



## Multnomah Other Billing Reminders

### **Documents and Forms**

The AD provider website (<https://multco.us/mhas/addiction-provider-resources>) contains the most recent versions of the Multnomah Other fee schedule, policies, forms, and the AD Provider meeting minutes. Please make sure that you are regularly checking the website for updates and new forms.

### **Authorization Entry Timeline**

In general, authorizations must be submitted in CIM within 45 days of the service start date. Authorizations which require utilization review (e.g. SUD residential treatment) must have request forms submitted within 2 business days of intake. Authorization entry deadlines may not have been strictly enforced previously – however we will be looking more closely at timely entry for authorizations from this point forward.

Authorizations that are entered after 45 days from the start date will Pend (as a Retro-Authorization). Plan staff will adjust the start date to 45 days prior to the submission date and re-process the authorization. If the timely entry deadline was missed due to extenuating circumstances, please email [billingsupport@multco.us](mailto:billingsupport@multco.us). Requests for a waiver will be considered on a case by case basis.

### **Prior Authorization Timelines**

Any services requiring prior authorization will have a determination made within 2 weeks upon receipt of the prior authorization form. Providers should receive a notification via email regarding the determination of each request.

Please note that if additional clinical information is requested, it must be received within the 2 week determination period. Multnomah Other staff will make attempts to obtain any additional information necessary to make a determination within the 2 week period; however if a provider fails to submit the requested information, a determination will be made using the incomplete information already received.

### **Covered Services**

All covered services are listed on the Multnomah Other Fee schedule, posted on the AD Provider website: (<https://multco.us/mhas/addiction-provider-resources>).

Claims submitted for procedure codes not listed on the fee schedule will not approve, as they are not a covered service by Multnomah Other.

### **Billing Support Questions**

Emailing Billing Support ([billingsupport@multco.us](mailto:billingsupport@multco.us)) with a question regarding Multnomah Other? Please indicate the email is about Multnomah Other in the subject or text of the email (preferably both). This will ensure the promptest response. Billing Support is not dedicated exclusively to Multnomah Other related matters and they process requests for multiple carriers.