

IDD Connects Training: Support Coordination Agencies

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

Ron Singleton, IDD Division Budget Manager
Division of Developmental Disabilities
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Today's Topics

- **Adult Therapy Services**

- Therapy Service “Bundle” Overview
- ISP Development (Service Summary)
- Prior Authorization Development

- **Prior Authorization Development**

- End Dating Service Lines & Unit Adjustments

- **ISP Service Summary**

- Deleting Services Process

- **Updating Addresses (Demographics)**

- Smarty (Formerly SmartyStreets)

Adult Therapy Services

Therapy Service “Bundle” Overview

Adult Therapy Services will not be approved and authorized as independent services but within a “bundle” based on a unique ‘Therapy Type’ and ‘Group Type’.

Service Example: **Adult Occupational Therapy Services**

THERAPY TYPE	GROUP TYPE	SERVICE CODE	WAIVER SERVICE NAME
OCCUPATIONAL	Evaluation	97165	Adult OT Evaluation - Low Complexity
OCCUPATIONAL	Evaluation	97166	Adult OT Evaluation - Moderate Complexity
OCCUPATIONAL	Evaluation	97167	Adult OT Evaluation - High Complexity
OCCUPATIONAL	Evaluation	97168	Adult OT Re-Evaluation
OCCUPATIONAL	Service	97530-GO	Adult OT Therapeutic Services
OCCUPATIONAL	Service	97533-GO	Adult OT Sensory Integrative Techniques
OCCUPATIONAL	Service	97760-GO	Adult Orthotic and Prosthetic Fitting and Training
OCCUPATIONAL	Service	97761-GO	Prosthetic Training
OCCUPATIONAL	Service	97763-GO	Orthotic and Prosthetic Check Out

ISP Development (Service Summary)

Adult Therapy Services will not be approved and authorized as independent services but within a “bundle” based on a unique ‘Therapy Type’ and ‘Group Type’.

Service Summary

Status

Completed

Therapy Type

Group Type

<input type="checkbox"/>	Service Description	Detailed Service Description
<input type="checkbox"/>	Adult Occupational Therapy	Occupational Therapy - Evaluations
<input type="checkbox"/>	Adult Occupational Therapy	Occupational Therapy - Services

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Prior Authorization Development

Each Adult Therapy Service line will contain all the procedure codes for the corresponding 'Group Type'. The procedure codes will be submitted to Medicaid (GAMMIS) and billable when rendered.

The diagram illustrates the process of submitting procedure codes to Medicaid. Two service lines are shown on the left, each with a red arrow pointing to a row in a table. The table has two columns: 'Detailed Service Description' and 'Procedure Code'. A green box with the text 'All Procedure Codes Submitted to Medicaid' is positioned between the two rows of the table, with red arrows pointing up to the first row and down to the second row, indicating that all codes from both service lines are submitted.

	Detailed Service Description	Procedure Code
One Service Line	Occupational Therapy - Evaluations	97165,97166,97167,97168
One Service Line	Occupational Therapy - Services	97530-GO,97533-GO,97760-GO,97761-GO,97763-GO

Prior Authorization Development

Medicaid/GAMMIS State View

Line Item												
Line Item	WIS Line Num	Requested Units	Requested Dollars	Authorized Units	Authorized Dollars	Category of Service	Rendering Provider ID		Diagnosis	ICD Version	Status	Status Date
01		1	\$0.00	1	\$44.40	681	000111222A	MCD			APPROVED	02/01/2022
-Procedure Codes-												
Procedure Code	Modifier 1	Modifier 2	Modifier 3	Modifier 4	NDC							
97165	← GAMMIS WEB PORTAL PROCEDURE CODE - PROVIDER VIEW											
97166	} ADDITIONAL PROCEDURE CODES FOR BILLING - NOT VISIBLE IN THE WEB PORTAL											
97167												
97168												

All 4 procedure codes visible to State users (GAMMIS)

