

PROVIDER ALERT

September 17, 2010

CSA Guide to Extended Support Service Exceptions

<u>Historical Authorizations Not In ProviderConnect:</u>

To satisfy Extended Support Services (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 is submitted by the Provider prior to the ESS request to account for historical authorizations left behind in the MAPS system. This process is required only once per consumer.

On the "Type of Service" screen, under the "Clinical Criteria" section, please note the message left for this purpose.

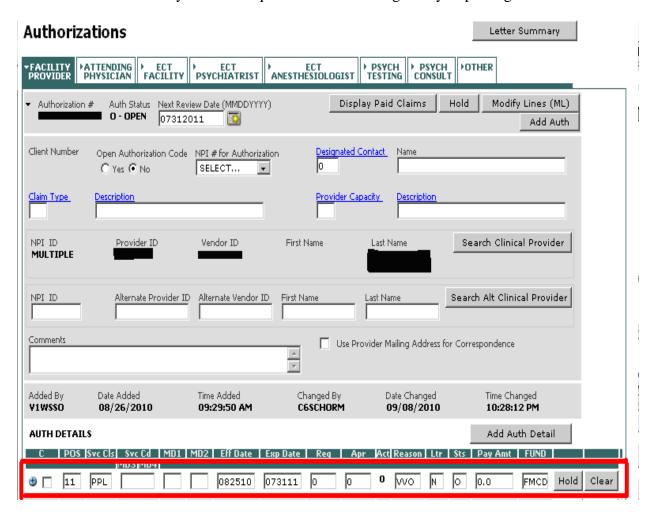


Additional Required Reporting Data

*Race (Check all that app	nly)				
White	American Indian or Alaskan Native	▼ Black or African American			
Asian	Native Hawaiian or Other Pacific Island	er 🔲 Not Available			
*Ethnicity		NOT HISPANIC/LATINO	v		
*Hurricane Victim					
Name of Consumer's MCO/PCP		UntiedHealthcare			
*Marital status		SINGLE			
*Living Situation		RESIDENTIAL CARE			
*Employment Status		UNEMPLOYED - LOOKING FOR WORK			
*Is this consumer a Veteran?		⊙Yes CNo CNot Available			
Which war is this consum recent)?	er a veteran of (if more than 1 note most	NONE			
*Is this a transition age youth Consumer?		NO 🔻			
*If requesting PRP, was consumer referred by a licensed clinician?		YES 🔻			
Name of clinician		Dr. Flieshman A			
*If requesting PRP for a c	child, is the child in active treatment?	NO 🔻			
Clinical criteria	Selected Criteria:				
Clinical criteria narrative					
(114 of 1000)					
	Supported Employment request wa An ESS request will follow.	s created for	_		
	Back Re	eturn to Inquiry Next			



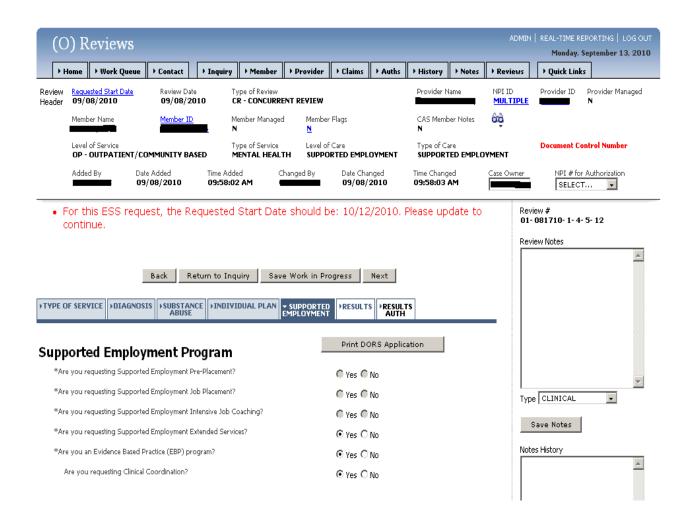
On the "Requested Service" screen, void the request for the Pre-Placement authorization detail line. This will still satisfy the ESS requirement without negatively impacting claims.





Extended Support Services Requested Start Date Validation

If an ESS is requested and a JPL is already on file, the authorization start date may require modification by the CSA during the review. The Provider will verify the authorization span via ProviderConnect after the CSA review. This process 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). This dependency on the Job Placement causes an overlap instead of a continuation of service for a concurrent Extended Support Services request. The authorization span of the concurrent ESS request must be updated, as appropriate, during the review process and verified by the Provider via ProviderConnect after the review. The authorization span for a concurrent ESS request will be adjusted automatically in a future release.

Authori	zations				Letter Summary				
*FACILITY PROVIDER	PATTENDING FACILITY	PSYCHIATRIST	ECT ANESTHESIOLOGIST	PSYCH PSYCH CONSUL					
▼ Authorizati	on # Auth Status Nex	t Review Date (MMDDYYYY) Dis	play Paid Claims	Hold Modify Lines (ML) Add Auth				
Client Numbe	r Open Authorization Co C Yes	ode NPI # for Authorizatio	on <u>Designated</u>	Contact Name					
Claim Type	<u>Description</u>		Provider C	apacity <u>Description</u>					
NPI ID MULTIPLE	Provider ID	Vendor ID	First Name	Last Name	Search Clinical Provider				
NPI ID	Alternate Provide	r ID Alternate Vendor ID	First Name	Last Name	Search Alt Clinical Provider				
Comments			Use I	Provider Mailing Address f	or Correspondence				
Added By V1WSSO	Date Added 08/18/2010	Time Added 12:22:03 PM	Changed By V1WSSO	Date Changed 08/18/2010	Time Changed 12:22:03 PM				
AUTH DETA	MLS				Add Auth Detail				
C PO	S Svc Cls Svc Cd MD MD3 MD4	1 MD2 Eff Date Ex	sp Date Reg a	Apr Act Reason Ltr	Sts Pay Amt FUND				
9 🗆 11	JPL	081810 10	00210 1 1	0 A01 N	O 0.0 FDUL Hold	Clear			
9 🗆 11	ESS	100310 09	93011 12 1	2 A01 N	O 0.0 FDUL Hold	Clear			
9 🗆 11	ESS	100310 09	93011 12 1	2 A01 N	O 0.0 FDUL Hold (Clear			
	Suppress from display or download in ProviderConnect; voided authorization is a wrong provider or wrong member error and may result in an impermissible disclosure								

In the screenshot above, the effective and expiration dates in red must be manually updated to 10/1/11 and 9/30/12 respectively.