

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

The following information should help you complete your Outpatient Treatment Requests (OTR) to decrease the number of problem letters, denials, and feedback forms you are receiving.

Ask yourself the following questions:

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?

Leaving sections blank is going to result in the OTR being returned to you. Make sure you have looked at each section and filled in the required information. Common areas left blank include primary diagnosis, the requested authorization section such as frequency of sessions or estimated number of sessions to complete treatment, and dates that goals were initiated.

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

We require updated clinical information on each request to justify continued need for treatment. An OTR with only dates changed will be sent back to you to be updated.

4. Are the goals measurable?

Short-term, measurable treatment goals work best to assess progress over time. To create a measurable goal, try using the SMART format.

5. Did I indicate objective and attainable discharge criteria?

Discharge criteria that say "When all goals are met" or "Per parent's report" are likely to result in you receiving a feedback form and possibly a reduced authorization. It is important to know how you, the clinician, are going to know when the member is ready to discharge and terminate services with you.

6. 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.

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

You would not believe how many people miss this last step! We cannot accept an unsigned OTR, so please be sure that you have signed and dated the OTR prior to submission.