goods, or services does not, in itself, make such care, goods or services medically necessary or a medical necessity or a covered service.
- Medically necessary or medical necessity for inpatient hospital services requires that those services furnished in a hospital on an inpatient basis could not, consistent with the provisions of appropriate medical care, be effectively furnished more economically on an outpatient basis or in an inpatient facility of a different type.

eQHealth Provider Portal

- Resources available on our eQHealth Solutions website:
<http://fl.eqhs.org/BehaviorAnalysis.aspx>
 - ❖ Provider manuals
 - ❖ Forms and downloads
 - ❖ Education and training resources
- You may contact Provider Outreach via Email: PR@EQHS.ORG
- eQHealth Solutions customer service staff: Toll free number 855-444-3747. Our non-clinical staff is available 8:00AM-5:00PM Eastern Time, Monday through Friday, excluding state-observed holidays.

Provider information

➤ General information:

- ❖ When the clinical reviewer pends a review request:
 - An advisory email is generated to the requesting provider. The provider accesses the review record to determine what additional information is needed.
 - The provider has two business days to respond to the request and the timeline to complete the request is also pended.
 - Customer Service cannot answer any clinical questions related to pend reviews.
- ❖ These reviews are medical records the information you respond with should only pertain to the recipient you are inquiring about.
- ❖ There may be more than one item that is being requested from the reviewer, respond to the entire pend request. Do not enter or submit unrelated information to that recipient's medical record.
- ❖ If a review is Pended for Additional Information, the review timeframes starts over once a response is received.
- ❖ If a review is pended you must respond within 2 business days, if a response is not received or if the information received is not what was requested the review will be technically denied, due to AHCA Requirements not met.
- ❖ eQHealth can use up to 4 pends to get the information needed.

Pend Process

Intake

- Administrative

First Level Reviewer

- Administrative Pend
- Clinical Pend

Second Level Reviewer

- Clinical Pend

Reason for Pend

- If you submit a request with inadequate or ambiguous information, we will request additional information.
- eQHealth Pend Process is used to request either additional:
 - Administrative information
 - Clinical Information
 - Or Both
- To request clarification

H0031 Avoiding Pends

- Submit timely request-refer to www.fl.eqhs.org for timeline submission information.
- Submit a current and valid (12 months from the date it is signed by MD). The ordering provider type must be listed as a provider type listed below:

| | |
|-----|--|
| 05 | Community Behavioral Health |
| 07 | Specialized Mental Health Practitioner |
| 25 | Physician (MD) |
| 26 | Physician (D.O) |
| 39 | Behavior Analysis Group |
| ORP | Ordering Referring Prescribing |

- Current comprehensive diagnostic evaluation (CDE)
 - Individualized Education Program (IEP)
 - Evaluation by the recipient’s school district that has determined eligibility for special education
 - Diagnostic evaluation conducted by one of the following:
 - Developmental pediatrician licensed in accordance with Chapter 458, F.S. and certified by the American Board of Pediatrics
 - Clinical psychologist licensed in accordance with Chapter 490, F.S.
 - Child and adolescent psychiatrist licensed in accordance with Chapter 458, F.S. and certified or eligible for certification by the American Board of Psychiatry and Neurology

H0032 Avoiding Pends



- Submit timely request-refer to www.fl.eqhs.org for timeline submission information.
- Submit the following:
 - Current/Updated Graphs from the last treatment period
- OR**
- Narrative summary of progress from the last treatment period
- Graphs that conform to generally accepted standards of care within the field of applied behavior analysis (see Cooper, Heron, & Heward, 2007 for specifics) (maladaptive behaviors, replacement behaviors and parent/caregiver training)
- Narrative summary of progress during the last observation in relation to long term goals for each behavior targeted for treatment. Summary statement of progress on treatment with specific information on progress toward long term goals and graphs .
 - If there is a lack of progress, the provider **MUST** state what barriers were faced and how the provider intends to modify the current plan to address those barriers

Initial continue stay



- Submit timely request-refer to www.fl.eqhs.org for timeline submission information.
- Submit the BIP signed & dated by the author and parent/caregiver. If you include a consent form this form does not replace the author and parent/caregiver's signature needed on the BIP
- To seek clarification on questions answered in the Clinical Summary, for example, has the child received OT, PT, ST services
- Request exceeds 40hours
- Multiple requests from different providers
- Missing change of provider form
- Definitions of maladaptive behavior are unclear
- Missing H2019

Subsequent continue stay

- Submit timely request-refer to www.fl.eqhs.org for timeline submission information.
- Request exceeds 40hours
- Multiple requests from different providers
- Missing change of provider form
- Definitions of maladaptive behavior are unclear
- Missing updated graphs
- Missing progress report/treatment plan update
- Identification of any new goals for treatment and recommendations for procedural modifications or changes to plan if lack of progress is noted.
- Treatment plan is not individualized (multiple names on BP)
- Missing H2019

Q & A

eQHealth Resources

- eQHealth Resources

