**3631.5 Unable to Obtain Physician’s Signature**

Revision 20-1; Effective March 16, 2020

The managed care organization (MCO) has 45 days to complete the assessment process for the STAR+PLUS Home and Community Based Services (HCBS) program, which includes obtaining a physician’s signature for the Medical Necessity and Level of Care (MN/LOC) Assessment.

If the MCO does not receive a signed copy of the physician’s signature page within **five** **business days** of the initial request to the applicant’s physician, the MCO must make at least three additional attempts to obtain the signature. If unsuccessful, the MCO must contact the applicant or member for assistance in obtaining the required signature. If the MCO needs additional time beyond 45 days to make the required contacts to obtain the physician’s signature, the MCO must notify Program Support Staff (PSU) staff by uploading Form H2067-MC, Managed Care Programs Communication, to TxMedCentral, as described in Section 5110, TxMedCentral Naming Convention and File Maintenance.

If the MCO is not able to obtain the physician’s signature, the MCO must upload the appropriate form to TxMedCentral to request PSU staff deny eligibility for the STAR+PLUS HCBS program because the MCO is unable to obtain a physician’s signature. For Interest List releases, use Form H3676, Managed Care Pre-Enrollment Assessment Authorization, Section B. For upgrades, use Form H2067-MC.