

SOURCE Level of Care and Placement Web Entry and System Notification

Purpose

Providers submit Level of Care and Placement requests under the Service Options Using Resources in Community Environments (SOURCE) program via the Georgia Web portal. In addition to completing the Level of Care and Placement online form, SOURCE providers are required to submit additional supporting documentation. This additional documentation may be attached to the Level of Care and Placement request when the request is submitted; or attached to an existing Level of Care and Placement request if the request is pending or initially tech denied.

Web Entry Instructions

Follow these instructions to enter a SOURCE Level of Care and Placement request:

- 1. Go to the **Georgia Web Portal** at <u>www.mmis.georgia.gov</u>.
- 2. Log in using your assigned user name and password to open the *Secure Home* page.
- 3. On the Secure Home page, select Prior Authorization; then Submit/View.
- 4. Select the **SOURCE** link.
- 5. On the *New Request for Prior Authorization* page, the requesting SOURCE provider ID is system populated in the 'SOURCE Provider ID box. Enter the member's Medicaid ID in the 'Member Medicaid ID' box.

Figure 1

- 6. Click **Submit** to open the *Level of Care and Placement* request form.
- 7. The system populates the requesting provider information and the member information at the top of the request form.

Physician Information

This section captures information about the member's primary physician and/or SOURCE Site Medical Director.

- 8. Enter the physician's first name and last name in the 'Physician Name' box (required).
- 9. If the physician name relates to the member's primary physician, select the 'Primary Physician' checkbox. If the physician name relates to the SOURCE Site Medical Director, then select the 'SOURCE Site Medical Director' checkbox. Both checkboxes may be selected if the physician is the primary physician and the Medical Director.
- 10. Enter the physician's phone number in the 'Phone' box (required). The system auto formats the phone number.
- 11. Enter the date that the physician signed the Level of Care and Placement in the 'Date LOC Signed' box (required). The date may be entered manually or selected from the calendar popup.
- 12. Although not required, physician address information and license number can be provided.



Figure 2

Contact Information:

13. The system pulls in most of the contact information. However, any contact information that is missing should be entered manually. Also, if the contact information inserted by the system is not correct, edit the information. It is important that the email address be correct for 'no-reply' email notifications.



Figure 3

Request Information:

This section captures information specific to the level of care and placement request including: recommendation type, DON-R score, initial admit date, *Money Follow the Person* indicator, release of information, and place of service. All information is required.

- 14. Select the 'Recommendation Type'. Click the *Initial* button if this is the initial level of care request for the member. Click *Reassessment* if this request is for a level of care reassessment.
- 15. Enter the DON-R screening score in the 'DON-R Telephone Screening Score' box. The DON-R score is not required for Reassessments.
- 16. If the request is an initial request, enter the date admitted to the program or the planned admission date in the 'Initial Admit Date' box. If the request is a reassessment, enter the date that the member was **initially** admitted to SOURCE.
- 17. Indicate whether or not the member is approved for *Money Follows the Person* by selecting *Yes* or *No*.

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- 18. Select the applicable release of information type from the 'Release of Info Code' drop list. If not known, select *Plan Sponsor*.
- 19. From the 'Place of Service' drop list, select the location where services, related to this request, are provided. The choices are *Home* or *Other*.



Figure 4

Diagnosis:

This table captures the ICD-9 diagnosis code (or codes) associated with the patient's condition. At least one diagnosis code is required.

- 20. Enter the ICD-9 code in the 'ICD-9' box. If the ICD-9 has a decimal point, include the decimal point when entering the code. If you do not know the diagnosis code, it is possible to search for the code by using the search function (spy glass) and entering the diagnosis description or first word of the description. Select the diagnosis from the search results and the system will insert the ICD-9 code.
- 21. The system populates the diagnosis description when the diagnosis is added.
- 22. Enter the date that the diagnosis was determined in the 'ICD-9 Date' box. If not known, enter the initial admission date/planned admission date to the SOURCE Program. Enter the date manually or select from the calendar popup.
- 23. Click the 'Primary' checkbox to indicate that the diagnosis is the member's primary diagnosis. The 'Admission' checkbox is optional. **Note**: If only one diagnosis is entered, the system will select that diagnosis as primary.
- 24. Click Add at the end of the diagnosis line. You must click Add to add the diagnosis information to the request.



