



## Occupational Therapy Treatment Authorization Guide

### Introduction

The information contained in this guide serves as an orientation and reference guide to Landmark's Clinical and Administrative Policies and Procedures. Be sure to read the guide and share it with your staff.

Landmark complies with all applicable state and federal laws and regulations. The information contained herein does not supersede any applicable state or federal law or regulation, and should not be interpreted as such.

### Waiver Program

You are eligible for the Waiver Program. This means you are eligible to treat a patient up to six (6) visits without the submission of a Treatment Plan for the patient's first covered condition in a calendar year. Please note the following information about the Waiver Program:

- The Waiver Program only allows up to six (6) visits within the patient's benefit limit. For example: If coverage is limited to 30 or 60 calendar days, the Waiver Program is restricted to that benefit period.
- The referring physician must obtain an initial authorization for therapy services through Blue Care Network. Approved referrals authorize the initial evaluation and one (1) treatment visit. The Waiver Program authorizes up to five (5) additional visits for the approved condition.
- If a patient requires additional visits beyond the six (6) visits allowed under the Waiver, you should submit your authorization request prior to the patient's seventh (7th) visit to avoid a break in care. The date of the seventh (7th) visit should be the "From" date on the first Treatment Plan you submit for that patient.
- Should a patient be approved for additional occupational therapy services related to another episode of care in the same year, a Treatment Plan is required for all subsequent visits. The Waiver Program is limited to the patient's first condition you treat within a calendar year.
- Although the program waives the requirement to submit a Treatment Plan for the first six (6) visits, you are expected to keep the patient's chart current and to follow all medical records requirements (see the Complete Medical Records section). Patient records may be audited for compliance and patients may be contacted regarding their treatment and overall satisfaction with your services.

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### **Submitting the Initial Treatment Plan Form**

You are required to submit Landmark's Treatment Plan form to request authorization beginning with the seventh (7th) visit, and/or when a patient presents with another condition in the same calendar year. Submit your Treatment Plan within two (2) business days of the first visit that requires authorization. Report your clinical findings that represent the patient's current condition in the appropriate sections of the Treatment Plan.

We accept Treatment Plans on-line, by fax, or by mail. If your form is received before 5:00 PM in your time zone, it is considered received on the same day as you transmitted it to us. If your form is received after 5:00 PM in your time zone, it is considered received on the next business day. Mailed forms could result in a delayed determination due to postal delivery times.

### **Required Fields on the Treatment Plan Request**

Clear and complete Treatment Plans will speed the processing of your authorization requests. Please be sure the following information is complete on your Treatment Plan before you submit it:

- Patient name
- Patient date of birth (must be included in addition to patient's age)
- Patient health plan ID number
- Name of health plan/insurance carrier
- Provider name and Tax Identification Number
- Dates, including:
  - Date of submission
  - Date of first treatment/visit
  - Date objective findings were obtained
  - Date of onset of the patient's condition
  - Diagnosis codes (specific ICD-9 codes and diagnosis descriptions)
  - Proposed Treatment Plan schedule - including "From" and "To" dates
- Number of visits anticipated

### **Key Elements for Clinical Review of Treatment Plans**

When a Treatment Plan is received, we will validate the presence of an initial authorization for the therapy services with Blue Care Network and review the case for medical necessity and/or clinical appropriateness. Clinical review decisions are based on key data provided with the Treatment Plan. It should be noted that uncomplicated cases requiring fewer visits

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do not require as detailed clinical information as complicated cases requiring more visits. Critical data impacting the review determination made by the clinical peer reviewers include:

- Age
- Mechanism of onset
- Date of onset
- Subjective complaints
- Pain intensity levels
- Symptom frequency levels
- Objective findings (such as, orthopedic, neurologic, range of motion information)
- Co-morbidity issues (medical complications)
- Complicating factors
- Functional limitations
- Clinical diagnosis(es)
- Proposed plan of treatment
- Treatment goals

The clinical peer reviewers use the submitted clinical information in conjunction with our proprietary Clinical Practice Guidelines to decide the number of visits to authorize for each request. These Clinical Practice Guidelines are available to you through our secure provider portal at [www.LandmarkHealthcare.com](http://www.LandmarkHealthcare.com).

