How to Enter a new Prior Authorization for ACT, IHBT, and SUD
How to Enter a new ACT/IHBT/SUD Prior Authorization

• To enter a new PA hold your mouse over the Prior Authorization heading and click “New”
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Now select the appropriate Assignment for the PA
How to Enter a new ACT/IHBT/SUD Prior Authorization

• The available BH Redesign Assignments are:

- 47 – ACT Enrollment
- 49 – Medical Services
- 52 – Services for ACT Enrollees
- 54 – Mental Health Services
- 48 – IHBT Enrollment
- 50 – SUD Partial Hosp. Services
- 53 – SUD Residential Services
- 56 – Services for IHBT Enrollees
How to Enter a new ACT/IHBT/SUD Prior Authorization

• If you press the Tab key after selecting the assignment, MITS will automatically select Prior Authorization in the “Authorization Type” field.
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Enter the consumer’s 12 digit “Medicaid Billing Number”
How to Enter a new ACT/IHBT/SUD Prior Authorization

- Enter the consumer’s “Date of Birth”
  (only enter the 8 digits)
How to Enter a new ACT/IHBT/SUD Prior Authorization

• If you press the Tab key after entering the date of birth MITS should automatically display the consumer’s name.
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Enter the NPI of the individual practitioner that is rendering the service in the “Service Provider” field
How to Enter a new ACT/IHBT/SUD Prior Authorization

• If you press the Tab key MITS will automatically display the Service Provider’s name
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Enter a “Contact Name”
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Enter the “Contact Number / Extension”
How to Enter a new ACT/IHBT/SUD Prior Authorization

- Click the “Add” button in the *Diagnosis Codes* section and enter the primary ICD-10 diagnosis code.
How to Enter a new ACT/IHBT/SUD Prior Authorization

- You may add additional diagnoses by clicking the “Add” button again, however, only a primary diagnosis is required.
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Once you have completed the *Base Information* section click the “Next” button at the bottom
How to Enter a new ACT/IHBT/SUD Prior Authorization

- You will be taken to the *Line Item* section of the PA, enter the appropriate HCPCS code in the “*Procedure*” field.
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Enter the dates of service in the “Requested Eff Date” and “Requested End Date” fields
How to Enter a new ACT/IHBT/SUD Prior Authorization

• **Do not** enter “Modifiers” on the Prior Authorization
How to Enter a new ACT/IHBT/SUD Prior Authorization

- If you have additional procedure codes to enter press the “Add” button and complete the same fields for the additional line item(s)
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Once you have entered all procedure codes click the “Next” button at the bottom
PA Error Messages in MITS
How to Enter a new ACT/IHBT/SUD Prior Authorization

• You have clicked the “Next” button and received one or more error messages above the Line Item panel.
PA Error Messages in MITS

• There are two types of error messages generated by MITS when submitting a Prior Authorization: Soft Edits and Hard Edits.

  ➢ **Soft Edit** – These messages begin with “Warning:” and are typically informational. These messages can be bypassed using the “Ignore and Continue” process.

  ➢ **Hard Edit** – These messages do not begin with “Warning:” and cannot be bypassed.
PA Error Messages in MITS

- Provider not eligible to request the service for the requested timeframe

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Requested Units</th>
<th>Requested Dollars</th>
<th>Authorized Units</th>
<th>Authorized Dollars</th>
<th>Service Type Code</th>
<th>Service Code</th>
<th>Service Code Thru</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 01</td>
<td>10</td>
<td>$50.00</td>
<td>0</td>
<td>$0.00</td>
<td>HCPCS Procedure</td>
<td>HD015</td>
<td>PENDING ADDTL INFO</td>
<td></td>
</tr>
</tbody>
</table>

Select row above to update or click Add button below.
PA Error Messages in MITS

- Recipient not eligible for Medicaid services on the requested service date indicated on the PA

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Requested Units</th>
<th>Requested Dollars</th>
<th>Authorized Units</th>
<th>Authorized Dollars</th>
<th>Service Type Code</th>
<th>Service Code</th>
<th>Service Code Thru</th>
<th>Status</th>
<th>Requested Eff Date</th>
<th>Requested End Date</th>
<th>Requested Dollars</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 01</td>
<td>1</td>
<td>$40.00</td>
<td>0</td>
<td>$0.00</td>
<td>HCPCS Procedure</td>
<td>H0015</td>
<td></td>
<td>PENDING ADDTL INFO</td>
<td>07/01/2017</td>
<td>12/31/2017</td>
<td>$40.00</td>
</tr>
</tbody>
</table>
PA Error Messages in MITS

- Service Provider not affiliated with this Agency

The following messages were generated:

<table>
<thead>
<tr>
<th>Message Description</th>
<th>Panel</th>
<th>Field</th>
<th>Row</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Provider not affiliated with this Agency.</td>
<td>Line Item</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Warning: This service may not require PA. Please ensure the requested service or supply requires PA. Provider not eligible to request the service for the requested timeframe.