Prior Authorization Development

Medicaid/GAMMIS Web Portal Provider View

Line Items					
PA Line Item	1	Status	APPROVED	Rendering Provider	ACME THERAPY, LLC
		COS Code	681	Category of Service	CHSS/COMP
From DOS	02/10/2022			Tooth	
Through DOS	02/09/2023			Quadrant	
Most Recent DOS Paid				Surface	OCCUPATIONAL THERAPY - EVALUATIONS
Units Allowed	1	Amount Allowed	\$44.40		
Units Used	0.000	Amount Used	\$0.00		
Max Monthly Units	0	Max Monthly Amount	\$0.00		
Max Daily Units	0	Authorized Rate	\$67.21		

Procedures							
PA							
Line Item	(Procedure	Description)	(Modifier 1 Description)	(Modifier 2 Description)	(Modifier 3 Description)	(Modifier 3 Description)	NDC
01	97165	WAIVER SERVICE, NOS	M/CAID CARE LEV 4 STATE DEF				OCCUPATIONAL THERAPY - EVALUATIONS

Only 1 of 4 procedure codes visible to providers (97165)

Prior Authorization Development: A Tale of Two Rates

IDD Connects uses two different rate methodologies for prior authorization development. For each therapy 'Group Type', the **lowest** rate within the “bundle” will be used to calculate the authorized amount. Only one rate can be associated with each “bundle”.

$$\text{UNITS} \times \text{RATE} = \text{AUTHORIZED AMOUNT}$$

OCCUPATIONAL SERVICES	
PROCEDURE CODE	UNIT RATE
97530-GO	\$28.23
97760-GO	\$27.38
97761-GO	\$24.98
97533-GO	\$24.46
97763-GO	\$23.39

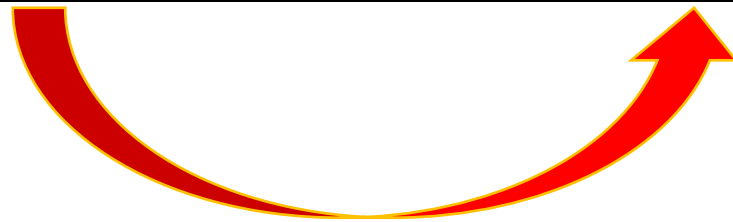


RATE USED FOR CALCULATION

Prior Authorization Development: A Tale of Two Rates

By using the ***lowest*** rate within the “bundle” we can maximize the highest amount of hours or sessions available within the annual maximum for Adult Therapy Services.

OCCUPATIONAL SERVICES				
PROCEDURE CODE	UNIT RATE	UNITS	HOURS	ANNUAL MAXIMUM
97530-GO	\$28.23	191	47	\$5,400.00
97760-GO	\$27.38	197	49	\$5,400.00
97761-GO	\$24.98	216	54	\$5,400.00
97533-GO	\$24.46	221	55	\$5,400.00
97763-GO	\$23.39	231	57	\$5,400.00



Prior Authorization Development: A Tale of Two Rates

To ensure that all the rates within the “bundle” are reimbursable, we’ll send the ***highest*** to Medicaid (GAMMIS). Providers will bill using the rate associated with the service rendered.

OCCUPATIONAL SERVICES		
PROCEDURE CODE	UNIT RATE	
97530-GO	\$28.23	RATE SUBMITTED TO MEDICAID
97760-GO	\$27.38	
97761-GO	\$24.98	
97533-GO	\$24.46	
97763-GO	\$23.39	RATE USED FOR CALCULATION

Speech & Language Therapy: A Tale of Two Rates

SPEECH/LANGUAGE EVALUATIONS		
PROCEDURE CODE	UNIT RATE	
92523	\$163.81	RATE SUBMITTED TO MEDICAID
92610	\$117.54	
92607	\$109.28	RATE USED FOR CALCULATION

SPEECH/LANGUAGE SERVICES		
PROCEDURE CODE	UNIT RATE	
92507-GN	\$62.53	RATE SUBMITTED TO MEDICAID
92609	\$54.75	
92526	\$44.66	RATE USED FOR CALCULATION