Figure 5

25. Repeat the same process to add other diagnosis codes, if necessary. Remember to click **Add** after each addition.

Acute Care Hospital Dates and Diagnosis on Admission to Hospital:

This information is not required but may be entered if applicable to the request.

- 26. If the member was admitted to an acute hospital setting in the past six (6) months, enter the admission date in the 'From Date' box and enter the discharge date in the 'To Date' box.
- 27. Enter the member's primary admission diagnosis code in the 'ICD-9 Code' box. The system will insert the diagnosis description when the diagnosis is added. Select the 'Primary' indicator.
- 28. Click Add.



Figure 6

Medications and Diagnostic/Treatment Procedures:

This section captures medications and treatment procedures applicable to the member's plan of care. This information is not required but should be entered to support the need for SOURCE services. In lieu of entering information for medications and diagnostic/treatment procedures, the information may be attached to the *Level of Care and Placement*. To let the reviewer know

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Source Level of that this information is attached, enter "See Medications (or Treatment Procedures) Attached" in the Treatment Plan text box.

Medications

- 29. Click the down arrow from the 'Name' drop list and select a medication category.
- 30. Enter the dosage of the medication in the 'Dosage' box.
- 31. Select the administration method from the 'Route' drop list, and the frequency of administration from the 'Frequency' drop list.
- 32. Click Add.
- 33. Follow the same process to add other medications to the request.



Figure 7

Diagnostic and Treatment Procedures

- 34. From the 'Type' drop list, select a diagnostic/treatment procedure.
- 35. Enter the frequency for the treatment procedure in the 'Frequency' box.
- 36. Click Add.



Figure 8

37. Follow the same process to add other treatments.

Services:

This section captures the SOURCE services that are requested as part of the member's plan of care. This information is required.

- 38. Click the down arrow from the 'Services' drop list and select a service type.
- 39. In the 'Amount' box, enter the unit of service requested.
- 40. In the 'Frequency' box, enter the service frequency for a specified period of time. If the service is only to be provided one time, enter *one time* as the frequency.
- 41. In the 'Duration' box, enter how long the service is to be provided. If the service is only to be provided once, enter *one time*.
- 42. Click Add to add the service information to the request.

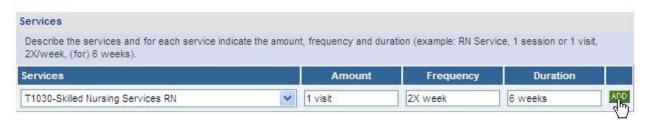


Figure 9

43. Follow the same process to add other services. Remember to click **Add** after entering each line of service information.



Figure 10

Treatment Plan:

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This textbox captures a description of the member's treatment plan. This information is required.

44. Summarize the treatment plan to include information not otherwise specified on the request, including the name of specific medications, level of care requested, residential history, and other services to be provided. You may also attach this information to the request – enter "See Treatment Plan Attached" in the text box.



Figure 11

Certification Questions:

This section captures the physician's certification for the level of care and placement. A *Yes* or *No* response is required for each question.

- 45. Indicate whether or not the member is free of communicable diseases.
- 46. Indicate whether or not the member's condition is manageable by SOURCE.
- 47. Indicate whether or not the member's condition is manageable by Home Health Services.
- 48. Indicate whether or not the physician has certified that the member requires intermediate level of care provided by a nursing facility.
- 49. Indicate whether or not the physician has certified that the attached plan of care addresses the client's needs for Community Care.



Figure 12

Source Level of

Evaluation of Nursing Care Needed:

This section captures the member's nursing needs identified in the nursing care evaluation.

- 50. For each nursing evaluation category, select the nursing need item(s) necessary for the member's care (required). More than one item may be selected for nursing evaluation categories with checkboxes, such as 'Diet'. However, only one item can be selected for other categories with radio buttons, such as 'Restorative Potential'.
- 51. Enter the number of hours that the member is usually out of bed per day in the 'Hours out of the bed Per Day' box (optional).

