SC & ISC Training: IDD Connects Session 4

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

Division of Developmental Disabilities

May 19, 2021

D·B·H·D·D

Today’s Topic

ISP & Prior Authorization (PA) Troubleshooting

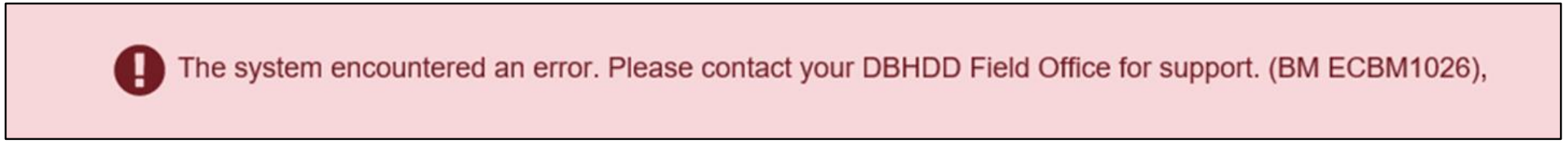
- Common ISP Error Codes and Messages
- Common PA Error Codes

Common ISP Error Codes and Messages

Common ISP Error Codes and Messages

BM ECBM1026	Slide 5
Duplicate PA Service Selected	Slide 10
Calculated Units/Amount Maximums	Slide 14
Max Amount for NOW/COMP Funding	Slide 17

ISP Error Code: BM ECBM1026



Problem:

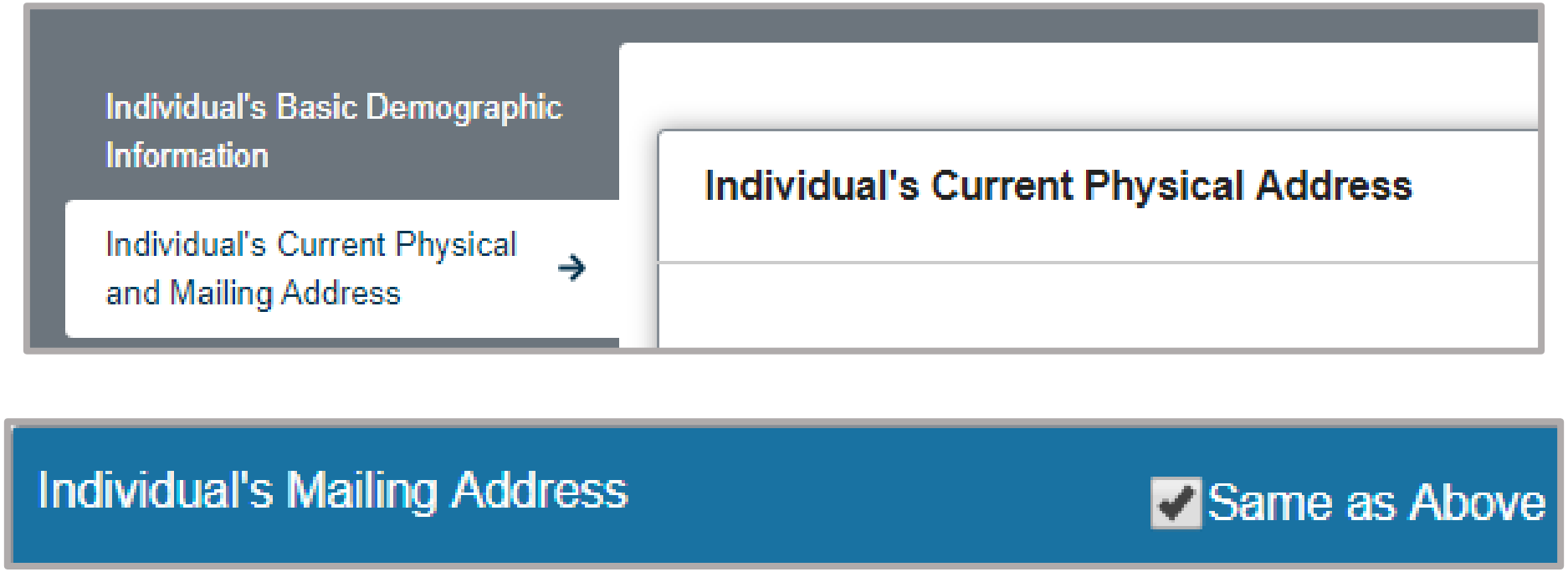
Error code appears when attempting to approve the ISP, preventing the overall approval. This error code is linked to the individual's demographics page.