Physical Therapy: A Tale of Two Rates

PHYSICAL THERAPY EVALUATIONS		
PROCEDURE CODE	UNIT RATE	
97161-GP	\$69.34	RATE SUBMITTED TO MEDICAID
97162-GP	\$69.34	
97163-GP	\$69.34	
97164-GP	\$47.14	RATE USED FOR CALCULATION

PHYSICAL THERAPY SERVICES		
PROCEDURE CODE	UNIT RATE	
97112-GO	\$27.07	RATE SUBMITTED TO MEDICAID
97110	\$25.91	RATE USED FOR CALCULATION

Occupational Therapy: A Tale of Two Rates

OCCUPATIONAL THERAPY EVALUATIONS		
PROCEDURE CODE	UNIT RATE	
97165	\$67.21	RATE SUBMITTED TO MEDICAID
97166	\$67.21	
97167	\$67.21	
97168	\$44.40	RATE USED FOR CALCULATION

OCCUPATIONAL THERAPY SERVICES		
PROCEDURE CODE	UNIT RATE	
97530-GO	\$28.23	RATE SUBMITTED TO MEDICAID
97760-GO	\$27.38	
97761-GO	\$24.98	
97533-GO	\$24.46	
97763-GO	\$23.39	RATE USED FOR CALCULATION

Adult Therapy Services: Policy & Rates

For additional information regarding Adult Therapy Services, please review Part III of the NOW/COMP policy. All waiver services rates are listed in Appendix A of the NOW/COMP policy:

- www.mmis.georgia.gov
- Provider Information
- Provider Manuals
- Comprehensive Supports Waiver Program Chapters 1300-3600
- New Options Waiver Program

Prior Authorization Development

End Dating Service Lines & Unit Adjustments

A process for updating copied service lines...

CRA – CATEGORY 4 – 4 PERSON

Line #	Service Code ▾	Units ▾	Start Date	End Date	Provider ▾
1	SUP	12	05/03/2021	05/02/2022	SC AGENCY PROVIDER
4	CR8	244	05/03/2021	05/02/2022	PROVIDER 'A'
	CR8	100	02/01/2022	05/02/2022	PROVIDER 'B'

Please Contact the Regional Field Office for Unit Adjustments

ISP Service Summary

ISP Service Summary & Prior Authorization Connection

6 Common Reasons for ISP Service Summary Lines Adjustments/Removal

- A recommendation from an evaluation
- Moving funding from one service to another service
- Mid-year provider changes
- An incorrect service approval
- A service no longer wanted by the participant/individual
- Moving from traditional service delivery to participant direction (PD) or vice versa

Key Tip: Services approved in the Service Summary should not be removed while processing a Version Change (ISP Amendment/Update).

ISP Service Summary & Prior Authorization Connection

Service Summary Lines: Approved and Unapproved

Approved

<input type="checkbox"/>	Service Description	Detailed Service Description
<div>DO NOT REMOVE → <input type="checkbox"/></div>	Community Access	Community Access - Group ← LOCKED

Unapproved

<input type="checkbox"/>	Service Description	Detailed Service Description
REMOVABLE → <input type="checkbox"/>	Community Access	Community Access - Group ← ADJUSTABLE

Community Access - Group

Community Access - Group - Co-Employer

Community Access - Group - Self-Directed

Community Access - Individual

Community Access - Individual - Co-Employer

Community Access - Individual - Self-Directed

Remove Service

Add New Service

ISP Service Summary & Prior Authorization Connection

“The Connection”

Service Summary

Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group		25.30

IDD Connects PA

Line #	Service Code ↕	Detailed Service Description ↕	Procedure Code	Units ↕
1	CAG	Community Access - Group	T2025-HQ	5263

Medicaid PA

Line Item							
Line Item	WIS Line Num	Requested Units	Requested Dollars	Authorized Units	Authorized Dollars	Category of Service	Rendering Provider ID
01		5263	\$0.00	5263	\$17,946.83	681	9A


“The Connection”: Common PA Errors

Duplicate Line

General Description: A Medicaid system error notification that targets two or more service lines containing the *same procedure code/modifier*, *same provider Medicaid ID* and the *same or overlapping date(s) of service*.

