

Provider Alert

Updates to Supported Employment Forms

July 8, 2021

Target Audience: Supported Employment Providers

Optum Maryland is preparing to release updated forms on July 12, 2021, for Supported Employment authorization requests in the Incedo Provider Portal (IPP). The updated forms listed in the image below contain changes to areas where errors have commonly occurred during form completion.



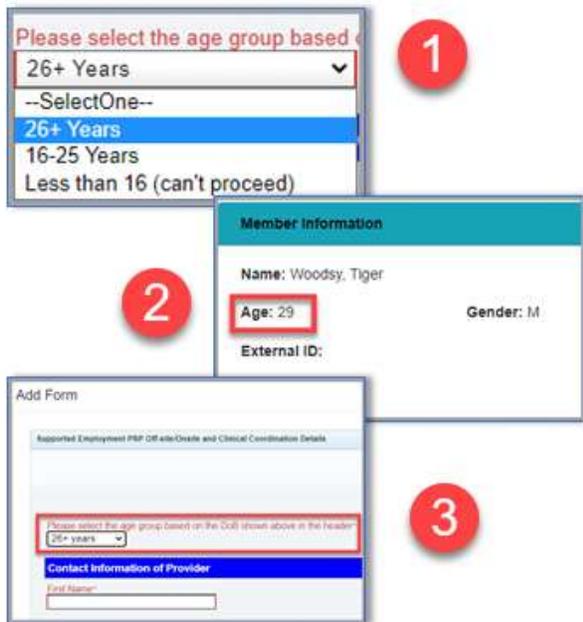
The changes that providers will see on the forms include:

- **Change 1:** IPP will automatically apply the age information from the individual's IPP record into the form.
- **Change 2:** Based upon the age of the individual, the forms will automatically display the age-specific functional limitations questions.
- **Change 3:** A provider's response to specific eligibility questions will display a message indicating that the individual is not eligible.
 - If the response does not satisfy the eligibility criteria, the provider may not continue with the submission of the authorization request.

The following describes each change in detail:

Change 1: Age group selection

Prior to this change, providers had to select the age group from the drop-down list at the top of the form as shown below in image 1:



With this change, the form will use the age present in the IPP for the participant (as shown above in image 2) and return the correct age group for the provider (as shown above in image 3) NOTE: You must still click on the age field, but it will be the only option visible.

Change 2: Age-specific functional limitations questions

The form will display the applicable functional limitations questions based upon the individual's age. Forms impacted:



Change 3: A response of 'No' to specific questions will generate a new warning message regarding eligibility and the IPP will no longer allow the provider to proceed with the submission of the authorization.

Responses to 'interest in competitive integrated employment and supported employment':

1. If the response is 'No' to questions 2a-2c, regarding interest in competitive integrated employment and need for the service:
 - The form will return a new message indicating the individual is not eligible for services.

Provider Action:

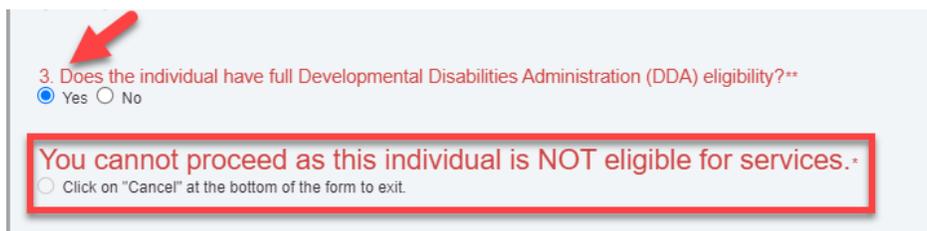
- The provider must cancel out of the form and may not proceed with submission of the authorization (as pictured in the image below).



2. A response of 'Yes' to full Developmental Disabilities Administration (DDA) eligibility:
 - Will return a new message indicating that the individual is not eligible for services.

Provider Action:

- The provider must cancel out of the form and may not proceed with submission of the authorization (as pictured in the image below).



A response of 'No' to age-related functional limitation questions:

- Will return a new message indicating the individual is not eligible for services.

Provider Action:

- The provider must cancel out of the form and may not proceed with submission of the authorization (as pictured in the image below).

1. Has the individual experienced the following for at least two years?

An established pattern of unemployment, underemployment or sporadic employment which requires intervention by the behavioral health system beyond...

Yes No

You cannot proceed as this individual is NOT eligible for services.
Click on "Cancel" at the bottom of the form to exit.

An established pattern of unemployment, underemployment or sporadic employment which is primarily attributable to symptoms, behavior or other function with an intellectual disability or neurodevelopmental disorder?*

Yes No

You cannot proceed as this individual is NOT eligible for services.
Click on "Cancel" at the bottom of the form to exit.

If you have questions about the information contained in this alert, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team

Please visit our website at maryland.optum.com for provider resources, online training, and more information.