**CSR and Preauthorization Guidelines**

1. All Network and Non-Network (NN) treatment providers are required to call the CCs to conduct continued service reviews (CSR) for all levels of care. The Care Coordinator must **never** initiate a call to a WFNJ SAI/BHI **network** treatment provider to conduct a CSR. (There is one exception to this rule, for DCPP clients in level 4 or 3.7WM nearing discharge, if the CC has not heard from the provider and the 2-day grace period has passed, the CC may call the provider to facilitate discharge to a lower level of care. This is the one and only exception.)
2. Non-Network providers are required to call the CC to conduct a CSR. Once completed, the same guidelines apply for Non-Network providers as they do for network providers. The CC must generate an ASAM CSR Note with preauthorization for the Non-Network providers. Although we do not authorize payment for the non-network providers, we must enter the preauthorization. If the Non-Network provider fails to conduct a CSR or to send attendance/urine drug screens, the Intent to Close process will begin.
3. CCs are permitted to call Mental Health–only treatment providers and verbal attendance may be obtained. The PA Unit may be collecting attendance on some of these providers, too. No preauthorization should be entered for clients attending “MH-only” providers.
4. There is a 5-day (5 business days) grace period for providers to call the CCs to conduct CSRs for clients attending OP, IOP, PC, TC, and HH and a 2-day (2 business days) grace period for detox and SR.  If a provider calls the CC after the 5-day or 2-day grace period has elapsed, the preauthorization must begin on the date that they called, they must not be backdated. The provider will not be paid for the missing days between the due date and the actual date they called.
5. If the provider does not call to conduct the CSR beyond the grace period, the Intent to Close process will begin. This means, that for any case that has a CSR overdue 7 or more calendar days, the client and provider will be sent an Intent to Close letter. These letters are sent every 3 weeks.
6. The client and the provider will receive the letter indicating our intent to close the case if the CSR is not conducted immediately; if not conducted by the date on the letter the PPL should be discharged by the LACC or CC. If the CC has not heard from a provider and the CSR is long overdue, and the CC is concerned about the client, the CC should reach out to the client to ensure their safety and that they are engaged in treatment, the CC should not call the provider
7. The CCs must enter the date that they actually conducted the CSR with the provider. For example, the CSR may have been due on 8/12/19 but phone tagging took place and the call was not actually conducted until 8/26/19. The CC will enter 8/26/19 as the “Date of Review” on the ASAM Note.
8. Although there is a 2-day and 5–day grace period for the provider to call to conduct a CSR and not have a gap in preauthorization, Atlantis has a 14-day (calendar days) CSR entry window from the due date of the CSR. For example, if a CSR was due on 8/12/19, and the provider called on 8/20/19, the CC has the ability to enter the CSR. If phone-tagging took longer than 14 days, and the CSR was conducted on 8/29/19, the CC will not be permitted to enter the CSR and an administrative override will be needed to enter the CSR and preauthorization.
9. If the CC is not available to conduct a CSR when the provider calls, the CC must make every attempt to call the provider back to conduct a CSR as soon as possible. Phone-tagging should never go beyond 7-10 calendar days. In the event that a CC is on vacation, medical leave, or will be out of the office for an extended period of time, the LCC is responsible to return all calls to the provider to conduct the CSRs.
10. Once the CSR has been conducted, the CC will have 24-48 hours to enter it into Atlantis with the corresponding preauthorization. All attempts should be made to enter the CSR in real-time while on the phone with the provider. In the event that a CSR is conducted and the CC is not near a computer to enter the CSR, it must be entered within 2 business days or they will be locked out and prevented from entering the CSR. Weekends and holidays are excluded but not CC scheduled days off (SDO) for each CC; the CC will have two business days to enter the CSR and preauthorization. If phone-tagging occurred and the CSR was conducted on the 14th day from the due date of the CSR, the CC will still have two business days to enter the CSR.

Important reminder! The “Date of Review” must be the actual date that the CSR was conducted, which is why the CC will have only two business days to enter it once they have spoken with the provider. **The CC must never enter a false date for the “Date of Review” in order to stay within the 14-day entry window, the date must be the actual date that the CSR was conducted with the provider. The senior staff, on good faith, trust that the CCs will be honest with their reporting requirements in order for us to maintain the integrity of the data we are collecting to track provider compliance and to report our findings to DFD.**

The CC must speak with their supervisor if they are having a problem with entering the CSR within 2 business days of when it was conducted.