Treatment Plans that present a clear clinical picture (e.g., subjective complaints are validated by the objective findings), and that are accompanied by a consistent diagnosis better support the necessity for the requested treatment frequency.

Treatment is typically authorized in thirty (30) day increments, not to exceed the patient's benefit limit for the episode. Authorization in these timeframes allows the clinical peer reviewers to assess the patient's response to treatment. If additional care is required beyond the initial thirty (30) day Treatment Plan authorization, you must submit a new Treatment Plan for ongoing or concurrent care.

### Concurrent (Ongoing) Treatment Requests

When additional care is required after the expiration of an authorized Treatment Plan, a new Treatment Plan reflecting the patient's current status and treatment goals are required. Please note that in order to establish the need for ongoing care, the patient record must document significant lasting benefit from previous treatment.

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If you know that a patient will require ongoing treatment, we suggest that you submit the new request a few days to one week prior to the expiration date of the existing authorization.

To assist with the review, you may include a copy of all progress notes for treatment rendered since your last submission. This documentation allows the clinical peer reviewer to assess your patient's clinical improvement and can provide additional support for ongoing services. If you sent progress notes with a previous request, you only need to send the new progress notes.

## Retrospective Treatment Request

Retrospective authorization requests are those where all requested visits for a member have already occurred. Please note the following policies pertinent to retrospective authorization requests.

- You are required to include a copy of all applicable documents (i.e. Treatment Plan, examination findings, progress notes) for the services you provided.
- Landmark will provide a review determination within the timeframe required by applicable regulations.
- Landmark will not process retrospective authorization requests as expedited or urgent requests.

## Requests for Additional Information

If we cannot make a decision regarding a request for treatment due to the lack of information on the form, we will send you a "Request for Information" letter. The letter will describe the information required, and the length of time you have to submit it. If we do not receive the requested information within the designated time period, your authorization request may be denied. If you receive a denial, you will be provided with instructions on how to appeal the decision.

When you submit information, **attach a copy of the "Request for Information" letter** you received. If a copy of the letter is not attached, be sure that you note the following on your documentation to avoid processing delays:

- Case Reference Number
- Patient name
- Patient date of birth
- Patient ID number
- Practitioner name and Tax Identification Number
- Corrected Treatment Plan form, if applicable

**Note** | If you resubmit a corrected Treatment Plan authorization request for any reason, be sure to write the word

"CORRECTED" or "RESUBMITTED" across the top. And, if applicable, write the case Reference Number on the form.

### Notification of Review Determinations

We will provide you with written notifications of clinical review determinations via a faxed letter. We will notify members by a separate mailed letter.

When we approve your request for authorization in its entirety, we will send you a notification letter identifying the number of visits and treatment period approved. The letter will also include information on how to submit a new Treatment Plan should additional care be necessary.

When the number of visits and/or services requested on a Treatment Plan is modified or denied, written notification will include the following:

- Number of visits approved and the treatment period during which such visits may be used.
- Clinical reasons for the decision.
- Instructions for requesting a copy of the Clinical Practice Guideline used in a decision.
- Instructions for contacting the clinical peer reviewer to discuss a modification or denial.
- Instructions for appealing a determination, including your right to submit additional information.
- Time limits for submitting an appeal request.

If the number of visits you requested is modified, and you agree with the clinical rationale, provide treatment up to the number of visits authorized. If you determine that the patient will require additional care beyond the treatment period authorized, submit a new Treatment Plan about one week prior to the expiration date. Refer to the Concurrent (Ongoing) Treatment Requests section for more information.

