



ALAMANCE-CASWELL AREA MENTAL HEALTH,  
DEVELOPMENTAL DISABILITIES AND  
SUBSTANCE ABUSE AUTHORITY

319 N. GRAHAM-HOPEDALE ROAD, SUITE A  
BURLINGTON, N.C. 27217

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**David M. Carter**  
Chair, Area Board

March 15, 2005

MEMORANDUM

TO: Outpatient Providers

FROM: Connie Windham, Provider Relations  
Alicia Graham, Access

RE: Service Authorization Requests

As Alamance-Caswell MH/DD/SA moves forward in the transition from provider of services to manager of services and progresses in development of LME functions it will be necessary to communicate a number of changes in processes to the provider community. **This memorandum addresses changes in the service authorization request process.**

The LME is committed to ensuring that these changes are communicated with providers in as effective and efficient a manner as possible. Information will be communicated via memorandum to providers, will be posted on the provider website main page at [www.acmhdds.net](http://www.acmhdds.net) under *Updates and Announcements from the LME*, and will be reviewed, as appropriate, in quarterly Provider Forums.

Service Authorization Requests

- Effective April 1, 2005 providers submitting requests for reauthorization of routine outpatient services will utilize the attached Outpatient Treatment Request form (OTR) rather than submitting the previously requested packets of information. The OTR is to be used for requesting reauthorization of outpatient services only and is **not** to be used for requesting authorization for other services such as case management, CBS, residential, case support or substance abuse intensive outpatient services (SA IOP).
- All elements of the OTR must be legible and filled out completely in order to be processed. *Incomplete or illegible OTRs will not be processed and will be returned to the provider.*
- Providers are responsible for submitting requests for reauthorization by the date indicated on the previous authorization. *Effective April 1, 2005 the LME will no longer provide reminders to providers regarding submission of reauthorization requests.*

- The OTR form may be copied for use or is available for downloading on the provider website at [www.acmhdds.net](http://www.acmhdds.net). Completed OTRs are to be mailed or faxed to the address located at the top of the form.
- **Providers must continue to complete and submit intake information required by the LME, including financial information, as previously directed. Effective April 1, 2005 providers are to submit all required intake information to the Medical Records Department.**

**Send intake information to:**

**Alamance-Caswell LME  
Medical Records Dept.  
319-A N. Graham-Hopedale Road  
Burlington, NC 27217  
Attn: Kim Bandy**

**Send OTRs to:**

**Alamance-Caswell LME  
Access Unit  
319-A N. Graham-Hopedale  
Burlington, NC 27217**

Please ensure that provider staff in your organization responsible for the areas noted above receive this information in a timely manner.

Thank you for your patience during this time of transition. Questions regarding service authorization processes, or requests for OTR technical assistance should be directed to Alicia Graham at 336 513-4200 ext. 131 or via email to [agraham@acmhdds.org](mailto:agraham@acmhdds.org).

cc: Dan Hahn, Executive Director