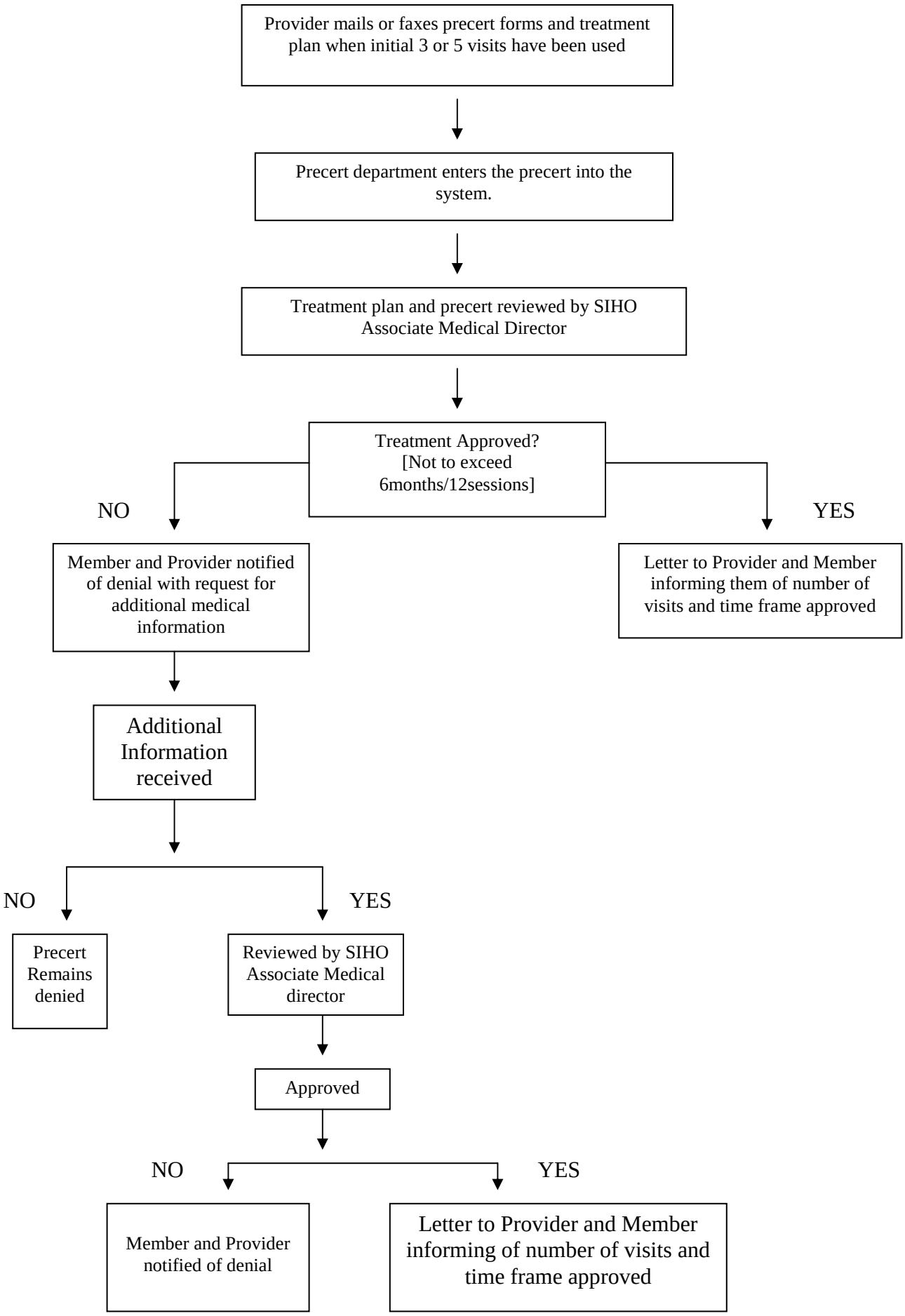OUTPATIENT PSYCH PRECERTIFICATION PROCESS