### Authorization Request Follow-Up Process

We will process authorization requests as dictated by applicable state and federal regulatory requirements. To check the status of your requests, login to Landmark Connect at [www.LandmarkHealthcare.com](http://www.LandmarkHealthcare.com) or call our Customer Service Department.

### Duplicate Treatment Plan Authorization Request Forms

Please do not resubmit your Treatment Plan unless you have verified that we did not receive your original submission. Submission of duplicate forms will create delays in processing.

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### **Date Extensions of Existing Authorizations**

To extend the expiration date of an existing authorization, submit a request for a date extension. An extension may be necessary due to unforeseen delays, such as your patient's inability to attend all scheduled visits. If approved, date extensions will not exceed the benefit period for the patient's episode.

#### **To Submit a Date Extension Request**

- Submit a Date Extension Request form on-line by logging on to Landmark Connect.
- Or, fax a Date Extension Request form. Remember to include the original start date and the new end date with your submission, along with your reason for the request.

### **Complete Medical Records**

Patient documentation serves as a permanent record that supports the treatment provided to your patients and allows for the reimbursement of that treatment. Good record keeping becomes especially important when establishing the medical necessity of the services you provide. Complete medical records include the following important elements:

- Must be legible with standard abbreviations, or a key to the unique abbreviations used.
- Patient name and/or identification number must be present on each page of the file.
- Demographic information, such as date of birth, sex, height, and weight must be present at least once.
- Complete medical history.
- Detailed description of subjective complaints.
- Detailed description of your objective examination findings.
- Description of any diagnostic testing, and the resultant findings.
- Working diagnosis or set of diagnoses.
- Treatment plan, including goals of treatment, frequency/number of visits, types of services planned, and expected time frame for improvement and discharge from care.
- If necessary, your referral of the patient to another practitioner and the clinical rationale for this decision.

### **Clinical Practice Guidelines**

The Clinical Practice Guidelines provide clinical decision support tools necessary for clinical peer reviewers to render medical necessity review determinations. The Clinical Practice Guidelines have been developed systematically, and are based on current peer-reviewed scientific evidence, consensus peer evaluation, and generally recognized professional standards. Development involves input and direction from applicably licensed practitioners

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with current knowledge and experience in the clinical principles and standards of care under review. This includes clinical peer reviewers, clinical/medical directors, practitioner advisory committee members, and/or outside content experts.

The Clinical Practice Guidelines used for making authorization and review determinations are reviewed annually by a peer-review committee of participating practitioners. The review criteria are subject to further review by multi-disciplinary Utilization Management and Quality Improvement Steering Committees.

All services provided by practitioners must be delivered in accordance with the professionally recognized standards of care and practice, as reflected in the Clinical Practice Guidelines. Clinical criteria are used to establish medical necessity and to determine services covered and reimbursable under a member's benefit plan. We recognize that some practitioners provide services that are within their scope of practice, but do not meet the care parameters defined in the clinical criteria, or a member's benefit plan. We acknowledge that our Clinical Practice Guidelines are a subset of the professional practices provided within the practitioner community.

### **Access to Clinical Peer Reviewers**

Landmark uses licensed occupational therapists and medical physicians to render review determinations. You may request a peer-to-peer discussion about Treatment Plan denial or modification determinations. Within one (1) business day of the request, a clinical peer reviewer will be available to you. To request such a peer-to-peer discussion, please call Customer Service. A representative will help connect you with a clinical peer reviewer.

### **Appropriate Utilization**

Through case management, the clinical department oversees and monitors patient care, ensuring that each patient receives effective, quality care resulting in a positive outcome. Accordingly, the clinical department affirms that:

- Clinical peer reviewers render authorization decisions based on the appropriateness of care and services.
- Clinical peer reviewers are not compensated in any way for denying, limiting, or modifying care.
- No incentive is provided to the clinical peer reviewers or consulting committee members to encourage modification or denial of requested care.

Review decisions and determinations are not arbitrary. All information submitted on a Treatment Plan authorization request, or other means of clinical documentation, is reviewed. Decisions are based on established Clinical Practice Guidelines, scientific evidence, and research literature.



