PROVIDER ALERT

ProviderConnect Enhancements

September 17, 2010

The following ProviderConnect Enhancements are scheduled for September 18, 2010.

- **Modifications to Confirmation Page of a Request for Service**
- **Additional Information on the Print Version of DORS Application**
- **Modifications to Supported Employment**

Detailed summaries are provided on the following pages.

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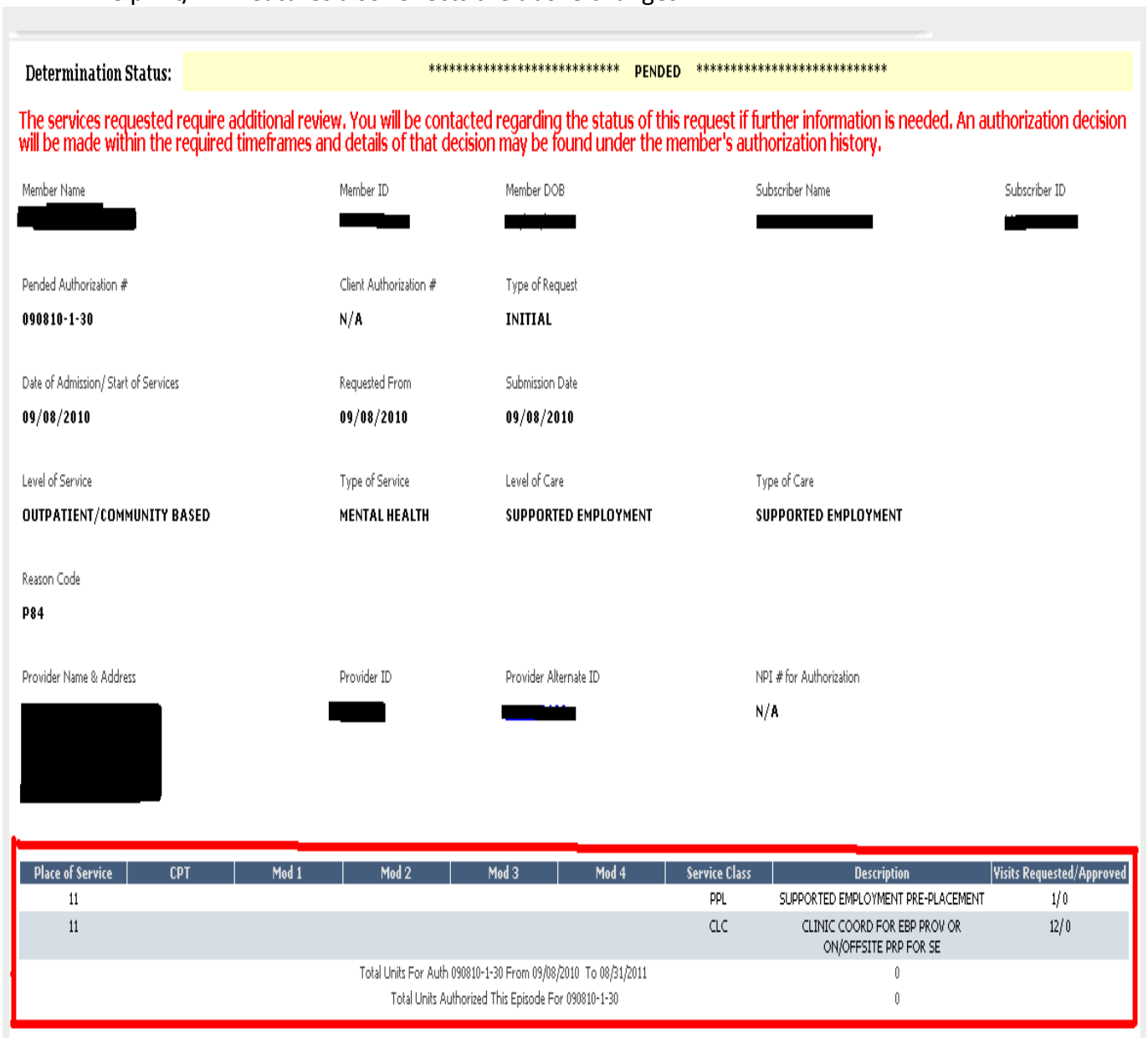
Enhancement Summaries

Modifications to Confirmation Page of a Request for Service

- This enhancement displays the place of service, service class, service class description (based on the type of care), and the number of units requested/approved on the confirmation page in ProviderConnect.
- The print/PDF features also reflects the above changes.



Determination Status: ********** PENDED **********

The services requested require additional review. You will be contacted regarding the status of this request if further information is needed. An authorization decision will be made within the required timeframes and details of that decision may be found under the member's authorization history.

Member Name	Member ID	Member DOB	Subscriber Name	Subscriber ID
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Pended Authorization #	Client Authorization #	Type of Request
090810-1-30	N/A	INITIAL

Date of Admission/ Start of Services	Requested From	Submission Date
09/08/2010	09/08/2010	09/08/2010

Level of Service	Type of Service	Level of Care	Type of Care
OUTPATIENT/COMMUNITY BASED	MENTAL HEALTH	SUPPORTED EMPLOYMENT	SUPPORTED EMPLOYMENT

Reason Code: P84

Provider Name & Address	Provider ID	Provider Alternate ID	NPI # for Authorization
[redacted]	[redacted]	[redacted]	N/A

Place of Service	CPT	Mod 1	Mod 2	Mod 3	Mod 4	Service Class	Description	Visits Requested/Approved
11						PPL	SUPPORTED EMPLOYMENT PRE-PLACEMENT	1/0
11						CLC	CLINIC COORD FOR EBP PROV OR ON/OFFSITE PRP FOR SE	12/0
			Total Units For Auth 090810-1-30 From 09/08/2010 To 08/31/2011				0	
			Total Units Authorized This Episode For 090810-1-30				0	