Provider NPI -

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Requested Units</th>
<th>Requested Dollars</th>
<th>Authorized Units</th>
<th>Authorized Dollars</th>
<th>Service Type Code</th>
<th>Service Code</th>
<th>Service Code Thru</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 01</td>
<td>10</td>
<td>$50.00</td>
<td>0</td>
<td>$0.00</td>
<td>HCPCS Procedure</td>
<td>H0015</td>
<td>PENDING ADDTL INFO</td>
<td></td>
</tr>
</tbody>
</table>

Select row above to update or click Add button below.

*Procedure H0015  [Search]

<table>
<thead>
<tr>
<th>Modifier 1</th>
<th>Modifier 2</th>
<th>Modifier 3</th>
<th>Modifier 4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[Search]</td>
<td>[Search]</td>
<td>[Search]</td>
</tr>
<tr>
<td></td>
<td>[Search]</td>
<td>[Search]</td>
<td>[Search]</td>
</tr>
</tbody>
</table>
PA Error Messages in MITS

- Service Provider no longer affiliated with this Agency

The following messages were generated:

<table>
<thead>
<tr>
<th>Message Description</th>
<th>Panel</th>
<th>Field</th>
<th>Row</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Provider no longer affiliated with this Agency.</td>
<td>Line Item</td>
<td>Line Item</td>
<td>1</td>
</tr>
<tr>
<td>Warning: This service may not require PA. Please ensure the requested service or supply requires PA. Provider not eligible to request the service for the requested timeframe.</td>
<td>Line Item</td>
<td>Line Item</td>
<td>1</td>
</tr>
</tbody>
</table>

Provider: NPI -

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Requested Units</th>
<th>Requested Dollars</th>
<th>Authorized Units</th>
<th>Authorized Dollars</th>
<th>Service Type Code</th>
<th>Service Code</th>
<th>Service Code Thru</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 01</td>
<td>5</td>
<td>$789.00</td>
<td>0</td>
<td>$0.00</td>
<td>HCPCS Procedure</td>
<td>H0015</td>
<td>PENDING ADDTL INFO</td>
<td></td>
</tr>
</tbody>
</table>

Select row above to update - or - click Add button below.

- Service Type Code: HCPCS Procedure
- Procedure: H0015
- Requested Units: 5
- Requested End Date: 12/31/2017
- Requested Dollars: $789.00
PA Error Messages in MITS

- Recipient is in Hospice during the requested timeframe and is not eligible for the requested service
PA Error Messages in MITS

- Consumer is enrolled in a MyCare Managed Care during the requested timeframe
## Prior Authorization for MyCare Ohio Members

<table>
<thead>
<tr>
<th>MyCare Ohio Plan</th>
<th>Provider Services</th>
<th>Website Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>AETNA Better Health of Ohio (MyCare Only)</td>
<td>1-855-364-0974</td>
<td><a href="http://www.aetnabetterhealth.com">www.aetnabetterhealth.com</a></td>
</tr>
<tr>
<td>Buckeye Health Plan – MyCare Ohio</td>
<td>1-866-296-8731</td>
<td><a href="http://www.buckeyehealthplan.com">www.buckeyehealthplan.com</a></td>
</tr>
<tr>
<td>Caresource</td>
<td>1-800-488-0134</td>
<td><a href="http://www.caresource.com">www.caresource.com</a></td>
</tr>
<tr>
<td>Molina</td>
<td>1-855-322-4079</td>
<td><a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a></td>
</tr>
<tr>
<td>United HealthCare</td>
<td>1-800-600-9007</td>
<td><a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a></td>
</tr>
</tbody>
</table>
ACT Enrollment for SSI/SSDI Recipients

Note: ACT Eligibility Criteria

- SSI/SSDI enrollment can be substituted for Adult Needs and Strengths Assessment (ANSA)
- Providers may submit verification of SSI/SSDI (SSA Benefit Verification or copy of Medicare card) OR
- If documentation is not readily available, PA vendor will check client’s SSI/SSDI eligibility in Ohio Benefits
- Results of ANSA may always be submitted if SSI/SSDI eligibility is in question
SUD Services Update

• SUD Residential providers should begin submitting PAs

• What constitutes a “stay” and when you need a new PA

• Types of documentation that should be submitted to establish the medical necessity of the level of care being requested

• **DO NOT** enter modifiers on the PA, to ensure proper reimbursement all modifiers still need to be submitted on your claims
How to Enter a new ACT/IHBT/SUD Prior Authorization

