SUD Residential Clinical Documentation and Authorization Request Timelines Quick Guide

Type of Request	Forms/Documentation To Complete	Date Forms/Documentation Due For Chart	Date To Submit Authorization Request To Optum	Optum Determination Turnaround Time	Length Of Authorization
Initial	• Optum Fax Cover Sheet • SUD Residential Authorization Request	Intake/Day of Admission	Within 72 hours of admission	24 Hours	Initial authorization for 15 days
Continuing	• Optum Fax Cover Sheet • Adult ASAM Criteria Assessment • Date of Birth **OR** • SUD Residential Authorization Request	By 10 days after Admission	On or before day 10	5 Calendar Days	Continuing authorization for 75 days
Level of Care Change	• Optum Fax Cover Sheet • Adult ASAM Criteria Assessment • Date of Birth **OR** • SUD Residential Authorization Request	Within 30 days from updated Adult ASAM Criteria Assessment (No later than day 40).	If updated Adult ASAM Criteria Assessment indicates a step-up or step- down in residential level of care, SmartCare enrollment must be completed before program would submit the forms to Optum	5 Calendar Days	N/A
Extension	• Optum Fax Cover Sheet • SUD Residential Authorization Request	Within 30 days from updated Adult ASAM Criteria Assessment (No later than day 70).	If requesting extension - Submit documentation to Optum by day 80.	5 Calendar Days	Extension authorization for 30 days
Discharge	• Optum Fax Cover Sheet • Discharge Summary	Within 30 days of the client's discharge	At Discharge	At Discharge	N/A

Note: For Perinatal programs requesting authorization beyond 90 days, the program will submit continuing requests for authorization in 30 day increments until the client discharges or has reached 60 days postpartum. Optum is available for consultation at any time during the process. **(SUD QA Rev. 8/2025)**