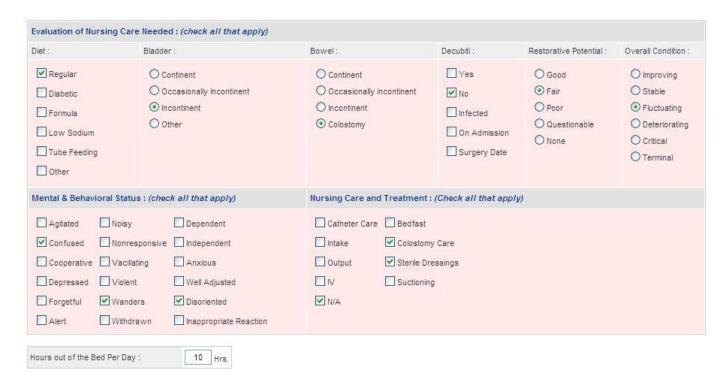


Figure 13

Frequency of Therapies, Activities of Daily Living and Level of Impairment:

These sections capture additional evaluation information including: assessment of the member's activities of daily living, level of impairment, and need for specific therapies.

- 52. **Therapies**: If applicable to the member's plan of treatment, enter the hours per week of therapy received and the hours needed in the boxes provided.
- 53. **Activities of Daily Living**: For each ADL category, click the down arrow and select the level of assistance needed from the drop list.
- 54. **Level of Impairment**: For each category of impairment, click the down arrow and select the level impairment from the drop list.



Figure 14

Justification and Circumstances for Admission of Continued Placement:

This section captures justification for the services ordered, the name of the RN or LPN signing the request, and the date signed.

- 55. In the 'Justification and Services' textbox, explain why SOURCE services are necessary for the member's care.
- 56. Enter the first name and last name of the RN who signed the *Level of Care and Placement* in the 'Name of RN Signing Form' box.
- 57. Enter the date that the form was signed in the 'Date Signed' box.



Figure 15

- 58. When all data is entered on the request form, click **Review Request** at the bottom of the page to display the *Attestation Statement*. If the *Attestation Statement* does not display when **Review Request** is selected; or a message displays that 'information is missing or incorrect', scroll up the page to find what is missing or incorrect. 'Required' displays next to a data box when information is missing. Enter or correct the data, and then click **Review Request** again.
- 59. Click *I Agree* in response to the *Attestation Statement* to confirm that all information entered is true and in accordance with Department of Community Health policy.
- 60. Review the request. To change information entered, click **Edit Request**. Otherwise, click **Submit Request**.
- 61. When the request is successfully submitted, the system displays the pending PA tracking number at the top of the page. Additional supporting documents required for SOURCE requests can be attached to the pending PA at this point.
- 62. Go to **Create an Attachment.** This section includes checkboxes for each document type required for Initial or Reassessment (depending on which Recommendation type was selected on the request).

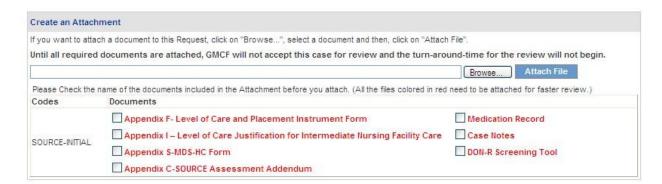


Figure 16

One file or multiple files may be attached. Each file attached must have a different name. The following file types may be attached: DOC, DOCX, JPG, PDF, TIF, and TXT. For complete attachment criteria, please refer to the *Attach Files to a PA Request* manual located on the Medical Review Portal/Education and Training/User Manuals.

To attach one file for all document types:

63. Click each document type checkbox.

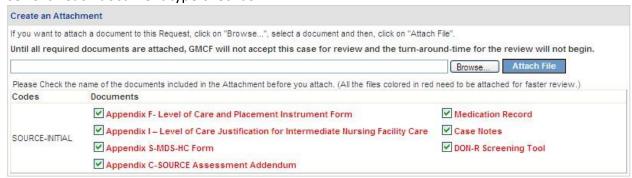


Figure 17

64. Click **Browse** to open the file directory.



Figure 18

65. Find the file that is to be attached. Select the file by double clicking the file, or highlight the file and then click **Open**.

