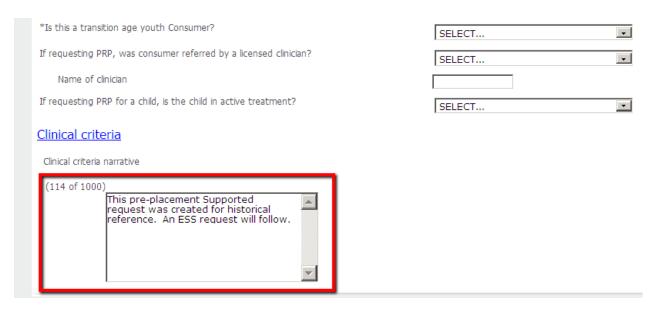**PROVIDER ALERT**

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.

On the "Requested Service Screen", change the default units requested 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.