

Maryland Medicaid - Traumatic Brain Injury Authorization Requests

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Summary

This article provides steps to request an authorization for Traumatic Brain Injuries (TBI).

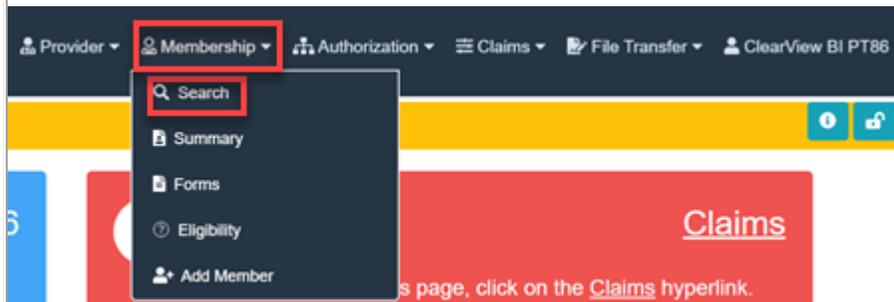
Incedo Provider Portal

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Follow the steps below to request authorization for Traumatic Brain Injuries.

Step	Action
1	Log in to the Incedo Provider Portal using the login received for Provider Type 86: Traumatic Brain Injury Waiver. Logging in with these credentials will allow for TBI requests.
2	After logging in, the Dashboard will appear. The top of the screen will show a series of menu options.

To request authorization, click on the **Membership** tab and select **Search** from the drop-down.



Note: If there are previously submitted authorizations, the **Authorization** tab can be used to review the authorizations for a participant. Click on the drop-down next to **Authorization** and choose **Requests**. The **Claims** tab can be used to view submitted claims.

3 A search can be conducted using the following:

- Policy Number/Medicaid ID
- Last name, first name, and date of birth (DOB)

4 The participant appears in the **Results** tab. Double click on the **First Name** to expand the screen and add additional details.

Alternatively, click on the **Membership** tab and choose **Summary**.

5 When the **Membership Summary** appears, verify the participant is active, including effective and end dates. Also verify the participant has **Brain Injury** listed in the **Insurer** column of the **Insurances** tab.

Alert	Insurer	COB	Rank	Policy Number	Date From	Date To	Status	Plan	Group
96	Brain Injury		Unspecified	TBI6857889	1/1/2020	12/31/2099	Active	Brain Injury	
34	Medicaid		Unspecified	6857889	1/1/2020	12/31/2099	Active	Medicaid	

6 Under the **Membership** tab, select **Forms** to view forms that have been created for the participant, or add forms. The Brain Injury related forms are located under **Case Management**. There is also an option to **Filter Forms**.

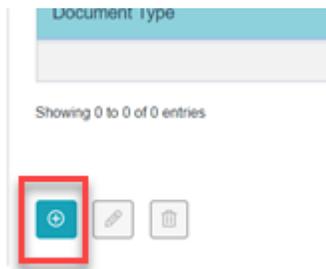
The screenshot displays the incedo software interface. At the top, there are navigation tabs for 'Membership' and 'Authorization'. A dark blue dropdown menu is open, showing options: 'Search', 'Summary', 'Forms' (highlighted with a red box), 'Eligibility', and 'Add Member'. Below the menu, the user's name 'Sinclair, Alex (114) (01/01/1956)' is visible. A yellow bar contains 'Export/Print' and 'Summary' buttons. A 'Filter Forms' button is also highlighted with a red box. Below this is a table of forms for the member:

Category - Form Type	Form Name	Form Status	Insurer
Clinical - Case Management	Traumatic Brain Injury (TBI) Sc Saved		MULTIPLE INS

Below the table, there is a section for 'All Forms' with a tree view of categories. The 'Case Management' category is highlighted with a red box. Other categories include Clinical, 1915i, ABA, Utilization Management, Eligibility, Appeal, and Assessments.

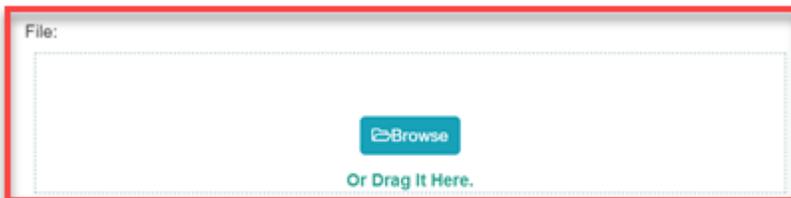
- 7 If needed, upload additional documentation to the participant's record by clicking on the icon shown below at the bottom of the **Member Summary** screen. Browse computer files to locate the file or drag and drop within the **File** box. Type in a

Description and use the drop-down to choose the **Document Type**. Click on **Save**. The document will then be available on the **Member Summary** screen.



