



## PROVIDER ALERT

November 23, 2010

### PENDING TICKET TO WORK (TTW) AUTHORIZATION REQUESTS

Request for authorization for consumers participating in the Ticket to Work (TTW) program are reviewed as follows:

1. Providers complete supported employment requests, as usual, and pend the request to the appropriate CSA for review and determination.
2. Approved requests are not closed, but are pending to the Ticket to Work (TTW) queue.

Please follow the following procedures for pending authorization requests to the TTW queue:

- Complete the authorization request.
- Click “Return to Inquiry”.

Back Return to Inquiry Save



TYPE OF SERVICES RESULTS RESULTS AUTH

#### Review Detail

Admit Date to Level of Care	Level of Care <b>O - OUTPATIENT</b>			
Review Decision APPROVED	Review Status COMPLETE	Review Status Reason COMPLETE		
*Eligibility VFD MEMBER IN SYSTEM	PA Indicator <input type="radio"/> Yes <input type="radio"/> No	Create Response? <input type="radio"/> Yes <input checked="" type="radio"/> No	Urgent Review <input type="radio"/> Yes <input checked="" type="radio"/> No	LOI / Notice of Extension Letter Date (MMDDYYYY)
*Request Received Date/Time (MMDDYYYY)/(HHmm) 10292010 1533	Information Received Date/Time (MMDDYYYY)/(HHmm) 10292010 1534	Decision Date/Time (MMDDYYYY)/(HHmm) 10292010 1534		
Provider Verbal Notification Date/Time (MMDDYYYY)/(HHmm)	Member Verbal Notification Date/Time (MMDDYYYY)/(HHmm)	Letter Date (MMDDYYYY)/(HHmm) 10292010 1534		



- On the “Contact Screen” – the first screen accessed when reviewing authorization requests -

(O) Contact ADMIN | REAL-TIME REPORTING | LOG OUT  
Wednesday, November 24, 2010

[Home](#) | [Work Queue](#) | [Contact](#) | [Inquiry](#) | [Member](#) | [Provider](#) | [Claims](#) | [Auths](#) | [History](#) | [Notes](#) | [Reviews](#) | [Quick Links](#)

Contact Info & Header Contact # 10222010-212750-02000 New Contact

Name	Phone #	Category	Source	Received Date (MMDDYYYY)	Time (HHmm)	Time Zone
...	...	PROVIDER	TELEPHONE	10222010	1433	EASTERN TIME

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Inquiry #	Status	Age (Days)	Owner ID	Closed the Same Day
10222010-212750-02000	OPEN	33	V1SHIPPD	

Inquiry Type: STANDARD INQUIRY  
 Reason Code 1: BEN006 - BEN CLARIFICATION REQ  
 Due Date: [MMDDYYYY] Time: [HHmm] Time Zone: [Select...]  
 Require Callback:  Urgent: [R]

Related Services: [Select...] Reason Code 2: [Text] Reason Code 3: [Text]  
 Follow Up Code: [Select...] Closed 1st Contact No: [Re-Open]  
 Acknowledgement: Date [MMDDYYYY] Time [HHmm] Letter Sent:  Split: [Button]

Inquiry Notes: [Text Area] Save Notes Print Inquiry

Note History: [Text Area]

- Instead of **closing** the authorization request, you will now **pend** it.

Completion Method: [Dropdown]

Inquirer Satisfied?: [Dropdown]

Action: **PEND** Action Reason Code: **CLI004** Add Inquiry

Resolution Code At Close: [Text] Internal Tracking Code: [Text]

Resolution Letter: Date [MMDDYYYY] Time [HHmm] Letter Sent

[Pend User Queue](#) [Return User Queue](#)  
[Pend Group Queue](#) [Return Group Queue](#)

Action = Pend

Action Reason Code = CLI004. This equates to “Outpatient-Review Authorization”

Pend User Queue = C6CLQTTW. This equates to the Ticket to Work Queue.

When the Ticket to Work Team reviews the authorization they will complete the appropriate documentation and close the request.