



## **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.



### 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: [REDACTED] Member ID: [REDACTED] Member DOB: [REDACTED] Subscriber Name: [REDACTED] Subscriber ID: [REDACTED]

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

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

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

Reason Code: P84

Provider Name & Address: [REDACTED] Provider ID: [REDACTED] Provider Alternate ID: [REDACTED] NPI # for Authorization: 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	

- 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)

TYPE OF SERVICES	DIAGNOSIS	SUBSTANCE ABUSE	INDIVIDUAL PLAN	SUPPORTED EMPLOYMENT	<b>REQUESTED SERVICES</b>	RESULTS
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### Requested Services Header

Requested Start Date <b>09/02/2010</b>	Member Name [REDACTED]	Provider Name [REDACTED]	Vendor ID [REDACTED]	<input type="button" value="Save Request as Draft"/>
Type of Request <b>CONCURRENT</b>	Member ID [REDACTED]	Provider ID [REDACTED]	Provider Alternate ID [REDACTED]	NPI # for Authorization SELECT...
Level of Service <b>OUTPATIENT/COMMUNITY BASED</b>	Type of Service <b>MENTAL HEALTH</b>	Level of Care <b>SUPPORTED EMPLOYMENT</b>	Type of Care <b>SUPPORTED EMPLOYMENT</b>	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					1
SELECT...						
SELECT...						
SELECT...						
SELECT...						
SELECT...						
SELECT...						
SELECT...						
SELECT...						
SELECT...						

Total Visits/ Units  
1

Instructions:

### 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)

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

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#### Requested Services Header

Requested Start Date <b>08/18/2010</b>	Member Name <input type="text"/>	Provider Name <input type="text"/>	Vendor ID <input type="text"/>	<input type="button" value="Save Request as Draft"/>
Type of Request <b>CONCURRENT</b>	Member ID <input type="text"/>	Provider ID <input type="text"/>	Provider Alternate ID <input type="text"/>	NPI # for Authorization <input type="text" value="SELECT..."/>
Level of Service <b>OUTPATIENT/COMMUNITY BASED</b>	Type of Service <b>MENTAL HEALTH</b>	Level of Care <b>SUPPORTED EMPLOYMENT</b>	Type of Care <b>SUPPORTED EMPLOYMENT</b>	Authorized User <input type="text"/>

#### Contact Information

*Please provide contact name and phone # of person to provide additional information if needed.*

\*Contact Name  \*Phone #

Email

#### Consumer Contact Info

Email  Phone #

#### Type of Services

\*Is this a courtesy review?  Yes  No

\*Which agency is this request intended for?

If CSA, which office should handle review?

#### Responsible Party

**If Consumer is a juvenile**

Does the person or entity listed have legal custody of the consumer?

Does any person or entity other than the custodian have guardianship?

**If Consumer is an Adult**

Does the consumer have a legal guardian?

Parent/Guardian/Social Services/Juvenile Services Contact Information



**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 11<sup>th</sup> 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’.



Supported Employment Program Job Placement

Employer	Start Date	End Date	Hourly Wages	Primary	Job Title
NO RECORDS					

Supported Employment Data Entry/View

Is this consumers Primary Job?  Yes  No

Employer (0 of 100)

Job Title (0 of 100)

Placement Date (MMDDYYYY)  Start Date (MMDDYYYY)  End Date (MMDDYYYY)  Hourly Wages   Unavailable

Employer Address (0 of 100)

Employer Sponsored Benefits

Job Type

Reason For Leaving

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.

Supported Employment Program Job Placement

Employer	Start Date	End Date	Hourly Wages	Primary	Job Title
NO RECORDS					

Supported Employment Data Entry/View

Is this consumers Primary Job?  Yes  No

Employer (0 of 100)

Job Title (0 of 100)

Placement Date (MMDDYYYY)  Start Date (MMDDYYYY)  End Date (MMDDYYYY)  Hourly Wages   Unavailable

Employer Address (0 of 100)

Employer Sponsored Benefits

Job Type

Reason For Leaving

A primary job will need to be indicated when new Job Placement is added.

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.

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### Requested Services Header

Requested Start Date <b>09/10/2010</b>	Member Name ██████████	Provider Name ██████████	Vendor ID ██████████	Save Request as Draft
Type of Request <b>CONCURRENT</b>	Member ID ██████████	Provider ID ██████████	Provider Alternate ID ██████████	NPI # for Authorization SELECT... 
Level of Service <b>OUTPATIENT/COMMUNITY BASED</b>	Type of Service <b>MENTAL HEALTH</b>	Level of Care <b>SUPPORTED EMPLOYMENT</b>	Type of Care <b>SUPPORTED EMPLOYMENT</b>	Authorized User ██████████

• Requested authorization start date and primary job start date should be the same for Job Placement. Please update.