Solution:

Review and correct all addresses listed on the demographics page. IDD Connects utilizes Smarty Streets as the address validation tool. Website: https://smartystreets.com/

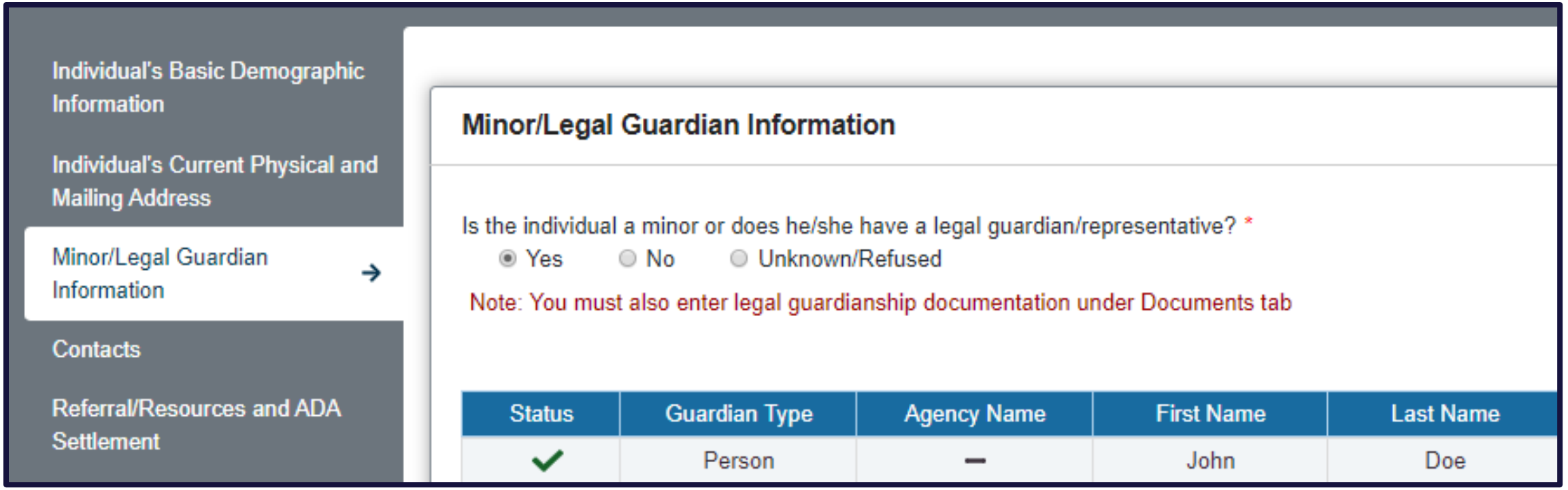
ISP Error Code: BM ECBM1026 – Demographics Area 1

Review and correct all addresses in the two sections below. Save the updated information and click on the green ‘Next Page’ button.