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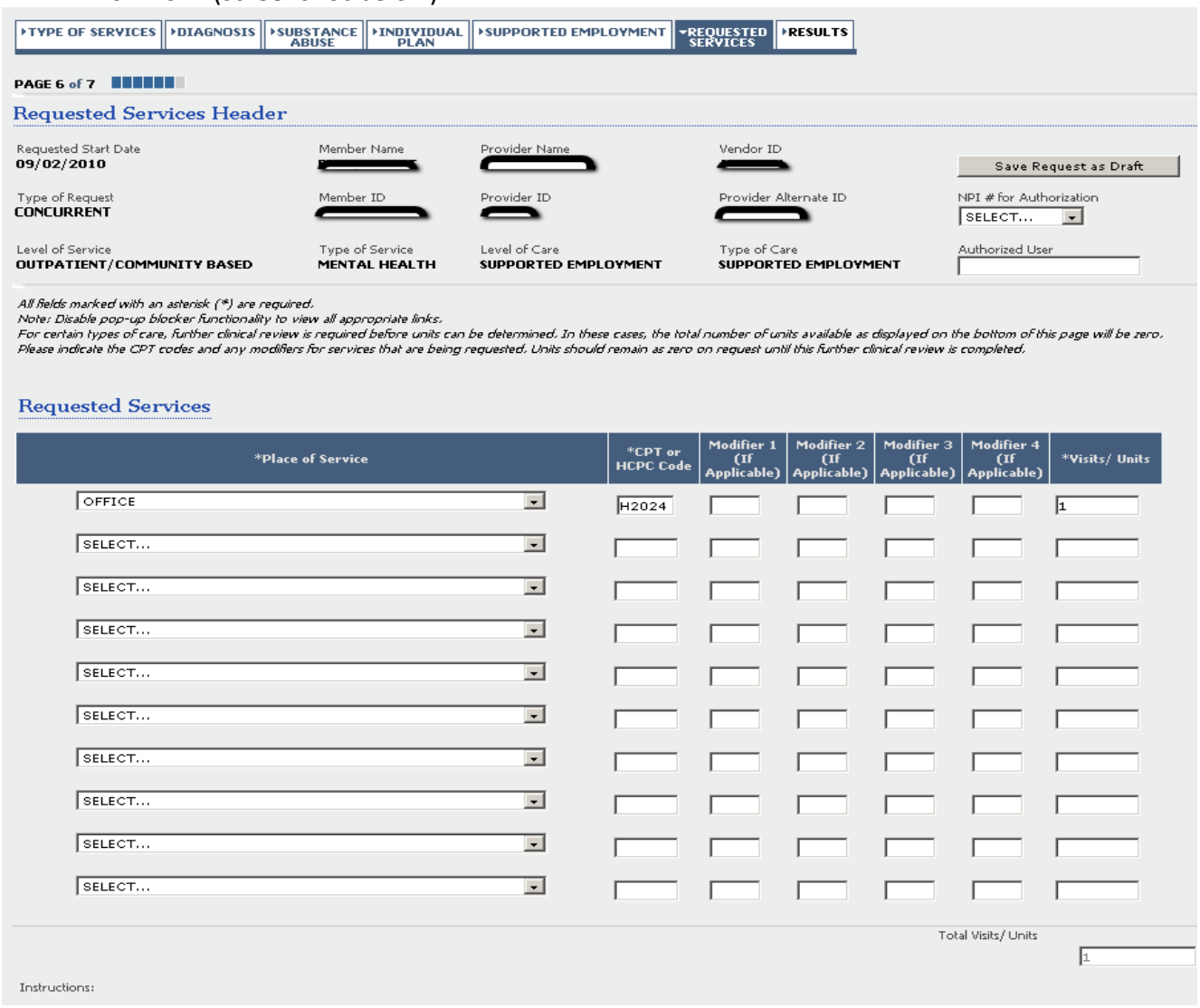
- Please note: The additional information on the confirmation page and print/PDF features will only appear for the types of care where the “Requested Services” tab is part of the Request for Service (RFS) workflow. (screenshot below)