### Supported Employment Program

*Are you requesting Supported Employment Pre-Placement?	<input type="radio"/> Yes <input type="radio"/> No
*Are you requesting Supported Employment Job Placement?	<input checked="" type="radio"/> Yes <input type="radio"/> No
*Are you requesting Supported Employment Intensive Job Coaching?	<input type="radio"/> Yes <input type="radio"/> No
*Are you requesting Supported Employment Extended Services?	<input type="radio"/> Yes <input type="radio"/> No
*Are you an Evidence Based Practice (EBP) program?	<input checked="" type="radio"/> Yes <input type="radio"/> No

- 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'.

Employer	Start Date	End Date	Hourly Wages	Primary	Job Title
Beirut Grill	6/5/10			Y	Host

Supported Employment Data Entry/View

Is this consumers Primary Job?  Yes  No

Employer (0 of 100):

Job Title (0 of 100):

Placement Date (MMDDYYYY):  Start Date (MMDDYYYY):  End Date (MMDDYYYY):

Hourly Wages:   Unavailable

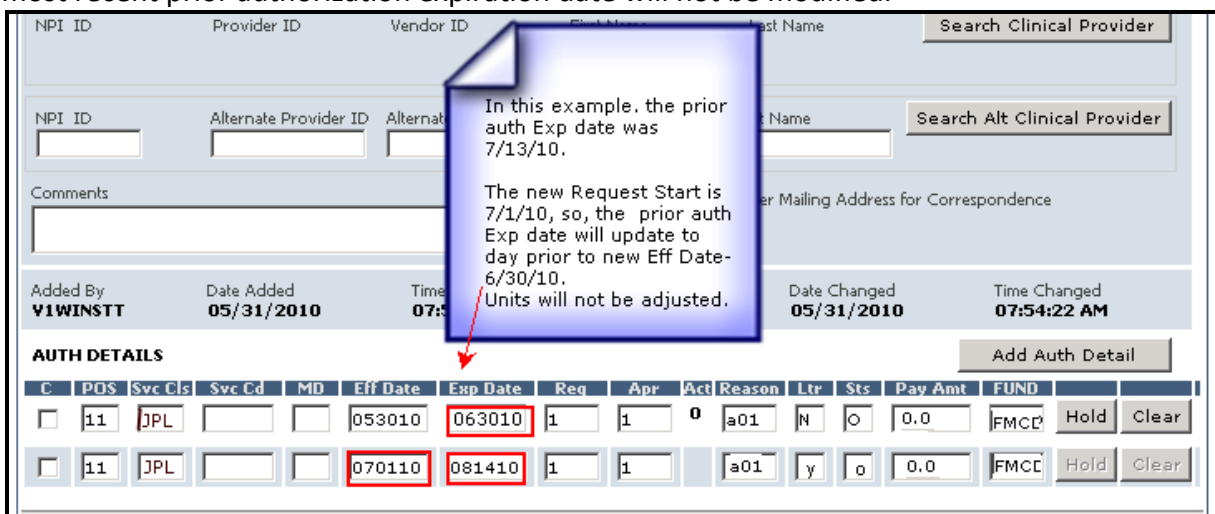
Employer Address (0 of 100):

Employer Sponsored Benefits:

Job Type:

Reason For Leaving:

- 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.



In this example, the prior auth Exp date was 7/13/10.

The new Request Start is 7/1/10, so, the prior auth Exp date will update to day prior to new Eff Date- 6/30/10.

Units will not be adjusted.

C	POS	Svc Cls	Svc Cd	MD	Eff Date	Exp Date	Req	Apr	Act	Reason	Ltr	Sts	Pay Amt	FUND	Hold	Clear
<input type="checkbox"/>	11	JPL			053010	063010	1	1	0	a01	N	O	0.0	FMCC	Hold	Clear
<input type="checkbox"/>	11	JPL			070110	081410	1	1		a01	y	O	0.0	FMCC	Hold	Clear

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.

Supported Employment Program Job Placement

Employer	Start Date	End Date	Hourly Wages	Primary	Job Title
NO RECORDS					

Supported Employment Data Entry/View

**Is this consumers Primary Job?**  Yes  No

Employer (0 of 100)

Job Title (0 of 100)

Placement Date (MMDDYYYY)  Start Date (MMDDYYYY)  End Date (MMDDYYYY)  Hourly Wages   Unavailable

Employer Address (0 of 100)

