

## Hold for Service Referral Frequently Asked Questions

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**Q1: Do we select Referral or Referral Grant Funded as the request type for a Hold for Service request?**

A1: You will select Referral as your request type.

**Q2: For the clients already on our Hold for Service list, do those need to be entered into Atrezzo?**

A2: Yes. If you have not submitted a referral in Atrezzo for the member, you will need to submit one.

**Q3: If we have a member on our hold for service list and then we are able to serve them, do we need to discharge the hold for service request?**

A3: No. Once the member can be served and an authorization request is submitted, the hold for service request is satisfied and removed from the hold for service list.

**Q4: If the client is referred by an external referral and we are unable to reach the client, do we enter the hold for service or once we are able to connect with the client?**

A4: If you are unable to reach the client, you would submit a Referral Refusal in Atrezzo indicating your attempts to reach the client.

**Q5: Is the hold for service referral process just for Class Members?**

A5: The hold for service referral process is for Community Integration, Assertive Community Treatment, and Behavioral Health Homes services for all members. It is not limited to just class members.

**Q6: Are we able to enter in a referral if we do not know or have an eligible diagnosis?**

A6: Yes. The Atrezzo system will require you to enter in a diagnosis code at time of referral submission, however you may use R69 for Illness Unspecified if you do not know or have an eligible diagnosis code. When the member enters service, you will need to provide an updated diagnosis at time of Prior Authorization for ACT and BHH services, and at time of Continued Stay Review for CI services.



**Q7: Do we need to enter the hold for service referral if we do not have the ability to open at this time?**

A7: Yes. If a member contacts your agency for CI, ACT, or BHH services and your agency cannot immediately serve them (defined as same day), a hold for service referral request needs to be entered.

**Q8: Can I maintain my own agency waitlist?**

A8: No. All waitlist data needs to be entered into Kepro's Atrezzo portal by 4/28/2023.

**Q9: Do I need to enter a hold for service if the agency has same day availability, but the client does not?**

A9: Yes. If the client is unable to be seen the day of referral, a Hold for Service needs to be entered into Atrezzo.

**Q10: Will we be able to run reports/request reports from Kepro regarding the waitlist data?**

A10: Yes. Providers who have a Group Admin + Reports or an Admin +Reports user role will have access to the Reports tab in Atrezzo. Within the Reports tab is the Daily Authorization Report. You will be able to run the Daily Auth Report for any date range and by request type. To view all referrals submitted under your agency's NPI number for the date range, select Referral as the request type and then run the report.

**Q11: Can you provide more detail on the process for removing someone from the hold for service waitlist if we never open them? For instance, the client wanted our service but when we did a follow-up, they no longer needed case management. You mentioned a referral refusal, how does that work?**

A11: If a member is no longer interested in services, you would submit a Referral Refusal in Atrezzo. The Referral Refusal is then sent to OBH for their review. If OBH approves the referral refusal, you would then submit a discharge in Atrezzo to remove the member from the waitlist. If OBH denied the referral refusal, you would need to keep the member on your hold for service list or begin services with the member.

**Q12: Can we enter the 30-day follow up in Kepro or do we have to open a profile for every client in our own EHR?**

A12:

**Q13: If it is determined that the referred client does not meet eligibility, how do we decline it?**



A13: You would enter a referral refusal into Atrezzo. The Department will review your refusal submission.

**Q14: If someone has Emergency Only MaineCare, would we still put them on the list?**

A14: Yes. If the member does not have a MaineCare ID number, you can create a temporary ID which will act as the Member's ID for submission purposes.

**Q15: Can agencies open clients that are on waitlists and holding?**

A15: Yes. If you open a client for service who was submitted as a Hold for Service Referral by another agency, the member will come off of the waitlist report that is sent to OBH. The member will still show as an open referral with the referring agency, but the member will no longer be reported as waiting for service.

**Q16: What if the agency needs to assess the member before determining whether they are better suited for Section 17 or BHH- what one would we select when entering the referral?**

A16: You would want to enter a referral for both Section 17 and BHH. Once you determine which service is better suited for the member, you would submit Referral Refusal for the service the member does not need. If the Referral Refusal is approved, you would then discharge the Referral request.

**Q17: What is the process to complete a discharge after a referral refusal has been completed?**

A17: The process for discharging a referral in Atrezzo is the same process for discharging an authorization request.

**Q18: Would hold for service be necessary if the client is going to be seen either the next day or within the next few days?**

A18: Yes. If the client is not receiving services on the day of referral, a Hold for Service is required.

**Q19: If a member is between the ages of 18-21 and we don't know if they would be best served in Children's TCM or Section 17/Adult BHH, do we still put them into the referral system?**

A19: Yes, you would still put the referral in the system. If once you determine they are better served in Children's TCM, you would submit a Referral Refusal for the Section 17/BHH referral.



**Q20: Is there an approved list of agencies we can use to give clients on hold for services?**

A20: To obtain a list of BHH providers, please visit the Delivery System Reform Unit's website at: <https://www.maine.gov/dhhs/oms/providers/value-based-purchasing/health-homes>. For Section 17 services, please contact [Angie.Newhouse@maine.gov](mailto:Angie.Newhouse@maine.gov) (Northern and Central Maine) or [Patrick.D.Bouchard@maine.gov](mailto:Patrick.D.Bouchard@maine.gov) (Central and Southern Maine).

**Q21: If a member is on our Hold for Service, but they start receiving the service from another provider (and don't communicate this to us), will they automatically fall off our list? Do we need to do anything additional in Kepro to remove them from the list?**

A21: They will no longer appear on the waitlist report that OBH receives. However, the referring agency will still see the referral as open in Atrezzo, but the member will no longer be reported as waiting for service.

**Q22: If we place a client on a hold for service and then are unable to reach them after several attempts, do we then complete the Referral Refusal?**

A22: Yes, a referral refusal would need to be submitted in Atrezzo for the Department to review.

**Q23: What end date do we add into Atrezzo for the hold for service with ACT?**

A23: The Hold for Service is authorized for 365 days.

**Q24: If I get someone scheduled on the day, they we receive the referral, but they cannot be seen for a few days, what is the process? Would a hold for service still be necessary?**

A24: Yes. If the client is not provided a service the day of referral, a hold for service is required.