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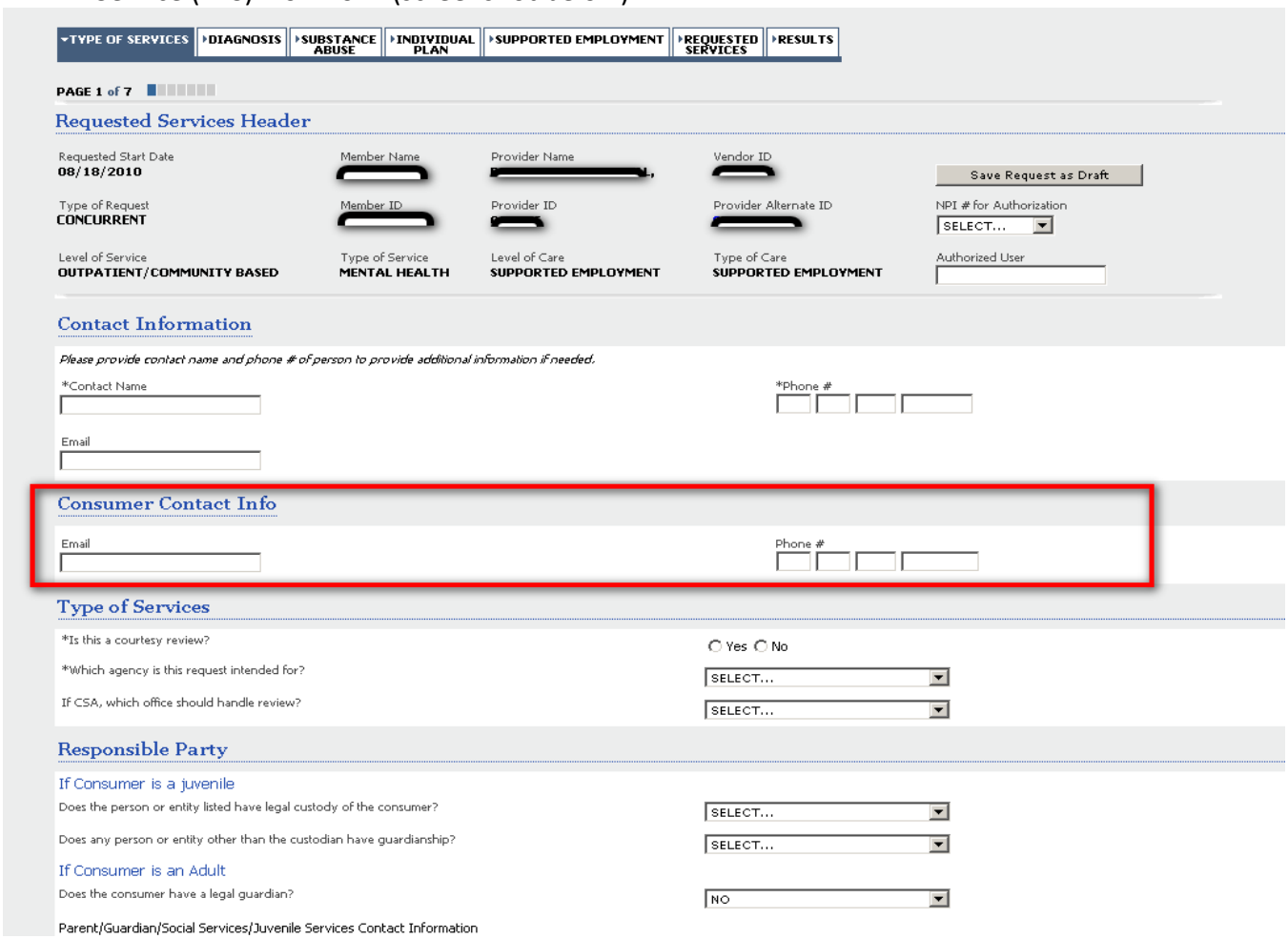
Additional Information on the Print Version of DORS Application

- This enhancement displays the Consumer's Social Security Number, Home Address, County, Phone Number, and Email Address on the print version of the DORS Application.
- The consumers' phone and email address will be taken from the "Type of Service" Tab in the Request For Service (RFS) workflow. (screenshot below)



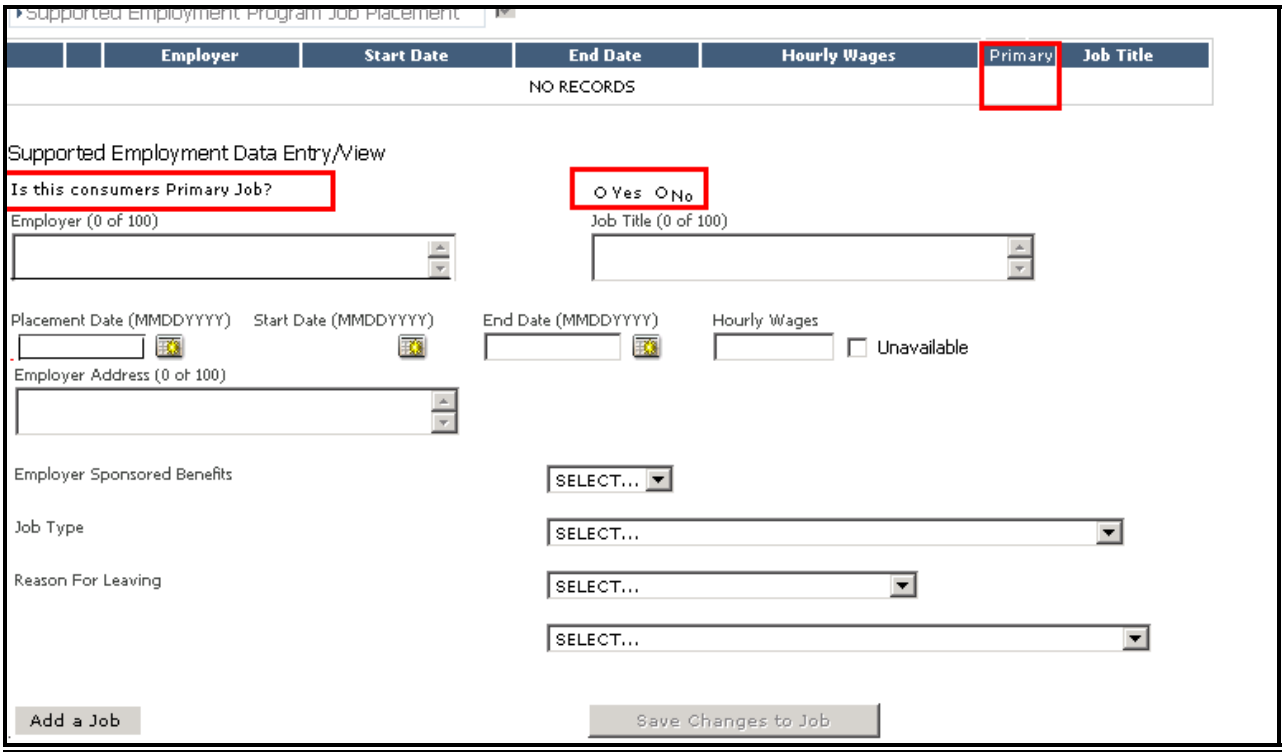
Modifications to Supported Employment

1. ***Authorization Spans and Unit Calculations:***
   - On the "Supported Employment" tab in ProviderConnect, when the user selects a specific Supported Employment service, the appropriate CPT, Modifier (if applicable), and unit(s) will appear of the "Requested Services" tab in ProviderConnect.
   - In addition, the system will automatically give the appropriate authorization span for each type of Supported Employment service selected.

