

Once they receive the final packet, the VBH-PA Child and Adolescent Family Services(CAFS) Coordinators have two business days to review your child's packet and determine if they are able to authorize the services as prescribed. The coordinators are only permitted to authorize services. If they are not able to substantiate the medical necessity for services, they will send the packet for peer review. Peer review is a process by which a VBH-PA psychiatrist or psychologist reviews your child's case with the person who wrote the evaluation recommending services to clarify questions about medical necessity.

If Behavioral Health Rehabilitation Services (BHRS) are authorized, VBH-PA will contact the provider you have chosen and will ask them if they can provide your child with the services recommended. If the provider is unable to start providing the services within seven days, you will be informed of this and will be given the choice to either wait for the provider you have chosen or choose a different provider. If your child needs to receive other services, such as Outpatient Therapy or Case Management, VBH-PA will give you a choice of providers and can assist you in scheduling an appointment for your child.

If your child's recommended services are not authorized as prescribed, you have a right to accept the changes or to file a grievance. If VBH-PA does not completely approve a service for your child, they will tell you in a letter. How to file a grievance is explained in the letter. You may also refer to your VBH-PA member handbook. You can file a grievance if VBH-PA does any of the following:

- Denies a service
- Approves less service than what was requested
- Approves a different service from the one that was requested