## **Occupational Therapy Provider FAQs**

### **Which BCN groups does Landmark manage?**

Landmark's utilization management services apply to:

- Commercial plans
- BCNA
- Premier Care
- Grad Care

Follow existing procedures for other BCN groups.

### **How do clinical peer reviewers decide on the number of visits they authorize?**

Clinical peer reviewers use the clinical information submitted for review and proprietary Clinical Practice Guidelines to decide the number of visits authorized for each request. Clinical peer reviewers take into account the complexity and severity of a member's condition when rendering a clinical review. As such, severe, complicated cases requesting high numbers of visits require more detailed clinical information to establish medical necessity than mild, uncomplicated conditions requesting few visits. Please see the Authorization Guide for a detailed description of the authorization process.

### **Will these procedural changes affect my patients' coverage?**

No. Changes in your authorization procedures do not affect patient coverage.

### **When am I required to submit a Treatment Plan authorization request form?**

For patients you are actively treating during this transition, request authorization beginning with the first visit after any approval granted by BCN expires. For any new patients who present on or after the Landmark UM program effective date, submit the Treatment Plan to request authorization beginning with the seventh (7th) visit.

### **If a patient has existing authorizations in the BCN system, do I have to send a new request for services that BCN already authorized beyond the Landmark UM Program effective date?**

No. BCN is honoring treatment plans that have already been processed and approved by BCN. For example: You requested authorization on 7/15/08 for 20 visits from 7/17/08 through 9/17/2008, and BCN approved 20 visits from 7/17/08 through 9/17/08. Continue to utilize the existing approved treatment plan from BCN until that authorization is exhausted.

Follow Landmark's authorization requirements for any unauthorized services falling on or after the Landmark UM program effective date.

## **Occupational Therapy Provider FAQs**

### **Where can I obtain Treatment Plan forms?**

Treatment Plan forms are available on Landmark's secure provider portal at [www.LandmarkHealthcare.com](http://www.LandmarkHealthcare.com). You may also submit electronic Treatment Plan "eForms" through Landmark's secure provider portal.

### **Can I call in an authorization?**

Requests for authorization must be either completed on-line via Landmark's secure provider portal or faxed utilizing Landmark's Treatment Plan form to (888) 565-4225.

In cases of an emergency, requests are considered urgent if the standard review process could seriously jeopardize the life or health of the patient or the patient's ability to regain maximum function, or in the opinion of a practitioner with knowledge of the patient's medical condition, would subject the patient to severe pain that cannot be adequately managed without the care or treatment that is the subject of the request. Contact Landmark for such services at (877) 531-9139.

### **How do I submit authorization requests to Landmark for therapy services?**

Submit the Treatment Plan form to Landmark:

Web      Login to the secure provider portal at  
[www.LandmarkHealthcare.com](http://www.LandmarkHealthcare.com)  
            Click the eForms tab for electronic Treatment Plans

Fax      (888) 565-4225

### **Who do I direct questions to about my authorization request?**

Check the status on-line through Landmark's secure portal or call Landmark for inquiries about your authorization request at (877) 531-9139. Your approved or denied authorization can also be found in BCN's on-line system through WebDenis.

### **Who do I call to verify Member Benefits?**

Member benefits for therapy can be verified by following the normal BCN process for eligibility of benefits. The BCN options available include:

- Web-DENIS (Dial-in Eligibility Network Information System)
- CAREN (automated telephone system)
- BCN's Provider Inquiry

### **Where do I submit claims?**

There is no change in the claims process. Continue to submit claims directly to BCN.

**Can I include DME supplies on an authorization request to Landmark?**

You may document that a patient requires specialized DME equipment; however, DME supplies will not be authorized by Landmark. **Follow the normal BCN process for all DME.**

**How do I appeal services not approved as medically necessary?**

The review determination letters provided by Landmark include appeal information. Follow the information provided to you in this letter.