Description	CPT/HCPC Code	Modifier	Service Class	Number of Units	Authorization Span
Pre-Placement	H2024		PPL	1	365 days*
Job Placement	H2024	21	JPL	1	45 days
Intensive Job Coaching	H2023		IJC	400	45 days
Extended Support Services (NON-EBP)	H2026		ESS	12	365 days*
Extended Support Services (EBP)	H2026	21	ESS	12	365 days*
Clinical Coordination	S9445	52	CLC	12	365 days*
On/Offsite PRP	S9445		CLC	12	365 days*

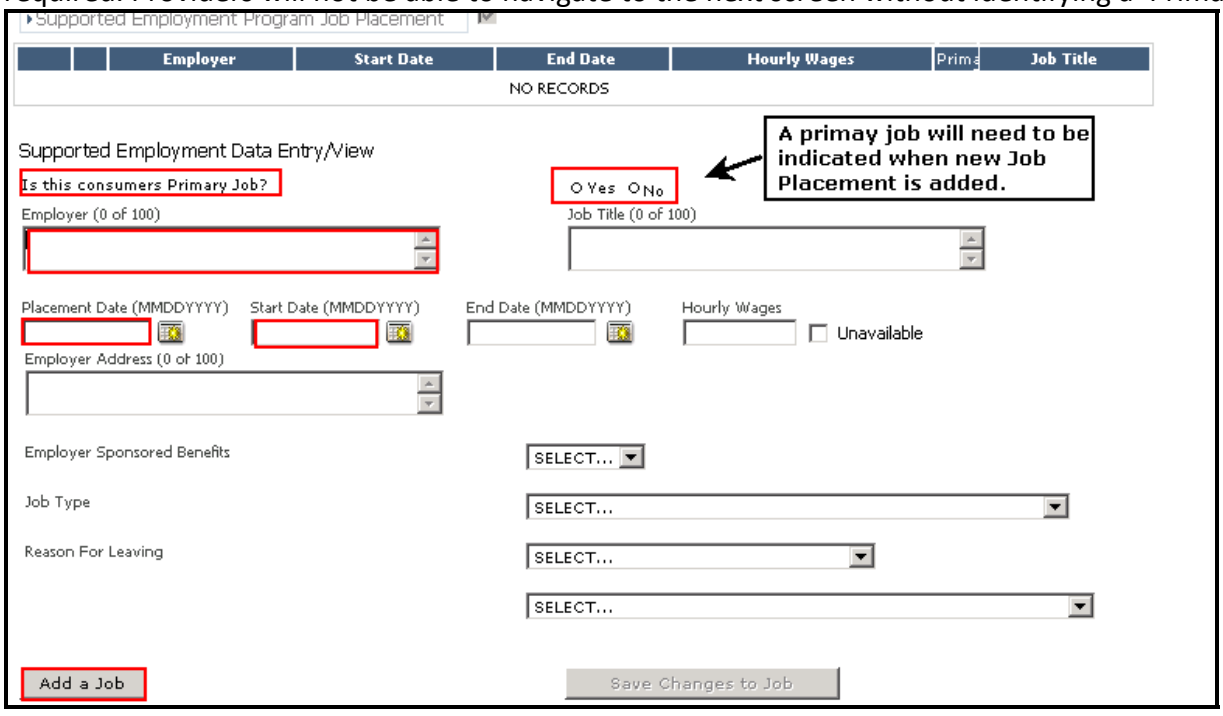
* The authorization spans with a rolling year; 1 year equates to 365 days (minus) the number of days to last day of 11th month. For example, 06/10/2010 – 05/31/2011.

2. ***Display Primary Job Indicator:***
   - The consumer's job that is associated with the authorization should be the primary job. If a consumer has an additional job that is not associated with the authorization, the provider may add that job and select 'NO' to the primary job question.
   - The system will always display the 'Is this consumer's Primary Job?' YES/NO question, and display the Primary Job Indicator on the screen, when the Job Placement section expands.
     - Existing records without a Primary Job indication for a job will be defaulted to 'NO'.



