



## PROVIDER ALERT

September 17, 2010

### Provider Guide to Extended Support Service (ESS) Exceptions:

#### Historical Authorizations Not In Provider Connect

To satisfy ESS requirements, for consumers whose only SE authorizations on file with ValueOptions® have been for ESS and no other Supported Employment (SE) service type, a new Pre-Placement request must be entered in ProviderConnect prior to the ESS request to account for historical authorizations left behind in the MAPS-MD system. This process is required only once per consumer.

On the “Type of Service” Screen, under the “Clinical Criteria” section, the providers must communicate that they are requesting the Pre-Placement authorization to meet the requirements for an Extended Support Services authorization. The Clinical Criteria text below is used for this purpose.

\*Is this a transition age youth Consumer?

If requesting PRP, was consumer referred by a licensed clinician?

Name of clinician

If requesting PRP for a child, is the child in active treatment?

[Clinical criteria](#)

Clinical criteria narrative

(114 of 1000)

This pre-placement Supported request was created for historical reference. An ESS request will follow.



On the “Requested Service Screen”, change the default units requested from 1 to 0.

TYPE OF SERVICES | DIAGNOSIS | SUBSTANCE ABUSE | INDIVIDUAL PLAN | SUPPORTED EMPLOYMENT | REQUESTED SERVICES | RESULTS

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**Requested Services Header**

Requested Start Date: 09/08/2010

Member Name: [REDACTED] Provider Name: [REDACTED] Vendor ID: [REDACTED]

Type of Request: [REDACTED] Member ID: [REDACTED] Provider ID: [REDACTED] Provider Alternate ID: [REDACTED]

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

Save Request as Draft

NPI # for Authorization: SELECT...

Authorized User: [REDACTED]

*All fields marked with an asterisk (\*) are required.  
 Note: Disable pop-up blocker functionality to view all appropriate links.  
 For certain types of care, further clinical review is required before units can be determined. In these cases, the total number of units available as displayed on the bottom of this page will be zero.  
 Please indicate the CPT codes and any modifiers for services that are being requested. Units should remain as zero on request until this further clinical review is completed.*

**Requested Services**

*Place of Service	*CPT or HCPC Code	Modifier 1 (If Applicable)	Modifier 2 (If Applicable)	Modifier 3 (If Applicable)	Modifier 4 (If Applicable)	*Visits/ Units
OFFICE	H2024	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0
SELECT...	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Change Default Units from 1 to 0.

Extended Support Services Requested Start Date Validation

If requesting an ESS and a Job Placement (JPL) is already on file, the authorization span listed on the confirmation page is subject to change, to meet policy requirements, and should be verified via ProviderConnect after the CSA review.

If a JPL authorization is already on file, the requirement is that the ESS start date is equal to the JPL authorization start date, plus 46 days. If the provider does not enter the correct Requested Start Date, the CSA will update the ESS start date, as appropriate, per the requirement.

This verification is only necessary once per consumer, for historical job placement authorizations, without a primary job. Going forward, a primary job is required for all job placement authorizations.

Concurrent ESS Authorization Span Adjustment:

The Extended Support Services authorization span corresponds to the existing Job Placement authorization (plus 46 days). Rather than continuing services for a concurrent ESS request as desired, the authorization logic refers back to the prior job for the authorization span calculation.

The authorization span listed on the confirmation page must be updated manually, as appropriate, and should be verified via ProviderConnect after the CSA review. The authorization span for a concurrent ESS request will be adjusted automatically in a future release.