



**New York State Medicaid Managed Care Service Authorization and Appeals Timeframe Comparison**

|   | <b>BBA Integration w/State Law<br/>CURRENT MLTC Partial<br/>Appendix K MAP Appendix F<br/>Med Adv Appendix F<br/>Actions</b> | <b>BBA Integration w/State Law<br/>CURRENT MMC<br/>Appendix F<br/>Actions</b>                  | <b><u>4/1/18 Mega Reg Integration w/State Law</u><br/>Appendix F<br/>Appendix K</b>  |
|---|--|--|--|
| <b><u>Service Authorization Requests</u></b>              |  |  |  |
| <b>Prior Authorization</b>                                |  |  |  |
| Expedited   | 3 business days*   | 3 business days*   | 72 hrs*  |
| Standard  | 3 business days after all info but not > 14 days*  | 3 business days after all info but not >14 days*   | 3 business days after all info but not > 14 days*  |
| Certified Court MH/SUD Services                           | N/A  | (PHL 4903 standard applies)  | 72 hrs*  |
| Pharmacy  | Immediate auth for 72 hour emergency supply  | Immediate auth for 72 hour emergency supply; 7 day supply for opioid withdrawal/stabili-zation | 24 hours; immediate auth for 72 hour emergency supply; immediate access to 5 day supply for SUD treatment medication (from INSL 3216, 3221, and 4303); immediate auth of 7 day supply for opioid withdrawal/ stabilization |
| <b>Concurrent Review</b>                                  |  |  |  |
| Expedited   | 1 business day after all info; no more than 3 business days*   | 1 but not > 3 business days*   | 1 business day after all info; no more than 72 hours*  |
| Standard  | 1 business day after all info; no more than 14 days*   | 1 business day but not > 14 days*  | 1 business day after all info; no more than 14 days*   |
| Home care after inpatient stay                            | 1 business day after all info; no more than 3 business days*   | 1 but not > 3 business days*   | 1 business day after all info; no more than 72 hours*  |
| Home care after inpatient stay if next day Friday/holiday | 72 hours after all info; no more than 3 business days*   | 72 hrs after all info but not > 3business days*  | 72 hours*  |



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|--|--|---|---|
| Inpt SUD requested 24 hrs prior to discharge from inpt admission | N/A  | 24 hours of request   | 24 hours of request   |
| Retrospective  | N/A  | (PHL 4903 standard applies)   | 30 days after all info  |
| Reconsideration  | N/A  | (PHL 4903 standard applies)   | 1 business day  |
| <b><u>Other Actions</u></b>                                      |  |   |   |
| Authorization Decisions not Meeting Timeframe Requirements       | Date of timeframe expiration   | Date of timeframe expiration  | Date of timeframe expiration  |
| Reductions, Terminations, Suspensions                            | Notice at least 10 days in advance with exceptions (FH/aid continuing applies)   | Notice at least 10 days in advance with exceptions. (FH/aid continuing applies) | Notice at least 10 days in advance with exceptions. (FH/aid continuing applies)     |
| Payment Denials  | Notice on date of Action   | Notice on date of Action  | Notice on date of Action  |
| <b><u>Action Appeals</u></b>                                     |  |   |   |
| Filing   | Partial: 60 calendar days from date of Adverse Determination<br><br>MA: Not < 60 business days (but not > 90 days)<br><br>MAP: No less than 45 business days | Not < 60 business days but not > 90 days  | 60 days from date of Adverse Determination  |
| Acknowledgement  | 15 days  | 15 days   | 15 days   |
| Resolution   |  |   |   |



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|--|--|---|--|
| Expedited                                    | 2 business days of all info but not > 3 business days*   | 2 business days after info but not > 3 business days*                         | 2 business days after all info; not > 72 hours*  |
| Standard                                     | 30 days*   | 30 days*  | 30 days*   |
| Retro  | N/A  | (PHL 4904 standard applies)   | 30 days*   |
| Notice                                       |  |   |  |
| Expedited                                    | Oral notice at resolution  | Oral notice at resolution<br>(written notice: PHL 4904 standard applies)      | At resolution; not > 72 hours*; written notice within 24 hours of determination                      |
| Standard                                     | Written notice within 2 business days of resolution  | Written notice within 2 business days of resolution                           | Written notice within 2 business days of resolution; no longer than 30 days after receipt of appeal* |
| <b><u>2<sup>nd</sup> Internal Appeal</u></b> |  |   |  |
| Filing                                       | N/A  | (2 <sup>nd</sup> level appeal optional)                                       | 2 <sup>nd</sup> level appeal not permitted   |
| Acknowledgement                              | N/A  | N/A   | N/A  |
| Resolution                                   |  |   |  |
| Expedited                                    | N/A  | N/A   | N/A  |
| Standard                                     | N/A  | N/A   | N/A  |
| Retro  | N/A  |   | N/A  |
| Notice                                       |  |   |  |
| Expedited                                    | N/A  | N/A   | N/A  |
| Standard                                     | N/A  | N/A   | N/A  |

\*Extension of up to 14 days permitted in certain circumstances.