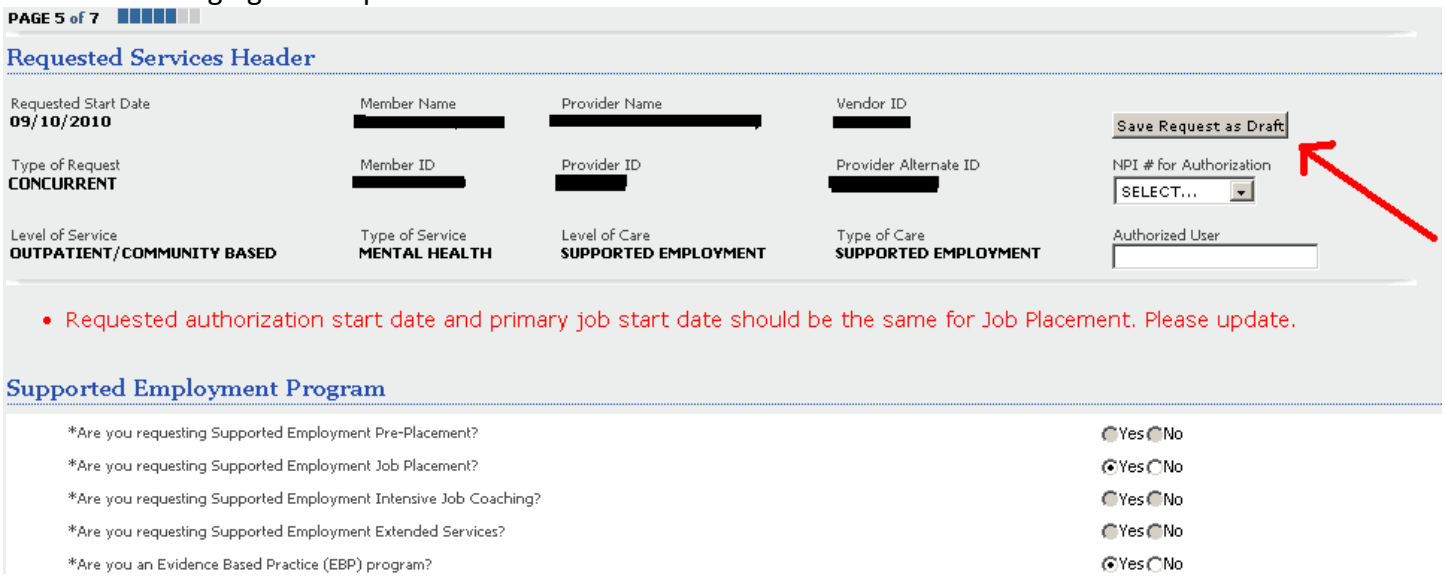
3. ***Job Placement (JPL) Requests:***

A. Require New Primary Job Information: For all **JPL** requests, the Primary Job Placement information will be required. Providers will not be able to navigate to the next screen without identifying a 'Primary' job.

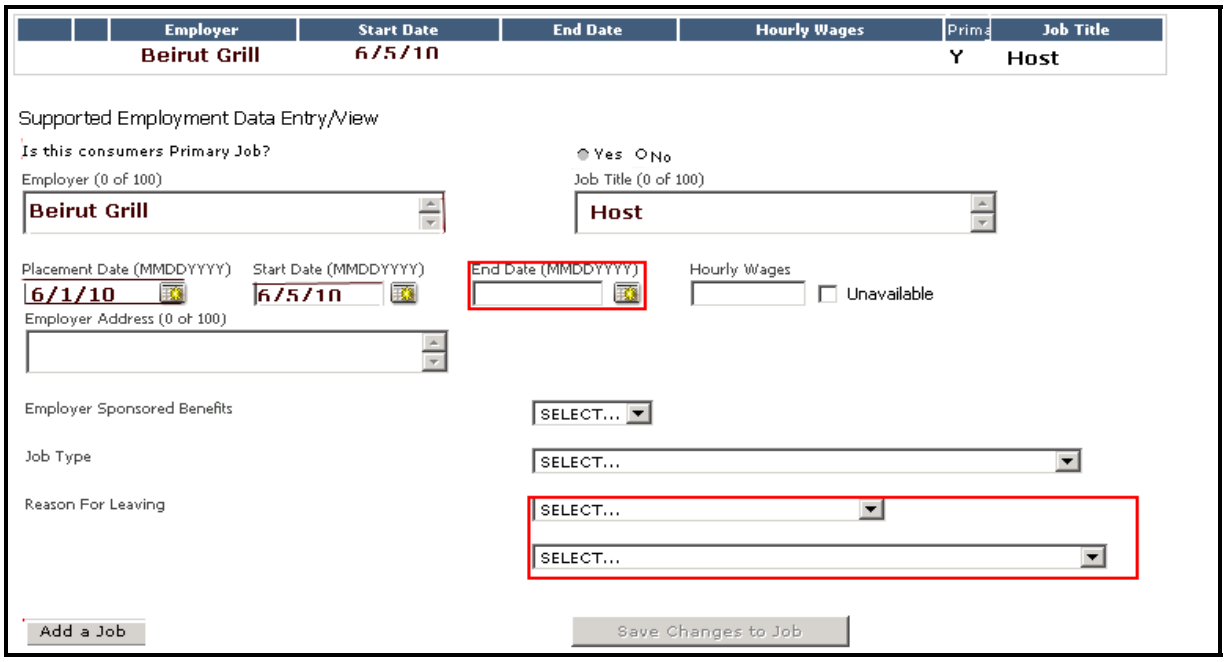


B. Requested Start Date & Primary Job Start Date: The Requested Start Date must be equal to the Active Primary Job Start Date.

- If the Requested Start Date of current JPL request is not equal to active Primary Job Start Date, the system will display the following error message when user clicks 'Next' on the Supported Employment screen:
  "Requested authorization start date and primary job start date should be the same for Job Placement. Please update."
- The provider should update the Requested Start Date or the Job Start Date, whichever is appropriate. If the provider needs to update the Requested Start Date, click on the 'Save Request as Draft' button before changing the Requested Start Date. This will ensure no information that is entered is lost.

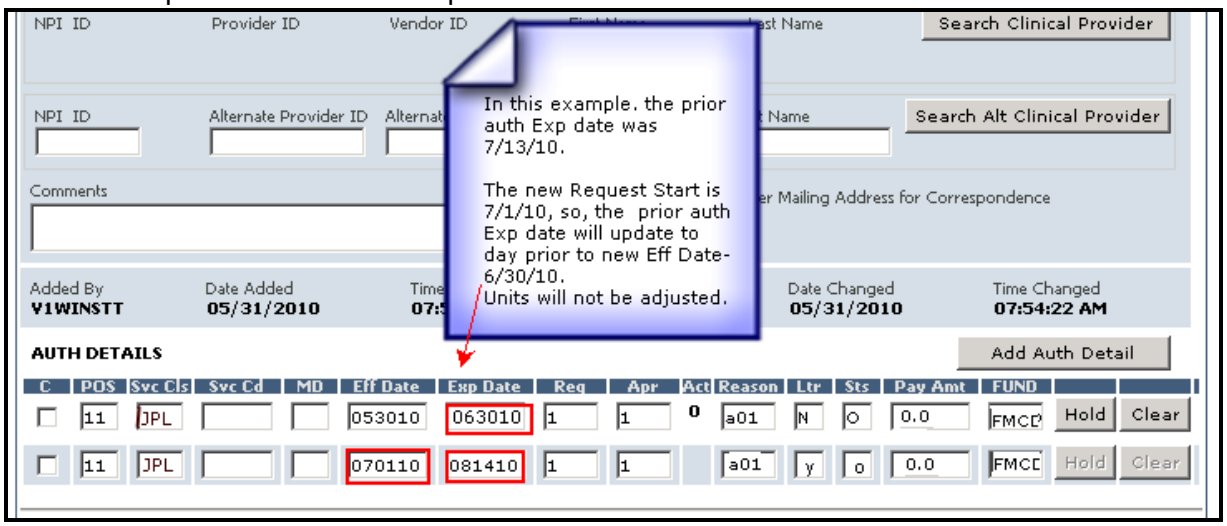


- A consumer can only have one active Primary Job at a time. The system will require that a new primary job be added every time a new job placement authorization is requested. If no new job placement is added as part of the request the following message will display when user clicks 'Next':
  "New primary job placement information is required for this request. If a primary job exists, please end the existing primary job."
- If there is an existing 'Primary Job' placement, the provider will be required to complete the Job 'End Date' and 'Reason for leaving' sections/fields, before adding a new 'Primary Job'.