## **Contact Us**

### **Landmark Connect**

[www.LandmarkHealthcare.com](http://www.LandmarkHealthcare.com)

### **E-mail**

[info@LMhealthcare.com](mailto:info@LMhealthcare.com)

### **Phone**

(877) 531-9139

### **Fax**

(888) 565-4225

### **Mail**

Landmark Healthcare, Inc.  
1750 Howe Avenue, Suite 300  
Sacramento, CA 95825

### **Office Hours**

8:30 am to 8:00 pm (Eastern)

# Occupational Therapy Treatment Plan

Landmark Healthcare, Inc., 1750 Howe Ave., Suite 300, Sacramento, CA 95825  
FAX (888) 565-4225

Date of Submission \_\_\_/\_\_\_/\_\_\_

Please check type of care:

Initial care  Continuing care

INSURED

Patient Last Name	Patient First Name	M.I.	Gender <input type="checkbox"/> M <input type="checkbox"/> F	Age	Date of Birth (MM/DD/YYYY) ___/___/___
Insured I.D. or SSN	Insured Last Name	M.I.	First Name	Patient Phone (area code first)	
Patient Address		City	State	Zip Code	

PAYOR

Employer Name	Insurance Company	Group Plan # or Union Local (Submit Copy of Patient's Insurance I.D. Card)			
Injury or illness is related to: <input type="checkbox"/> Work <input type="checkbox"/> Auto <input type="checkbox"/> Other	Referring Physician/Practitioner	Doctor License #	Date of Referral ___/___/___		

PT/OT

Therapist Last Name	Therapist First Name	M.I.	Group Name	Provider/Group ID#
Provider/Group Address		City	State	Zip Code
			Phone # ( )	Fax # ( )

PATIENT'S CURRENT MEDICAL HISTORY

<b>Subjective Complaints:</b>  Lost days from work to date _____ Days of work restriction to date _____	<b>Mechanism of Onset for Primary Diagnosis</b> Date of Onset ___/___/___ Date of Initial Evaluation ___/___/___ <input type="checkbox"/> Acute Trauma <input type="checkbox"/> Worsening of prior illness/injury <input type="checkbox"/> Repetitive Motion <input type="checkbox"/> Gradual Onset <input type="checkbox"/> Chronic <input type="checkbox"/> Other Description: _____
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<b>Objective Findings</b> Date Obtained ___/___/___ <i>Inspection/Palpation:</i>	<b>Spinal Range of Motion</b>		<b>Extremity Range of Motion</b> (Circle Painful Tests) Extremity: (specify) _____		
	<b>Cervical ROM</b>	<b>Lumbar ROM</b>	<b>Active (Degrees)</b>	<b>Passive (Degrees)</b>	<b>Manual Muscle Test Strength (0-5)</b>
	Flexion _____°	Flex. R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
	Extension _____°	Ext. R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
	R. Lat. Flex _____°	Abduction R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
	L. Lat. Flex _____°	Adduction R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
	R. Rotation _____°	Int rotat. R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
	L. Rotation _____°	Ext rotat. R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
<b>Summary of Clinical Findings (Orthopedic, Neurologic, Additional Info.)</b>			Supination R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
Date of first tx at this office for this condition ___/___/___ Anticipated Release Date ___/___/___			Pronation R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
			L Deviation R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
			R Deviation R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
			Opposition R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
			Plantar flex R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
			Dorsi flex R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
			Eversion R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___
			Inversion R ___/___ L ___/___	R ___/___ L ___/___	R ___/___ L ___/___

DIAGNOSES

<b>ICD-9 Code:</b>	<b>Description:</b>	<b>Pain Scale (0-10)</b>	<b>Activities of Daily Living</b>
1. Primary _____	_____	___/10	Functional Limitations (check all that apply)
2. Secondary _____	_____	___/10	<input type="checkbox"/> Locomotion/movement
3. Additional _____	_____	___/10	<input type="checkbox"/> Bed mobility
4. Additional _____	_____	___/10	<input type="checkbox"/> Transfers (such as moving from bed to chair, from bed to commode)

