



PROVIDER QUICK TIPS

#60

Place of Service Review (PSR) Requests for Short Procedure Units (SPUs)

Hospitals throughout Pennsylvania have recently expressed concerns regarding having to call the Department of Human Services (DHS) Fee-for-Service Program PSR Inquiry line at (800) 558-4477 in order to upgrade authorizations from SPU to Inpatient requests. DHS has determined that a possible cause is the fact that a physician's office frequently calls the PSR line to obtain an authorization for a service without the facility's knowledge that a request has been submitted and an SPU payment has been approved. Due to the fact that either of the entities may request authorization for a service, it is imperative that facilities work with providers to ensure consistency.

Through improved communication, facilities and physicians will save themselves from needless phone calls. Providers will benefit from a more accurate authorization process. It is the DHS Bureau of Fee-for-Service Program's goal to work in partnership with the provider community.

Check the Department of Human Services' Web site often: www.dhs.pa.gov

Thank you for your service to our Medical Assistance recipients.

We value your participation.

