



Children's Medical Services California Children's Services Provider Bulletin

DATE: March 9, 2011

SUBJECT: WHEN TO USE A SAR FORM

As you know, Los Angeles County CCS is now requiring that all requests for services be submitted using a Service Authorization Request (SAR) form (see Provider Bulletin released 12/15/10). While this process has been working very well in helping our office route your requests more appropriately through our workflow system, the following is provided in an effort to clarify a couple of steps:

- 1) Requests to alter/change any component of an existing service authorization require our office to MODIFY the service authorization, and in some cases cancel the existing service authorization and reissue a new one. Examples could be requests to extend authorized hospital days, add/change codes or provider numbers, or add services. Requests of this type must be submitted to our office on a completely new SAR request. Please do not submit the existing SAR with changes handwritten on the document. Requests for modification received in this manner will be rejected and will not be processed.
- 2) The SAR form should only be used when requesting CCS services. Supplemental documents submitted for active/open/pending cases (e.g., medical reports or informational documents submitted separate from the original SAR request) should be submitted via our established fax/mail system using just a typical cover sheet. Be sure to include all appropriate contact and patient information (e.g., requestor's name and contact information, patient's CCS#, full name, and date of birth). No SAR is necessary for supplemental documents.

All of our provider bulletins are available on our CCS website at: <http://publichealth.lacounty.gov/cms/CCSRelatedInfo.htm#ProvBull>. In addition, if you have not done so already, please sign up for our provider email blast system on our website as well to ensure you receive up to date information from our office via email.

Thank you, and please feel free to contact us at (800) 288-4584 with any questions.