C. Subsequent Job Placement (JPL) Authorization Requests: If there is an existing **JPL** auth on record, the prior Authorization Expiration date will end before the new **JPL** auth begins. Units will not be adjusted.

- If a JPL Authorization exists and that Authorization's Expiration Date is greater than the current Authorization's Requested Start Date, the system will update the most recent prior Authorization's Expiration date to a day before the current Authorization's Requested Start Date.
- If the expiration date of the most recent prior authorization is less than the current Requested Start Date, the most recent prior authorization expiration date will not be modified.



The screenshot above is from CareConnect and is for reference only – ProviderConnect does not have this screen.

4. ***Intensive Job Coaching (IJC) Requests:***

A. IJC-Primary Job Start Date & Requested Start Date:

- For all **IJC** requests, an active primary job must be on file; new or existing. The system will verify that the Requested Start Date is the same as the active Primary Job Start Date. If the Requested Start Date is not equal to the Job Start Date, the system will display an error message, when the provider selects the 'Next' button on the Supported Employment tab, as follows:

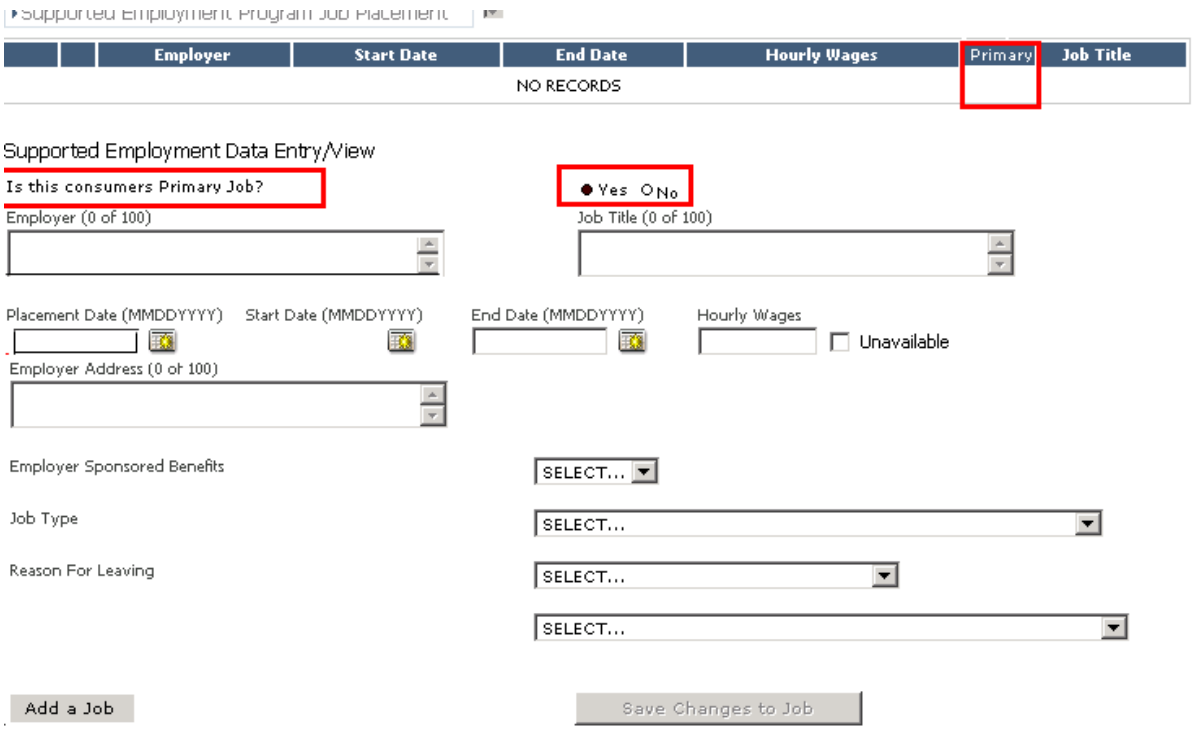
  "Requested authorization start date and primary job start date should be the same for Intensive Job Coaching. Please update."

- If no active Primary Job is found, the system will display the following message:

  "There is no Primary Job on file. An active Primary Job is required for Intensive Job Coaching."

  AND

- Expand the Job Placement Information section for the user to enter primary job information. When the sections expands for job entry, the default for 'Is this Consumer's Primary Job' will be 'Yes' for this workflow.



5. ***Extended Support Services (ESS) Requests:***

A. For all Extended Support Services (ESS) requests, a Pre-Placement (PPL) or Job Placement (JPL) authorization must be on file.

- The system validation will occur upon 'Next' on the Supported Employment tab.
  - If a PPL or JPL authorization record is found, the user will be able to proceed to next screen.
  - If a JPL or PPL auth record is not found, the user will receive the following error message and will not be able to proceed further:
    'A prior pre-placement or job placement authorization request must be on file for this service type.'
- If there is only a PPL auth on file, the Requested Start Date will be what the user enters.
- If both PPL and JPL are found, the Authorization Start Date for ESS will be equal to the JPL start date plus 46 days.

