

Action Required - TERM Group Therapy Report Submission Process Effective 1/1/25

Dear TERM Group Therapy Provider:

Effective 1/1/25, Optum TERM will be responsible for processing and tracking group therapy progress reports for the following additional types of group therapy for Child and Family Well-Being referred clients:

- Child Abuse Group Therapy
- DV Offender Group Therapy
- Sex Offender Group Therapy

What action will I need to take?

- Starting 1/1/25, the required progress reports for these groups will be sent to Optum TERM rather than to the client's Protective Services Worker (PSW). Please see the sections below for more information and detailed instructions.

How do I submit the reports?

Work product submission for these groups will follow the process for CFWB treatment plans outlined on page 57 of the [TERM Provider Handbook](#):

- Intake reports, progress updates, and discharge summaries are submitted only to Optum TERM at the following fax number: (877) 624-8376.
- Timelines for report submission are as follows:
 - **Intake Reports:** Group therapy Intake reports are due fourteen (14) calendar days from the initial authorization date. If an extension is needed to this timeline due to delays in scheduling the first appointment, please refer to the information outlined under the sections below "Group report tracking" and "What actions do I need to take with the monthly tracking letters?"

- **Quarterly Progress Updates:** Group progress updates are due twelve (12) weeks after the Intake report and every twelve (12) weeks thereafter, for the duration of therapy.
- **Discharge Summaries:** A Discharge Summary is due upon the termination of treatment, regardless of number of sessions or next quarterly progress report due date.
- **Unscheduled Reports:** At times, CFWB or the client's attorney may request additional unscheduled therapy progress updates.
 - Providers are expected to make reasonable efforts to provide the update within the requested time frame or communicate delays to the requesting party.

What forms should I use and where can I access the forms?

- **Use of the *TERM Group Report Face Sheet* is required when submitting reports for these groups.** This is to ensure the information required for Optum processing and payment authorization is included
 - A copy of the *TERM Group Report Face Sheet* is attached for reference, and can also be found on the Optum website under the tab entitled [“Other Group Treatment”](#)
- Providers may use their own established progress reporting templates for Child Abuse, DV Offender, and Sex Offender group services
 - Child Abuse groups have a standardized reporting template provided by CFWB that providers are encouraged to use. The Child Abuse Group Progress Report Form templates are located on the Optum website under the tab entitled [“Other Group Treatment”](#)
 - If the CFWB Child Abuse Group Progress Report Forms are used, the *TERM Group Report Face Sheet* is not required as the CFWB form is a standardized reporting template that includes all of the information required for TERM processing

What occurs after I submit the Face Sheet and report?

- Optum TERM will be responsible for forwarding the Face Sheet and group progress report to the assigned PSW
- If the required Face Sheet isn't included and there isn't sufficient information to process the report, TERM staff will call you to request re-submission of the report with the Face Sheet
- Please note that Optum TERM will **not** be providing quality review oversight of these group progress reports

Payment for group progress reports

- Group progress reports will no longer be pre-authorized after 1/1/25. Providers will be issued an authorization for payment of the group progress report on submission of the report to Optum TERM
 - Providers are reimbursed at the rate of \$50 for each report submission
- For cases that were first authorized prior to the 1/1/25 implementation:
 - If a pre-authorization is already in the system that covers the date of the first submitted report after 1/1/25, no additional report authorization will be issued for that submission; the next report submission will follow the authorization on submission process outlined above
 - If a pre-authorization is not in the system, TERM will generate an authorization for the report and forward it to you

Group report tracking

- Going forward, work products for the above-referenced groups will be included in the monthly TERM Work Product Due Date Tracking process
- Providers will receive a monthly courtesy “Due Date Tracking” letter outlining the due dates of all clients assigned to them
- For group therapy services that start after 1/1/25, work product due dates for each client assigned will be included in the next Due Date Tracking letter after the initial authorization
- For group services that started prior to 1/1/25, work product due dates for assigned clients will be added to the tracking system and Due Date Tracking letter after the first progress report is submitted to Optum TERM

What actions do I need to take with the monthly tracking letters?

- Review the letter to ensure it accurately reflects your current caseload and pending reports
- If an authorized client hasn’t engaged in treatment or is delayed in starting services, providers can request to exclude the client from your caseload or to extend the due date for the intake report via the Due Date Tracking letter by faxing the request to (877) 624-8376 or by calling TERM directly at (877) 824-8376 (Option 1).

Why are these changes taking place?

- This will allow all TERM group therapy referrals to follow a uniform process for authorization, tracking and submission of progress reports, as well as distribution of progress reports to Child and Family Well-Being (CFWB)

- This will help ensure that CFWB has the necessary information for case planning and decision-making and will also ensure that providers are authorized and reimbursed for all reports, including unscheduled reports that are requested by CFWB or client's counsel
- Due to the critical role TERM provider documentation plays in client case planning, required TERM work products are tracked by Optum to ensure submission by the established due date

Thank you for your attention to this information and for your ongoing partnership in serving CFWB-referred clients. Please do not hesitate to reach out if you should have any questions (877-824-8376, Option 1).

Best Regards,

Optum TERM