TREATMENT PLAN

<b>Treatment Goals (Functional Improvement and Outcomes Expected)</b>		<input type="checkbox"/> Walking _____ (Duration/Distance) <input type="checkbox"/> Stair climbing <input type="checkbox"/> Self-care (such as bathing, dressing, eating, toileting) <input type="checkbox"/> Home management (such as household chores, shopping, driving/transportation, care of dependents) <input type="checkbox"/> Community and work activities
<b>Treatment Plan (MM/DD/YYYY)</b> From ___/___/___ To ___/___/___	<b>Complicating Factors</b> (Check any that apply and /or list) <input type="checkbox"/> Surgery: Date ___/___/___ Type _____ Precautions _____	
<b>Anticipated No. of Visits</b> _____	<input type="checkbox"/> Poor tissue healing such as: pernicious anemia, diabetes, thyroid disease, pregnancy Other: _____	<input type="checkbox"/> Lifting/Carrying <input type="checkbox"/> Overhead _____ lbs. <input type="checkbox"/> From waist _____ lbs. <input type="checkbox"/> From floor _____ lbs.
<b>Patient Home Care</b> <input type="checkbox"/> Stretching <input type="checkbox"/> Exercise <input type="checkbox"/> Hot/cold		<input type="checkbox"/> Other _____

I declare that the above information is true and correct to the best of my knowledge. Further, it is my professional judgment that occupational therapy is not contraindicated for this patient. If I am required under state law to obtain a prescription prior to rendering this treatment, I have obtained such a prescription in compliance with state law.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## Register for your account today!

Landmark’s secure provider portal, **Landmark Connect**, is the quick, easy way to access important clinical tools, including:

- Clinical and Administrative Guidelines and Forms
- Interactive Clinical Tools
- Practitioner Performance Summary (PPS) – Landmark’s comprehensive practitioner profiling report.

## System Requirements

Simply verify that your system meets the requirements below, then follow the step by step registration instructions.

- A broadband connection or at least a 56k modem speed dial-up connection
- Internet Explorer 4.0 or higher with 128-bit encryption, or
- A browser that is set up to enable cookies. Cookies help us recognize you as a user and are required for log on and use of the site.

## General Account Registration

It’s easy to establish your Landmark Connect account:

1. Go to **www.LandmarkHealthcare.com**, click on the **Practitioners** menu and select “**Landmark Connect (Secure Area)**.”
2. Click the “**Register**” link under **New User Registration**.
3. Read and accept **Landmark’s Terms & Conditions of Use**.
4. Complete the registration form as shown in **Figure 1**. Please note, the License and Tax ID(s) entered must be those assigned to the named Practitioner.

You will receive an E-mail confirmation from Landmark to the E-mail address you provided during registration. Click on the link in this E-mail message to activate your account. Then,

5. Log on to Landmark Connect using the E-mail address (User ID) and password you selected during registration.

## Account Registration for OPT’s, Facilities, and Hospitals

Follow Steps 1 through 3 above to download the **Landmark Connect** user application.

## Need Help?

Call us at (877) 531-9139

Landmark’s Web Support team is available to assist you Monday – Friday from 8:30 AM to 5:00 PM EST.

Figure 1

E-mail (User ID)	<input type="text"/>
Confirm E-mail (User ID)	<input type="text"/>
Your first name	<input type="text"/>
Your last name	<input type="text"/>
Practitioner First Name	<input type="text"/>
Practitioner Last Name	<input type="text"/>
License Number	<input type="text"/>
State	Choose State <input type="button" value="v"/>
Number of Tax ID's	1 <input type="button" value="v"/>
Tax ID Number 1	<input type="text"/>
Password	<input type="text"/>
Confirm Password	<input type="text"/>
Question For Password Reset	****Please select a question**** <input type="button" value="v"/>
Answer	<input type="text"/>