

CMO Frequently Asked Questions

Updated 5/15/2018

1. How can I check the status of my authorization requests?

Users can track authorization requests via the Georgia MMIS Web Portal. You will need to log into the secured portal under the provider ID that you submitted your authorization request for. You will select Prior Authorization>Medical Review Portal> then select the Search or Submit Clinical notes link under the CMO Authorization request section. You can type in the tracking number under the Request ID field and select Search to check the status of your request.

2. I need to make an update to an authorization request that I recently submitted. I made a mistake and typed an incorrect procedure code. How can this be corrected?

You can contact the CMOs directly for any corrections, or you can submit an online Change Request via the Web Portal. You will need to log into the secured portal under the provider ID that you submitted your authorization request for. You will select Prior Authorization>Medical Review Portal> then select the Submit Concurrent Review Change Request link under the CMO Authorization request section.

3. I am having an issue with submitting a Behavioral Health authorization via the Web Portal. I do not see the Behavioral Health and Outpatient Services PA type link when I log into the secured Web Portal under my provider credentials.

The PA links are displayed based on the provider enrollment contract information associated with your MMIS Web Portal login information. Currently, the Behavioral Health and Outpatient Services CMO Web Portal submissions are granted for providers who have Category of Services 440, 998, or 570. Please contact the MMIS enrollment department to confirm if your provider ID/number needs to be set up with the appropriate Category of Service(s) related to Behavioral Health.

4. I would like to submit additional psychiatric visit request for my CMO members and I selected Additional Psychiatric Services PA type. Why did my authorization request deny stating that the member is in a CMO?

Additional Psychiatric Services form is only used for Fee for Service (FFS) members and is only available for providers with the 430 (Physician Services) Category of Service. The Behavioral Health Services PA type is only applicable to CMO members, and only is open for providers having COS 440, 570, or 998.

5. I am trying to submit an authorization request for a CMO member and I do not see the option to select the CMO for the member.

The cause of this is related to the specific PA Type you have selected, as not all PA types have been included in the Centralized PA portal at this time. Please visit the CMO Web Portal Manual located on the MMIS website and refer to page 4 which gets updated periodically when a new PA type is

available for CMO submissions via the Web Portal. This manual could be found under Provider Information>Provider Education> User Manual>then select CMO PA Web Portal manual.

6. I have submitted an authorization request for a member and the CMO provided an edit message via the Portal. Can you provide more details of this edit?

The edit information that is displayed on the Web Portal is the edit description that is returned from the CMO’s system. It indicates that the PA data was transmitted to the CMO, but that the CMO’s systems were unable to process it successfully. If the description is unclear or requires further explanation please contact the CMO directly.

7. It’s been over a week and I have not received an update to my authorization request, who should I contact?

Please reach out directly to the CMO for any questions around the review decision. CMO Contact information is listed below:

| CMO Name | Provider Services | Web Site |
|-----------------|--------------------------|---|
| Peach State | 1-866-874-0633 | https://www.pshpgeorgia.com/providers/resources.html |
| Amerigroup | 1-800-454-3730 | https://providers.amerigroup.com/pages/ga-2012.aspx |
| CareSource | 1-855-202-1058 | https://www.caresource.com/providers/georgia/medicaid/plan-resources/ |

All requests submitted via the Web Portal are transmitted to the CMO’s for review, so for any system-related issues related to submitting a Prior Authorization request, you can submit a Contact Us request for the Centralized PA Portal by first logging into the secured portal and then select Prior Authorization>Medical Review Portal> then select Contact Us.

8. I am a Licensed Clinical Social Worker and I am not seeing the option to select Behavioral Health as an option when submitting a CMO authorization. I am receiving a denial stating that the member is in a CMO. What should I do?

You should verify the enrollment of your provider credentials with the MMIS enrollment department. In order for you to submit a CMO Behavioral Health authorization request you need to be enrolled with a 998 (CMO Only) Category of Service in addition to 820 (LCSW).

9. Where can I locate a CMO Web Portal manual on the MMIS website to train my staff members?

You can locate the CMO Web Portal manual on the MMIS website by selecting Provider Information> Provider Education> User Manuals> then select the CMO PA Web Submission manual. This is periodically updated when new updates occur. Note* Beginning on page 4, you will see the list of all PA types that are allowed via the Web Portal for CMO submission.

The list of PA types currently supported by the Centralized PA portal, including their associated COSes and implementation dates, are listed below.

| PA Type/Category of Service | Form Description | Implementation Date |
|--|---|---------------------|
| AU--445 | Autism Therapy Services | 1/1/2018 |
| BH-440, 570, 998 | Behavioral Health and Outpatient Services* | 3/1/2017 |
| B--840 | Children's Intervention Services | 8/1/2015 |
| D--320 | Durable Medical Equipment | 8/1/2015 |
| PN—010, 070, 430, 431, 480, 670, 740 | Georgia Pregnancy Notification Form* | 6/1/2013 |
| PD--010, 070, 430, 431, 480, 670, 740 | Newborn Delivery Notification Form | 6/1/2013 |
| Z—010, 070, 430, 450, 460, 480, 490, 550, 670, 740 | Hospital Admissions and Outpatient Procedures | 7/1/2013 |
| ZI--010, 070, 430, 450, 460, 480, 490, 550, 670, 740 | In-State Transplants | 7/1/2013 |
| ZT--070 | Hospital Outpatient Therapy | 7/1/2013 |
| DH--330 | Hearing Services | 7/1/2018 |
| DP--330 | Orthotics and Prosthetics | 7/1/2018 |

*Form only used for CMO Members