Tips for Providers: Outpatient Review Forms (ORFs)

1. Treatment needs to be medically necessary and goals should accurately and specifically reflect the impairments that are being addressed in treatment.

2. It is Beacon's philosophy that most members will benefit from episodic treatment and gradual reduction of services as members try to use what they have learned to become more independent.

3. Goals should be behavioral, measurable and specific to the member. Please do not write "cookie cutter" ORFs for multiple members.

4. Goals should be specific to the service being provided. For example, TCM goals should not be the same as PSR goals.

5. Treatment should be individualized to fit the member's needs. For example, not every member needs 120 units of TCM in 90 days. Clinicians, not the billing staff, should be determining the appropriate number of sessions.

6. Clinicians should use the free text fields to elaborate on the "Current Risk Indicators" that have been checked, as well as including a detailed clinical summary in the "Clinical Formulation" section.

7. Please indicate the appropriate time frame on the request, along with the correct number of units requested. This indicates to the Beacon reviewer the frequency of treatment requested. Beacon expects providers to operate within the parameters authorized unless there is an untoward event.

8. To support continuity of care and quality assurance, providers are obligated to communicate with a member's PCP and to document this outreach or member refusal in the chart.

9. Please be aware that the Beacon clinicians review the clinical information indicated on the ORF and decisions are made based on the information provided.

10. Beacon expects providers to submit ORFs via e-services. Faxed Beacon request forms are accepted if necessary, but are not preferable.

11. Please include the direct contact information for the desired person Beacon should contact for further information or questions about the ORF. This may be the clinician, cm, UM staff, billing manager, etc. If we are unable to reach someone to assist, we may not be able to complete the review.