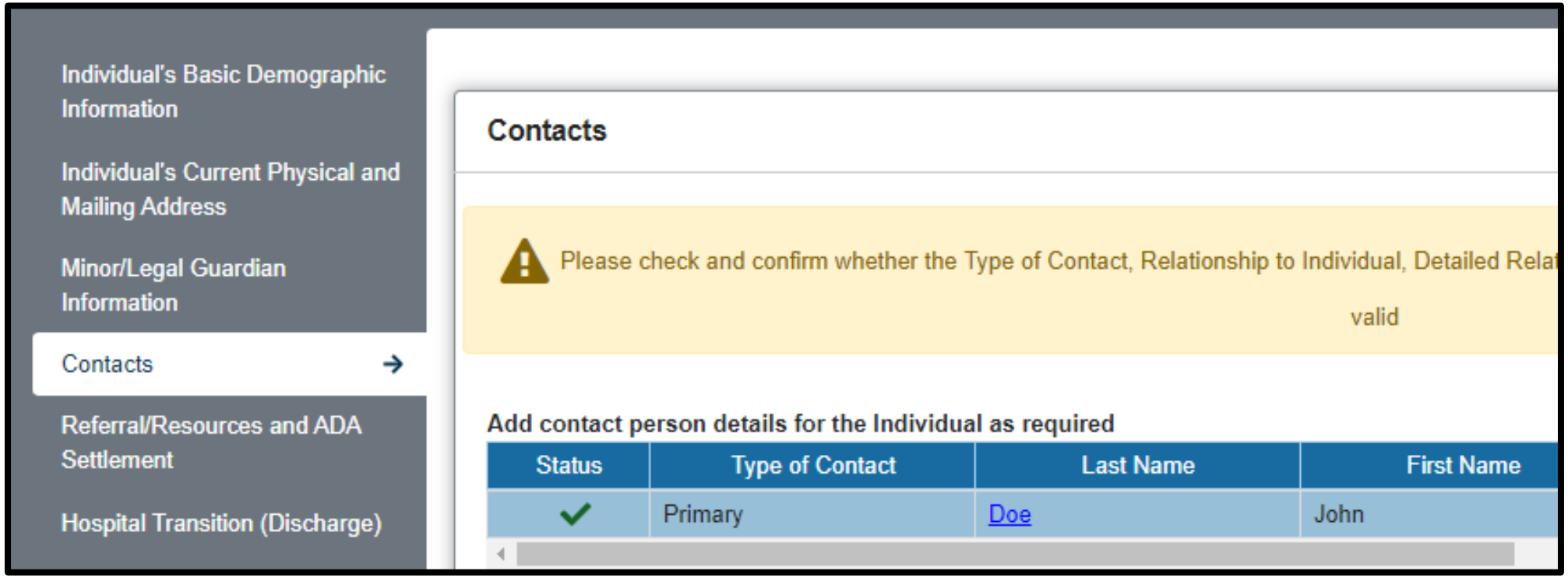
ISP Error Code: BM ECBM1026 – Demographics Area 2

Review and correct all addresses associated with the Minor/Legal Guardian(s). Save the updated information and click on the green 'Next Page' button.



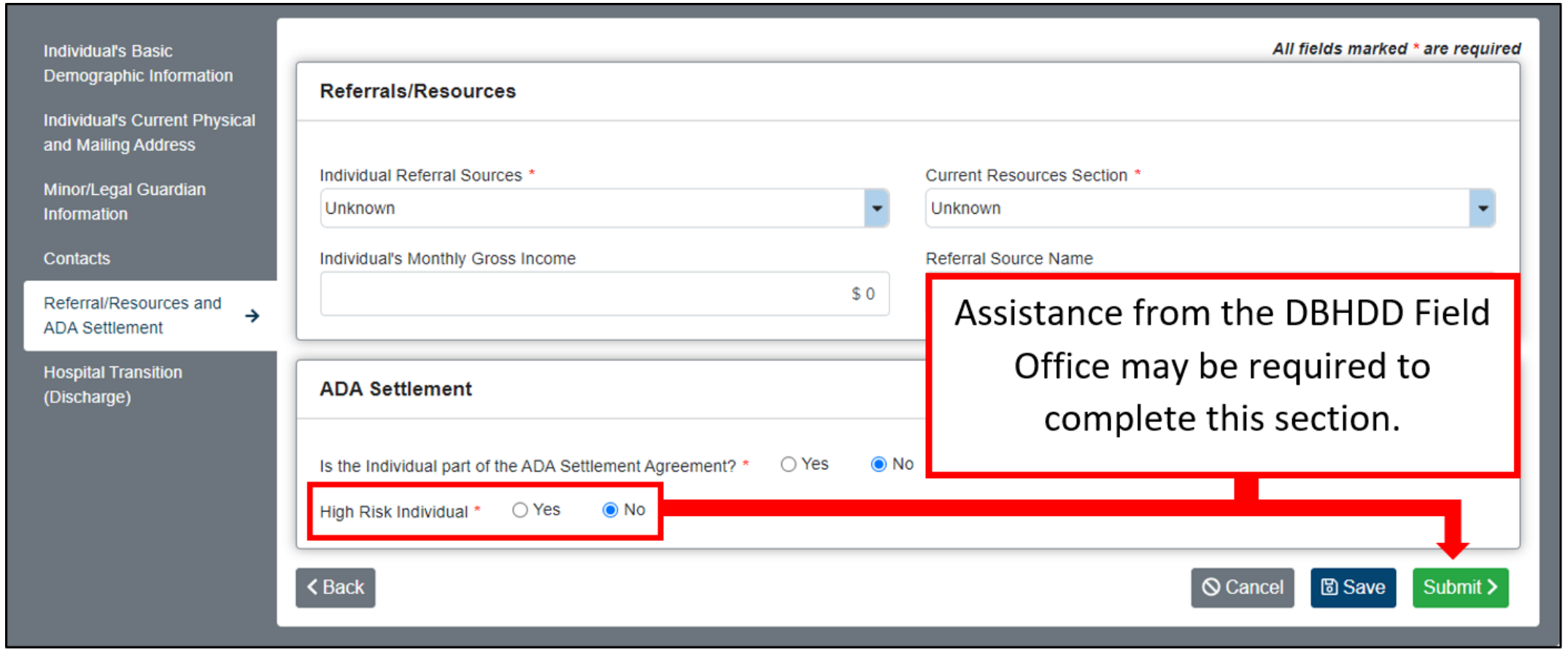
ISP Error Code: BM ECBM1026 – Demographics Area 3