B. ESS-Primary Job Placement Validation: In addition to having a Pre-Placement or Job Placement authorization on file, the system will also verify that an active primary job is on file.

- If no active Primary Job record is found, the system will display the following message:

There is no Primary Job on file. An active Primary Job is required for Extended Support Services.

AND

- Expand the Job Placement Information section for user to enter primary job information. When section expands for job entry, the default for 'Is this Consumer's Primary Job' will be 'Yes' for this workflow.

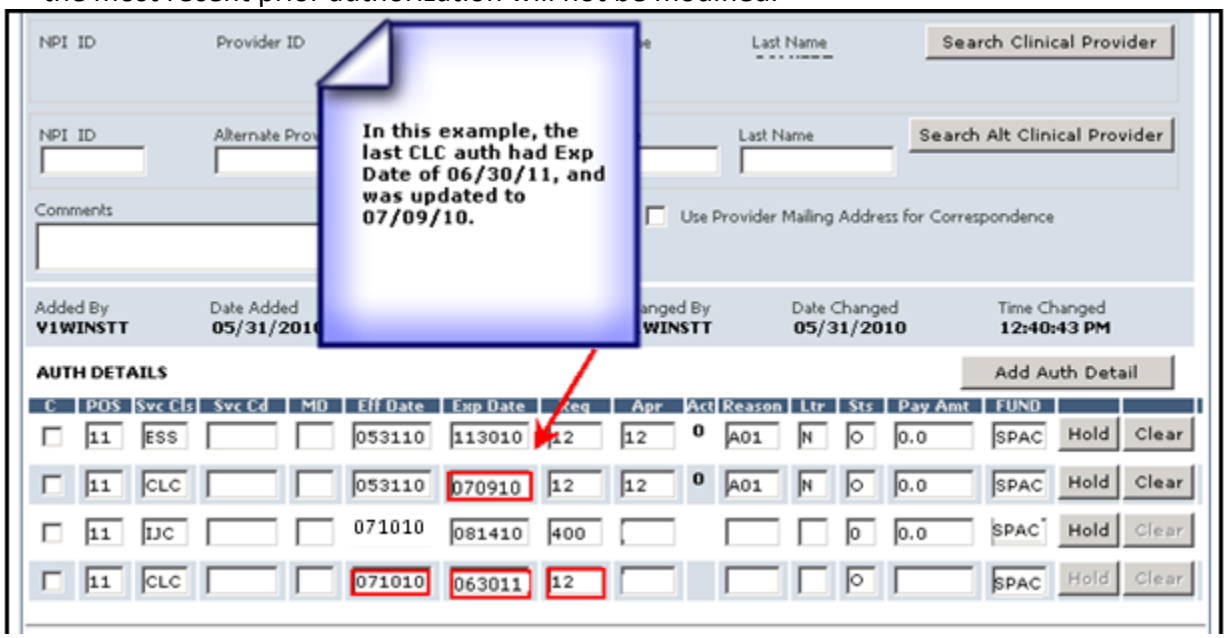
C. ESS Requested Start Date Validation: For Extended Support Services (ESS) requests, the system will validate that the provider has entered the correct Requested Start Date, when 'NEXT' is clicked on the Supported Employment tab.

- ESS Requested Start Date: If there is a JPL authorization on file, the system will take the effective date of the most recent JPL authorization on file and add 46 days to that date. This will provide the authorization effective date for the ESS request. If the user entered a Requested Start Date that is different from this date the following message will appear, and the user must manually update with the date displayed on the screen:
  For this ESS request, the Requested Start Date should be [MM]/[DD]/[YYYY]. Please update to continue.
  For example, if the Effective Date is calculated to be August 13 2010, but the Requested Start Date entered by the Provider is September 4, 2010, the system will prompt the provider as follows:
  For this ESS request, the Requested Start Date should be: 08/13/2010. Please update to continue.
  The user must 'Save Request As Draft' and then navigate to the initial page to update the requested start date.

6. ***Clinical Coordination (CLC) Requests:***

A. Clinical Coordination (CLC) Existing Auth Expiration: If there is an existing **CLC** auth on record, the prior Auth Expiration date will end before the new **CLC** auth begins. Units will not be adjusted.

- If a CLC Authorization exists and that Authorization's Expiration Date is greater than the current Authorization's Requested Start Date, the system will update the most recent prior Authorization's Expiration date to a day before the current Authorization's Requested Start Date.
- If the expiration date of the most recent prior authorization is less than the current Requested Start Date, the most recent prior authorization will not be modified.

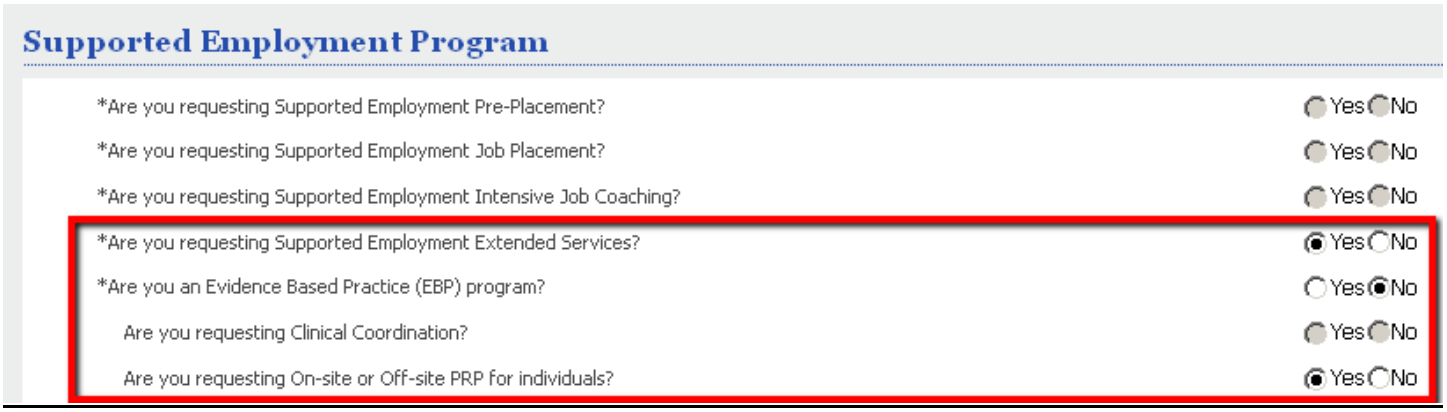


The screenshot above is from CareConnect and is for reference only – ProviderConnect does not have this screen.

