Completing an Outpatient Treatment Request (OTR): Tips, Pitfalls, and Common Mistakes

The following information should help you complete your OTRs and decrease the number of problem letters, denials, and feedback forms you are receiving.

1. Am I using the most current OTR?

Please take a moment to download the most up-to-date OTR from our website at www.cenpatico.com. We update our forms to assess the medical necessity of your request, and it is very important that you are using the correct version of the OTR.

2. Did I complete the entire OTR?

Ensure that there are no blank sections in the form. Common areas left blank include Primary Diagnosis, the requested authorization section such as frequency of sessions or estimated number of sessions to Primary Diagnosis, and dates that goals were initiated.

3. Have I updated the *clinical* information on the OTR?

Updated clinical information must be submitted with each request in order to provide the clinical rationale for continued treatment. An OTR with only requested dates changed may result in a referral for peer review. While we understand that there will be members who have little or no change in their condition during an authorization period due to the severity of their presenting problems, we must be assured that the clinical data being reviewed is current at the time the OTR is submitted.

4. Did I indicate objective and attainable discharge criteria?

Discharge criteria should be specific. It is important to know how *you*, the clinician, will know when the member is ready to discharge and terminate services with you.

5. Does the Treatment Plan section of the OTR match the diagnosis?

Are you treating the member's current diagnosis? If the diagnosis and presenting problems, goals, etc. don't match, the OTR may be sent to peer-to-peer review for potential denial.

6. Did I remember to sign and date the OTR?

We cannot accept an unsigned OTR, so please be sure that you have signed and dated the OTR prior to submission.

Have Questions?
Call us at 1-866-912-6285