

Insufficient Lack of Information Start of Care Timeframes

Driscoll Health Plan will honor the Start of Care (SOC) date, for STAR and STAR Kids Members, when the Provider requesting the services submits the prior authorization request in a timely manner, as referenced in the table below, with complete clinical information and/or documents to support medical necessity and Driscoll Health Plan has determined the requested services meet medical necessity from the Start of Care date.

Driscoll Health Plan will not consider service dates provided to the Member prior to the request received date if the Provider does not submit the request in a timely manner. Start date of the prior authorization request will default to the received date.

During the authorization process, providers are required to deliver the requested services from the Start of Care date.

Service	Initial Authorization	Re-certification of Authorization
Therapy (PT/OT/ST)	PA request must be submitted no more than 5 business days following the SOC date	No earlier than 30 calendar days before the current authorization period expires Requests for additional services received after the current PA expires will be denied for dates of service provided before the date the request was received
Autism Services (Applied Behavioral Analysis (ABA))	PA request must be submitted no more than 3 business days following the SOC date	Requests for additional services received after the current PA ends will be denied for dates of service provided before the date the request was received
Home Health Skilled Nursing (HHSN)	PA request must be submitted no more than 3 business days following the SOC date	No fewer than 7 calendar days but no more than 30 calendar days before current authorization expiration
Private Duty Nursing	PA request must be submitted no more than 3 business days following the SOC date	No fewer than 3 business days but no more than 30 calendar days before the current authorization expiration
Personal Care Services (PCS)	PA is required before services are provided	Requests for additional services received after the current PA ends will be denied for dates of service provided before the date the request was received
Prescribed Pediatric Extended Care Centers (PPECC)	PA request must be submitted no more than 3 business days following the SOC date	No fewer than 7 calendar days but no more than 30 calendar days before current authorization expiration
Home telemonitoring	PA request must be submitted no more than 3 business days following the SOC date	Requests for additional services received after the current PA ends will be denied for dates of service provided before the date the request was received
DME	PA request must be submitted for some supplies and most DME no more than 3 business days following the SOC date	Requests for additional services received after the current PA ends will be denied for dates of service provided before the date the request was received

PA = prior authorization, SOC = start of care