Line #	Procedure Code	Start Date	End Date	Provider Medicaid ID
1	T2025-HQ	01/01/2021	12/31/2021	123456789AA
2	T2025-HQ	01/01/2021	12/31/2021	123456789AA

Status Reason



↔

Status Reason ×

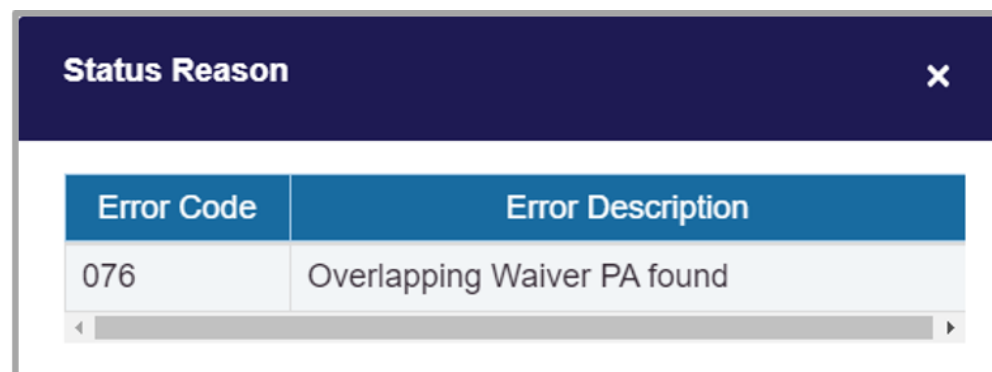
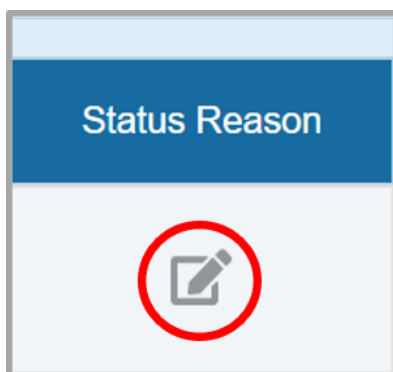
Error Code	Error Description
085	Duplicate details on PA. Can Not Update

“The Connection”: Common PA Errors

Overlapping PA

General Description: A Medicaid system driven error notification that targets an incoming PA for a member with **existing waiver PA** currently in the system with the **same or overlapping date(s) of service**.

IDD PA Number	PA Status	Funding Source	Effective Date	Expiration Date
11111	Rejected	COMP	05/01/2021	12/31/2021
22222	Approved	NOW	01/01/2021	12/31/2021



“The Connection”: Common PA Errors

Overlapping PA Continued

General Description: A Medicaid system driven error notification that targets an incoming PA for a member with ***existing waiver PA*** currently in the system with the ***same or overlapping date(s) of service***.

IDD PA Number	PA Status	Funding Source	Effective Date	Expiration Date
11111	Rejected	COMP	05/01/2021	12/31/2021
22222	Approved	NOW	01/01/2021	04/30/2021

Medicaid PA Service Line			
Line Status	Funding Source	Effective Date	Expiration Date
Removed from IDD Connects	NOW	01/01/2021	12/31/2021

Recommendations from Evaluations

Recommendations from evaluations can often result in a version change or appear in the Service Summary while a version change is being completed for reasons outside of a clinical recommendation. The recommendations can also target an approved services that is currently in the Service Summary. The original, approved service(s) should not be removed in case of a service duplication. The original, approved service can be adjustment, 'Amount', 'Frequency' and/or 'Duration of Service' to capture the elements of the recommendation.

Detailed Service Description		Recommendation From/Date	Amount
Community Access - Group	APPROVED		5.00
Community Access - Group	DUPLICATE	EVAL - Behavioral - 05/18/2021	20.00

110



Recommendations from Evaluations Continued

Step 1: Identify the duplicate service line.

Detailed Service Description		Recommendation From/Date	Amount
Community Access - Group	APPROVED		5.00
Community Access - Group	DUPLICATE	EVAL - Behavioral - 05/18/2021	20.00

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Step 2: Review and compare the 'Amount' for both lines.

