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TO: RBHA CEOs, TRBHA Directors and Grievance Coordinators

FROM: Laura K. Nelson, M.D.
Acting Deputy Director

Margaret Russell
Bureau Chief of Policy

SUBJECT: **POLICY CLARIFICATION: Notice of Extension of Timeframe**

DATE: October 22, 2009

This memorandum is intended to clarify the responsibilities of Tribal and Regional Behavioral Health Authorities (T/RBHAs) and T/RBHA providers in meeting the Arizona Department of Health Services/Division of Behavioral Health Services' (ADHS/DBHS) expectations regarding the following policy:

- [Provider Manual Section 5.1, Notice Requirements and Appeal Process for Title XIX and Title XXI Eligible Persons](#)

Subsection 5.1.7-C, *Notice of Action timeframes*, states that the timeframe for a decision on a service authorization request may be extended up to an additional 14 days. Furthermore, the policy states that for service authorization decisions not reached within the maximum timeframe, the authorization shall be considered denied on the date that the timeframe expires. Provider Manual Form 5.1.2, *Notice of Extension of Timeframe for Service Authorization Decision Regarding Title XIX/XXI Behavioral Health Services*, has been amended to incorporate this specific language. Please note that the purpose of the change is to ensure consistency between the policy and form, and as such, the updated version of the form has been posted at the following location: <http://www.azdhs.gov/bhs/provider/forms/pm5-1-2.pdf>. The form is effective immediately.

T/RBHAs must update the T/RBHA versions of PM Form 5.1.2, communicate the change to providers and post the updated form to the T/RBHA websites.

Questions regarding this clarification may be directed to Kara Burke, Manager of ADHS/DBHS Office of Grievance and Appeals, at (602) 364-4572 or kara.burke@azdhs.gov.