7. ***On/Offsite Psychiatric Rehabilitation Program (PRP) Requests:***

A. On/Offsite PRP Questions: On/Offsite PRP authorizations can only be requested with Extended Support Services (ESS). On/Offsite PRP services cannot be requested with PPL, JPL, or IJC services.

- The system will only enable the question "Are you requesting On-site or Off-site PRP for individuals?" if:
  - The provider has selected 'YES' to the question "Are you requesting Supported Employment Extended Services?"
    AND
  - The provider has selected 'NO' to the question "Are you an Evidence Based Practice (EBP) program?"

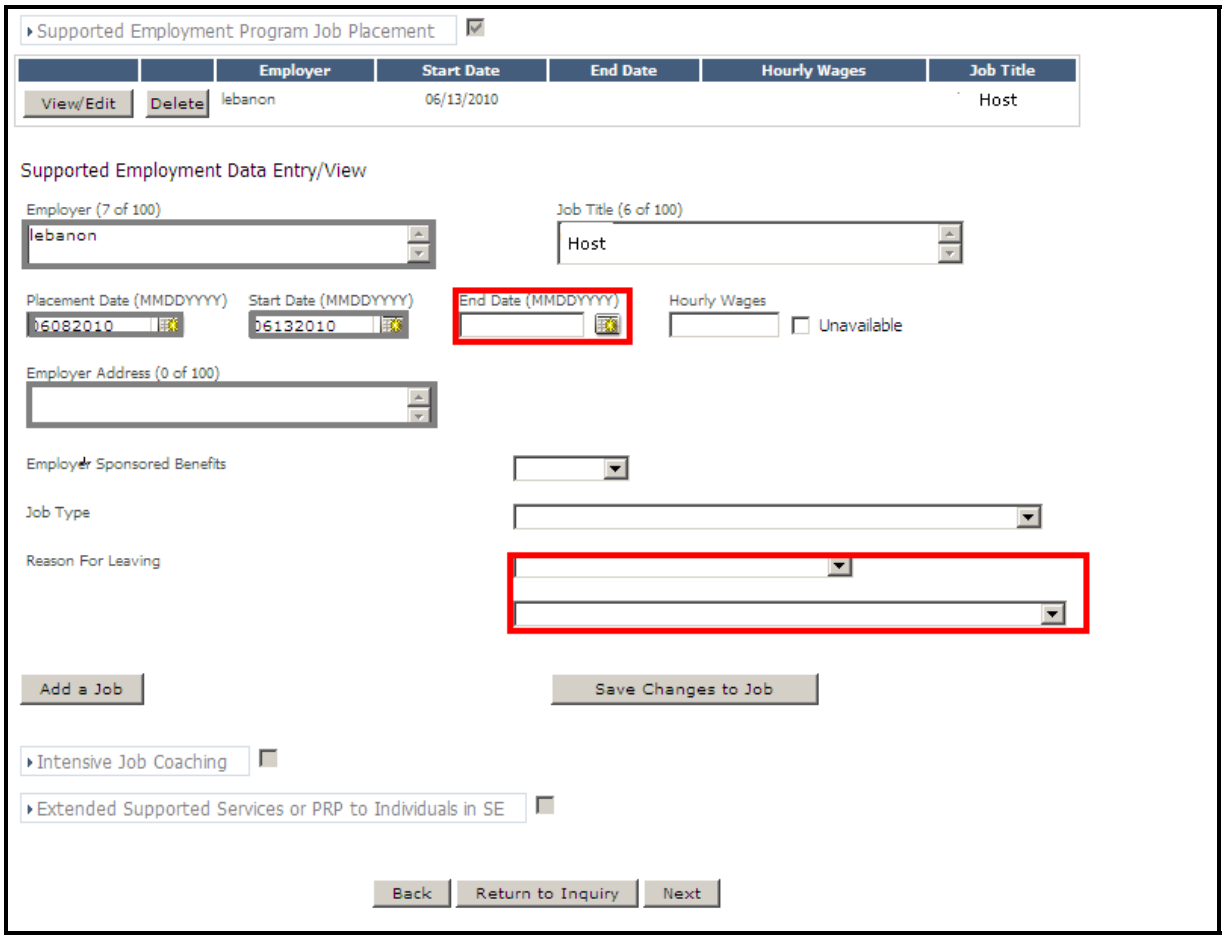


B. <u>On/Offsite PRP Existing Auth Expiration:</u> If there is an existing On/Offsite PRP authorization on record, the prior Authorization Expiration Date will end before the new On/Offsite PRP authorization begins. Units will not be adjusted.

- If an On/Offsite PRP Authorization exists and that Authorization's Expiration Date is greater than the current Authorization's Requested Start Date, the system will update the most recent prior Authorization's Expiration date, to a day before the current Authorization's Requested Start Date.
  - If the expiration date of the most recent prior authorization is less than the current Requested Start Date, the most recent prior authorization will not be modified.

8. <u>Disabling Fields on Concurrent Request for Service (RFS):</u>

- For Concurrent Supported Employment Job Placement Requests only, the following fields will be disabled for a previous Job Placement.
  A. Employer Name
  B. Address
  C. Placement Date
  D. Start Date
- The 'End date and 'Reason for leaving' fields are required. Fields shown in grey color will be disabled and fields shown in red color will be required.



**Additional Information will be provided regarding Extended Support Services in a separate document.

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