• You have clicked the “Next” button and corrected all error messages
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Next is the Provider Notes section

• Click “Add” to enter notes for the reviewer (such as the ACT team leader’s name) or click “Next” to continue

• DO NOT enter medical information (aka “Clinicals”) here
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Enter your comments in the “Description” box provided
• Once you have completed all of your notes click the “Next” button
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Next is the *Attachments* section
• Click the **Add** button to begin the process of attaching documentation to your PA
How to Enter a new ACT/IHBT/SUD Prior Authorization

- Select a “Type of Document” from the drop down menu.
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Select “Upload” from the Transmission Type drop down menu
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Enter a **Description** for the document you will be uploading
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Once you have completed this section click the “save” button.
How to Enter a new ACT/IHBT/SUD Prior Authorization

• MITS will let you know that the PA was entered ("Prior Authorization Status: SUCCESSFUL") and give you the Prior Authorization number (Note the PA number in your records/files, it will not change)

• Click the “Upload” button to move to the next section
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Now the Attachment Upload section is showing.
  (Notice that the Browse button is grayed out.)

• Click on the bar in the top section to turn it blue.
  (The bar will turn red as shown if the mouse is hovering over it)
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Once the bar in the top section is **blue** you may click the “**Browse**” button below
How to Enter a new ACT/IHBT/SUD Prior Authorization

• After you have clicked on the Browse button a window will open
• Select the document on your computer that you wish to upload and click the “Open” button
How to Enter a new ACT/IHBT/SUD Prior Authorization

• Once the document is displaying in the File to Upload field click the “Upload Attachment” button
How to Enter a new ACT/IHBT/SUD Prior Authorization

• MITS will give you a **Tracking number**. This lets you know that you performed the correct steps to upload a document.
How to Search for an ACT/IHBT/SUD Prior Authorization
How to Search for an ACT/IHBT/SUD Prior Authorization

• If you want to search for a PA you have already entered hold your mouse over the *Prior Authorization* heading and click “Search”
How to Search for an ACT/IHBT/SUD Prior Authorization

• If you have the 10 digit number of the specific PA you wish to find, enter it in the “Prior Authorization” field and click “Search”

• If you do not have the PA # you may instead use the “Submission Date” or “Medicaid Billing Number” & ”Date of Birth” fields (NOTE: Only use one of these options) and click “Search”
How to Search for an ACT/IHBT/SUD Prior Authorization

• If you only entered 1 line item the PA will now be open
• If more than 1 line item was entered on the PA, each line item is displayed in the search results
How to Search for an ACT/IHBT/SUD Prior Authorization

- The search results show the consumer’s Billing Number, Last & First Name, Status of the PA, Service (Procedure) Codes requested, and the Authorized Dollar amount (if approved). The most common statuses are:
  - A – Approved
  - C – Canceled
  - D - Denied
  - I – Pending Additional Information
  - M – Modified Approved
  - P – Pending Review
How to Search for an ACT/IHBT/SUD Prior Authorization

• If you hold or move your mouse over any of the bars in the search results it will turn red as shown
• Click on any of these bars to open your PA

<table>
<thead>
<tr>
<th>Search Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prior Authorization</strong></td>
</tr>
<tr>
<td>-------------------</td>
</tr>
<tr>
<td>2018017092</td>
</tr>
<tr>
<td>2018017092</td>
</tr>
</tbody>
</table>
How to Search for an ACT/IHBT/SUD Prior Authorization

- Once the PA is opened, the **Base Information** section is displayed first.

  ➢ **This section cannot be changed after the PA has been submitted**
How to Search for an ACT/IHBT/SUD Prior Authorization

- The **Line Item** and **Provider Notes** sections are next
How to Search for an ACT/IHBT/SUD Prior Authorization

- The **Attachments** section is next followed by the **External Notes** section last.
How to upload an attachment to an existing ACT/IHBT/SUD Prior Authorization
How to upload an attachment to an existing ACT/IHBT/SUD Prior Authorization

• If you did not add an attachment when the PA was entered click the “Add” button in the Attachments section
How to upload an attachment to an existing ACT/IHBT/SUD Prior Authorization

• Select the Type of Document, Transmission Type, and enter a Description

• Click the “Save” button at the bottom of the PA
How to upload an attachment to an existing ACT/IHBT/SUD Prior Authorization

- Click on the bar in the *Attachments* section to turn it **blue**.

(The bar will turn red as shown if the mouse is hovering over it)
How to upload an attachment to an existing ACT/IHBT/SUD Prior Authorization

- Once the bar is **blue** you may click on the **“Upload”** button

(You will be taken to the Attachment Upload section shown earlier)
THANK YOU FOR WATCHING

THE END