

MEMO

February 7, 2003

TO: Social Workers\Probation Officers

FROM: Placement Support Unit

RE: Medical Coverage\Pre-authorizations

It has come to the attention of the Placement Support Unit that we may be losing county dollars and unnecessarily charging parents and caregivers due to the lack of timeliness in pursuing insurance reimbursement for **residential treatment facility** placements and **evaluation placements**. Working together, we can recover this money for the county and for the parents/caregivers involved.

Please give the enclosed letter, form and envelope to the caregiver when making a decision for placement that may be covered by a health insurance plan. Also, please remember the importance of pre-authorizations. PSU can assist you if you are unsure as to whether a placement is covered or need help in obtaining a pre-authorization. Ceil Neihart has also offered her expertise as a managed care advocate and is willing to make herself available to answer any questions or advocate for any problems you may experience with the managed care programs. Her card is attached to this memo.

We appreciate that many times finances and recovering payments may not be a high priority in your field, but please be aware that the parents/caregivers are billed for services that are provided by Anoka County. Untimely requests for authorization and billings can mean more financial troubles and stress for the clients we are wanting to help. It will be both cost effective and beneficial to Parents, Caregivers and the County to expedite the determination of insurance reimbursement for placements and treatments. Thank you for your time and consideration. If you have any comments you would like to share, please let us know. Thanks again.

Sincerely,

Kim Verbrugge
Placement Support Specialist
422-7073