

Template #12: Service Authorization

Services you request must be authorized or approved by the [Contractor or its designee]. That agency may approve all, some, or none of your requests. You will receive notice of a decision within **14 calendar days** after you have requested the service during person-centered planning (PCP), or within **72 hours** if the request requires an expedited decision.

Any decision that denies a service you request or denies the amount, scope, or duration of the service that you request will be made by a healthcare professional who has appropriate clinical expertise in treating your condition. Authorizations are made according to medical necessity. If you do not agree with a decision that denies, reduces, suspends, or terminates a service, you may file an appeal.

[Note to the Contractor: you may add additional information to this template]

The Contractor should tailor the contact information in the brackets to reflect their local operations and may add local or additional information to the templates.