Attachment x

Browse Files



Description:

Document Type:

Expired On:

Note:

Save

Cancel

Entering Initial Authorization for TBI

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Follow the steps below to enter an Initial Authorization (Pre-Certification) in the Incedo Provider Portal.

Step	Action
1	Under the Authorization tab drop-down, choose Request Entry .
2	On the Select Request Criteria tab, under the Request Type drop-down, choose Pre-cert .

- 3 Enter today's date (the date the submission is being entered) for the **Submission Date** (not the treatment date).
- 4 Under the **Priority drop-down** choose **Standard**.
- 5 Under the **Specify Service Type** locate the correct service location.
- 6 Enter the actual treatment date in the **Effective Date** field.
- 7 Under the **Insurance** drop-down, choose the participant's primary insurance.
- 8 Under the **Authorization Plan** drop-down, choose **BI Waiver (365)**.
- 9 Check the boxes next to the **Service(s)** to include in the request in the **Service** table in Incedo. Checked services will be highlighted in yellow. The table below displays available service codes and descriptions of each.

Code	Description
	Traumatic Brain Injury
W0037	Residential habilitation level 1 (per day)
W0038	Residential habilitation level 2 (per day)
W0039	Residential habilitation level 3 (per day)
W0054	Day habilitation Level 1 (per day)
W0055	Day habilitation Level 2 (per day)
W0056	Day habilitation Level 3 (per day)
	Supported Employment
W0057	Supported Employment Level 1 (per day)
W0058	Supported Employment Level 2 (per day)
W0059	Supported Employment Level 3 (per day)

- 10 Click on **Next**.

- 11 On the **Define Service Defaults** tab, Complete the **Brain Injury Waiver Form** by clicking on **Add Form**.

The screenshot shows the 'Service Defaults' section of a web application. It includes a table for 'Default service dates to:' with columns for 'Service Start Date', 'Service End Date', and 'Maximum allowed duration is'. The values are 02/17/2020, 02/15/2021, and 365 respectively. To the right, there is a section for 'include information from the Form:' with a table entry for 'Clinical form - Assessment'. Below this entry are two buttons: 'Add Form' and 'Edit Form'. A red circle is drawn around the 'Add Form' button.

- 12 Under **Diagnosis** click on the **Plus Symbol** to select a diagnosis.

Enter discharge information:
Discharge Date: ___/___/___ Discharge Reason: --- Select C
Enter admission and discharge diagnosis:
No diagnosis records added.
Link Service Request to episode:
Episode:

Diagnosis Lookup

Search Results

ID	Axis	Category	Description
86089	Z87.828	Factors influenc hlth status & contact	Personal history of oth
86088	Z87.821	Factors influenc hlth status & contact	Personal history of retained foreign body fully re
86087	Z87.820	Factors influenc hlth status & contact	Personal history of traumatic brain injury

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Search Reset Cancel

- 13 On the **Update Service** tab, adjust the units as needed for the service showing in blue under the **Selected Criteria**. If there is more than one service that needs adjusting, click **Next** to be brought to the next service. Once all services are reviewed and updated, the **Next** button will bring the user to the **Review** tab.
- 14 On the **Review Request Summary** tab review the revised unit and click on **Process** to submit the authorization for review.

After the Submission

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TBI Waiver services are authorized and approved by the BHA's Office of Older Adults and Long-Term Services and Supports. When the authorization is complete, BHA is sent an automated notification that an authorization request has been submitted.

Once the authorization is reviewed and processed by BHA, the status will be updated. To view the status of authorizations, access the **Authorization** tab and choose **Requests**. Locate the request to check the status.

Once approved, the status will reflect the approval and an **Authorization #** will be assigned. When submitting claims for the authorization, use the **SR#** on the claim.

Filter By

Service Requests

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Provider Site	Phone	Procedure	Start Date	End Date	Units
208	118	A20202612994	202000299281	Approved	ClearView BI PT86 - 4987 PT86 Way, ROCKVILLE, MD 208500000 (In Network)	555-555-5555	W0056 - BI-Day Habili-W0056-Day habilitation Level 3 (per day)	2/16/2020	2/14/2021	260
44	35	A20203613877		In Progress	ClearView BI PT86 - 4987 PT86 Way, ROCKVILLE, MD 208500000 (In Network)	555-555-5555	W0056 - BI-Day Habili-W0056-Day habilitation Level 3 (per day)	1/21/2020	1/19/2021	260

Revision History

Date	Author	Activity
03/19/20	SKS/MK	New.