Employer Sponsored Benefits

Job Type

Reason For Leaving



**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:

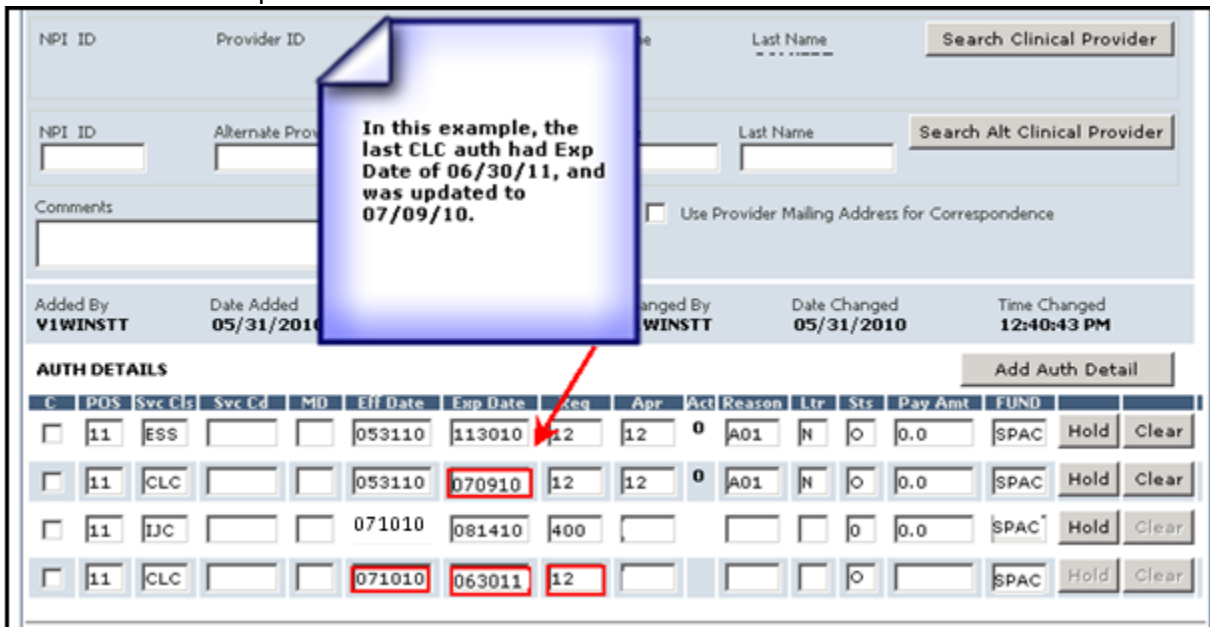
**There is no Primary Job on file. An active Primary Job is required for Extended Support Services.**

**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.



In this example, the last CLC auth had Exp Date of 06/30/11, and was updated to 07/09/10.

C	POS	Svc Cls	Svc Cd	MD	Eff Date	Exp Date	Reg	Apr	Act	Reason	Ltr	Sts	Pay Amt	FUND		
<input type="checkbox"/>	11	ESS			053110	113010	12	12	0	A01	N	O	0.0	SPAC	Hold	Clear
<input type="checkbox"/>	11	CLC			053110	070910	12	12	0	A01	N	O	0.0	SPAC	Hold	Clear
<input type="checkbox"/>	11	IJC			071010	081410	400					O	0.0	SPAC	Hold	Clear
<input type="checkbox"/>	11	CLC			071010	063011	12					O		SPAC	Hold	Clear

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?”



### Supported Employment Program

- |  |   |
|--|---|
| *Are you requesting Supported Employment Pre-Placement?          | <input type="radio"/> Yes <input type="radio"/> No            |
| *Are you requesting Supported Employment Job Placement?          | <input type="radio"/> Yes <input type="radio"/> No            |
| *Are you requesting Supported Employment Intensive Job Coaching? | <input type="radio"/> Yes <input type="radio"/> No            |
| *Are you requesting Supported Employment Extended Services?      | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| *Are you an Evidence Based Practice (EBP) program?               | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Are you requesting Clinical Coordination?                        | <input type="radio"/> Yes <input type="radio"/> No            |
| Are you requesting On-site or Off-site PRP for individuals?      | <input checked="" type="radio"/> Yes <input type="radio"/> No |

- B. On/Offsite PRP Existing Auth Expiration: 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. Disabling Fields on Concurrent Request for Service (RFS):

- 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.



Supported Employment Program Job Placement

	Employer	Start Date	End Date	Hourly Wages	Job Title
<input type="button" value="View/Edit"/> <input type="button" value="Delete"/>	lebanon	06/13/2010			Host

Supported Employment Data Entry/View

Employer (7 of 100)  Job Title (6 of 100)

Placement Date (MMDDYYYY)  Start Date (MMDDYYYY)  End Date (MMDDYYYY)  Hourly Wages   Unavailable

Employer Address (0 of 100)

Employer Sponsored Benefits

Job Type

Reason For Leaving

Intensive Job Coaching

Extended Supported Services or PRP to Individuals in SE

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