



COMMISSIONER
Chris Traylor

January 13, 2010

To: Nursing Facility and Rehabilitation Services Providers

Subject: Texas Department of Aging and Disability Services
Chief Financial Office
Information Letter No. 2010-03
Enhancements to the Rehabilitation Authorization Process

On February 1, 2010, changes that allow a more expedited review and approval/disapproval process for Rehabilitation Authorization Requests take effect.

DADS will no longer return approvals via fax for Physical Therapy (PT)/Occupational Therapy (OT) and Speech Therapy (ST) Rehabilitation requests. Providers are asked to pull a Medicaid Eligibility Service Authorization Verification (MESAV) within 7 business days from the faxed request date. The Texas Department of Aging and Disability Services (DADS) recommends that therapists work with the nursing facility to obtain the MESAV. DADS will only return faxes for reasons (Exceptions to Requests) listed below.

After 7 business days from the faxed request date, if the MESAV has NOT shown the authorization, providers may call Provider Claims Services (PCS) at 512-438-2200, Option 1, to receive a status.

Some helpful hints to assist in the request process are as follows:

1. Do not fax **duplicate** requests for Rehabilitative Services. Faxing duplicate requests slows the authorization process.
2. Ensure that you are using the correct form. Only the following forms will be accepted; an authorization will not be approved unless these forms are used. To access the correct form, go to:
 - a. Form 2464 - Rehabilitative Services Request (for Rehabilitative Service Requests)
<http://www.dads.state.tx.us/forms/2464/index.htm>
 - b. Form 2465 - Specialized Services Request (for Specialized Services)
<http://www.dads.state.tx.us/forms/2465/index.htm>
3. Ensure all claim requests, including required documentation, are legible. Typed documentation is preferred. If this is not possible, please print legibly. Forms with information that is not legible will not be approved.

Submit all required documentation:

- a. Initial requests for therapy and re-starts must include an evaluation with the physician's signature in accordance with TAC §355.313.
 - b. Requests for Specialized Services must include a copy of the PASARR (Preadmission Screening and Resident Review) in accordance with TAC §19.1303.
4. Complete the form in its entirety. DADS will not approve services if the form is not completed in its entirety.

Exceptions to Requests being returned via fax are as follows:

- If the client does not have Medicaid Eligibility at the time of approval.
- If the Nursing Facility (NF) has not established the client enrollment.
- If the request is denied.

If you have additional questions about the contents of this letter, contact Marie Redman at 512-438-2268.

Sincerely,

[signature on file]

Gordon Taylor
DADS Chief Financial Officer

GT:pa