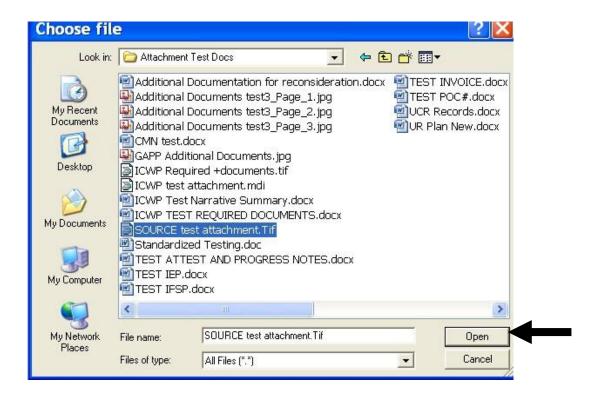


Figure 19

66. Once the file is selected, the file name will display in the box next to browse.



Figure 20

67. Click the **Attach File** button. If the file is uploaded, the 'File uploaded successfully' message displays, and the file is associated with each document type in the **Attached Files** table. The document types are no longer red indicating that each document has been attached.

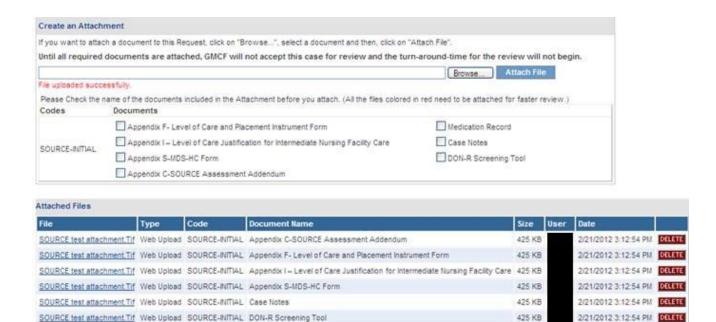


Figure 21

To attach more than one file related to different document types:

SOURCE test attachment Tif Web Upload SOURCE-INITIAL Medication Record

- 68. Select the document type checkbox or checkboxes that relate to the first file to be attached. Click **Browse**; find and select the file; and then click **Attach File.** The file attached is associated with the document type or types selected.
- 69. Select another checkbox or other checkboxes. Click **Browse** and find the next file to be attached. Click **Attach File**.
- 70. Repeat this process until all checkboxes have been selected.

System Notifications

When a case is initially approved or initially tech denied, a no-reply email notification is sent to the provider. The notification indicates that the case was approved or denied and refers the provider to **PA Notifications** on the *Medical Review Portal* for details. When the LOC was denied for missing information, the notification also specifies what documents are missing. Here is a sample of the no-reply email for a denial.

2/21/2012 3:12:54 PM DELETE

425 KB

No Reply Email (The PA ID is masked).

*** DO NOT RESPOND TO THIS E-MAIL ***
Dear Provider,

The Source Level of Care and Placement (PA#:*******0001) PA submitted by you, has been Denied. The PA is missing some document(s): DON-R Screening Tool. You can visit Medical Review Portal section of Georgia MMIS portal: https://www.mmis.georgia.gov to check the PA status details.

Regards, Nurse Reviewer Team

*** Please note: This e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message. ***

Figure 22

PA Notifications on the Workspace

Providers have access to PA Notifications via the *Medical Review Portal*. There are two ways to view notification details:

- 'Last Ten PA Notifications': This section of the workspace shows the last ten notifications associated with the provider ID.
- Search for the PA and open the Review Request page: This is useful to view 'older' notifications.

Last Ten PA Notifications:

Follow this process to see the last ten notifications:

 Log into the web portal and select Prior Authorization and then Medical Review Portal.

2. At the top of the workspace, a 'PA Notifications' drop list shows the last ten PAs with notifications related to the provider's ID.



Figure 23

- 3. To access the notification details for a PA in the drop list, first click on and highlight the desired PA.
- 4. Then, click **Show** to open the PA *Review Request* page. The PA *Review Request* page shows all the SOURCE notifications related to a single PA. The notification details display at the top of the page as shown in the following figure.



Figure 24

5. If the case was tech denied initially and then approved later, this page shows both the denial and approval notifications by date.