OPTUM® | Maryland

Optum MD
Provider Education

Supported Employment Checklist

This document is to define the sequence of events and activities that will ensure that your Supported Employment authorization, forms and release of information are complete. Failure to complete these steps or to correct errors will prevent your referral from getting to the DORS Counselor.

Checklist

ROI Form	
Locate DORS ROI Form	❑ Download blank form on Optum Maryland website
Complete ROI Form	❑ Obtain consent from Participant, Complete DORS ROI Form

Upload the ROI into Incedo Provider Portal	
Locate Individual	❑ Access Incedo Provider Portal ❑ Perform a member search to locate the individual ❑ Individual must be selected before accessing Documents Menu
Upload Form	❑ Upload signed ROI in Documents Menu in Incedo ❑ Be sure to categorize the document as "DORS ROI" (pictured below)
Verify Approval	❑ Find the participant, go to the Documents menu, view ROI ❑ If ROI is validated, it will not display 'rejected'
ROI Rejected	❑ If ROI is rejected, the document name will now have 'rejected' at the end ❑ Click on the rejected ROI and the note box will populate with rejection reason ❑ Upload the new form with suggested corrections

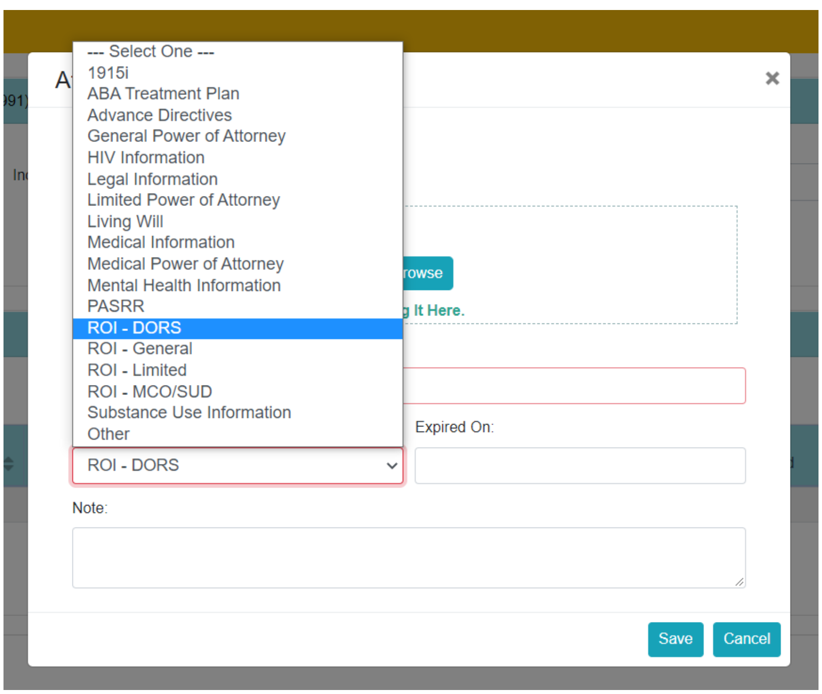
SE Authorization Request – Select a DORS Counselor	
Submit an authorization request for Pre-Placement	❑ Complete a pre-placement request using pre-cert request type in the authorization form for the initial request, and use "concurrent" request type for subsequent requests ❑ Use **'Add Form'** to add the Pre-Placement form to the request, selecting a DORS Counselor ❑ DORS Counselor must be selected unless there are documented special circumstances

SE Authorization Request (cont.)	
Complete DORs Application	❑ Complete DORs within the authorization request (following the Pre-Placement Form) ❑ Complete all other related forms (i.e., Data Capture)
Process authorization request	❑ After completing the authorization request and related forms, review entries to ensure accuracy ❑ Submit the authorization by clicking **‘Process’** ❑ The authorization will remain in pending status until the CSA/LBHA approves ❑ Request will be assigned to the corresponding county of the participant’s residency
Monitor the request	❑ Monitor the authorization in Incedo by viewing authorization requests for the participant ❑ The authorization will remain ‘in-process’ until reviewed ❑ Once reviewed the status will either be approved, pended, or denied

Tips for Successful Authorization Requests

Helpful Tips

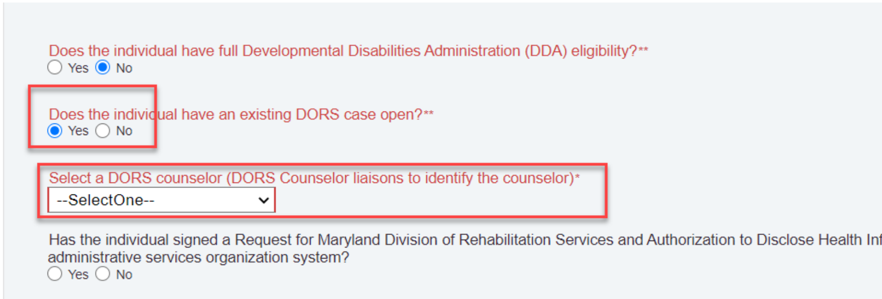
- ❑ Do **not** contact the DORs Counselor regarding notification of a new referral until it has been confirmed the request was approved and the ROI has been validated.
- ❑ Always categorize the DORS release of information as **ROI – DORS** in the **‘Document Type’** field.



Users are responsible for ensuring they work from the latest approved version. This document was valid as of: 4/16/2021

Helpful Tips (cont.)

- If an individual has an existing DORS case open, you must select a DORS Counselor on the **Pre-Placement Form**, by indicating **YES**, the individual has an existing DORS case open, then selecting the individual's designated DORS Counselor from the drop-down box.



- To refer an individual to DORS, you must indicate **YES**, the individual agrees to have a referral and application to DORS completed on his/her behalf, then select the DORS Counselor liaison designated for your organization.

- The DORS application will automatically launch if indicated on the Pre-Placement Form. The DORS application will pre-populate with some information from the Pre-Placement Form.
- If unsure of the participant's **education completion date**, you may enter an estimated date.

For the correct authorization plan to show in the authorization request form, you must select either **Uninsured** or **State** coverage in the **Default Insurance** dropdown.