Detailed Service Description		Recommendation From/Date	Amount
Community Access - Group	APPROVED		 5.00
Community Access - Group	DUPLICATE	EVAL - Behavioral - 05/18/2021	 20.00

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Recommendations from Evaluations Continued

Step 3: Increase the amount on the approved line.

Detailed Service Description		Recommendation From/Date	Amount
Community Access - Group	APPROVED		 20.00
Community Access - Group	DUPLICATE	EVAL - Behavioral - 05/18/2021	 20.00

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Step 4: Remove the duplicate line.

Detailed Service Description		Recommendation From/Date	
Community Access - Group	APPROVED		
Community Access - Group	DUPLICATE	EVAL - Behavioral - 05/18/2021	REMOVE

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Service Summary: Line Removal Presentation

For Providers

Questions for Your Provider
Relations Team

Access IDD Connects

PIMS FAQ

Community Provider Manuals

Provider Relations Communications

✓ Training

Addictive Diseases Training
Announcements

Support Coordination Training

4.07.21 - The Service Summary – A General Overview

[Video](#) / [PDF](#) [Presentation](#)

4.21.21 - CRA and the Service Summary

[Video](#) / [PDF](#) [Presentation](#)

5.05.21 - The Service Summary with CLS and with Provider Changes

[Video](#) / [PDF](#) [Presentation](#)

5.19.21 - Troubleshooting PA issues

[Video](#) / [PDF](#) [Presentation](#)

6.02.21 - The Service Summary and Bundled Services

[Video](#) / [PDF](#) [Presentation](#)

6.30.21 - Adjusting and Removing Service Lines in the Service Summary

[Video](#) / [PDF](#) [Presentation](#)

Updating Addresses

IDD Connects Address Validation Tool: Smarty

The screenshot displays the SmartyStreets website interface. At the top, a dark blue header features a 'NEW!' badge and the text 'SmartyStreets is now smarty'. A 'CHECK IT OUT' button is positioned on the right. Below this, a blue navigation bar contains the 'smarty' logo and links for 'Products', 'Pricing', 'Resources', 'Contact', 'Log In', 'Sign Up →', and a 'Cart' icon. The main content area has a blue background with a '← Demos' link on the left. The central heading is 'Single Address Verification', followed by the subtitle 'Easy-to-use tool for single address verification - USPS or International.' A white box titled 'Features' lists six capabilities, each with an icon: a location pin for address verification, a lightning bolt for fast processing, a globe for geocoding, a circular arrow for address format conversion, a database icon for metadata points, and a headset for customer support.

NEW! SmartyStreets is now **smarty** [CHECK IT OUT](#)

smarty [Products](#) [Pricing](#) [Resources](#) [Contact](#) [Log In](#) [Sign Up →](#) [Cart](#)







[← Demos](#)

Single Address Verification

Easy-to-use tool for single address verification - USPS or International.

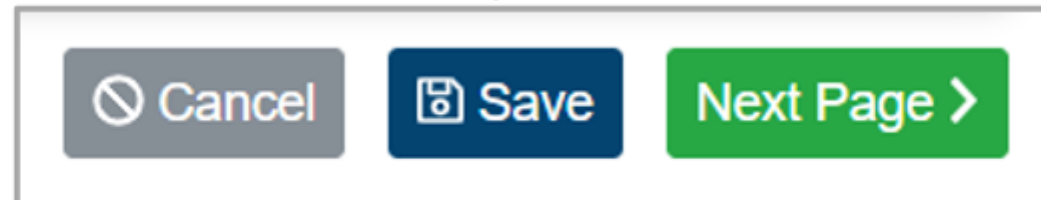
Features

Check out the demo below!

-  Verify that each address is valid and complete
-  Convert address into proper [USPS](#) or international address format
-  Lightning fast processing speeds
-  Up to 45 metadata points for each address
-  Geocode returned for each valid address
-  Freakishly helpful customer support

IDD Connects Address Validation Tool: Smarty

Please be sure the 'Save' your information after updating each address.



Questions