Review and correct all addresses associated with the Contacts. Save the updated information and click on the green ‘Next Page’ button.

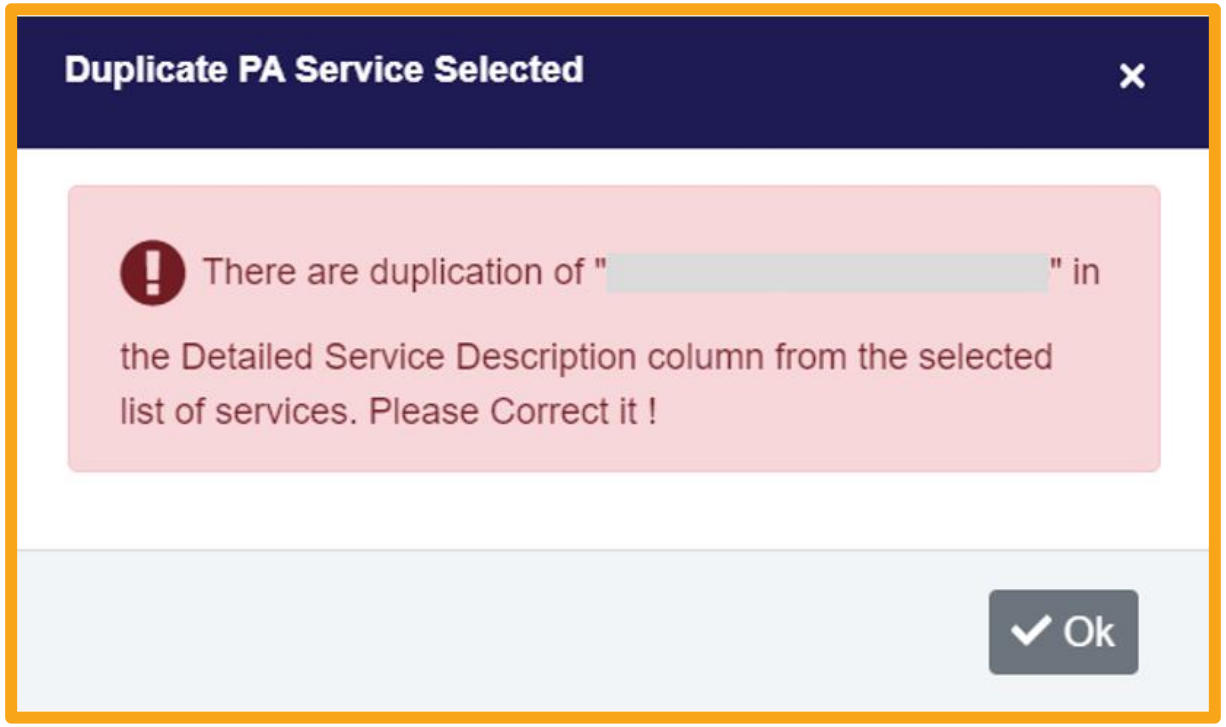


ISP Error Code: BM ECBM1026 – Demographics Area 4

High Risk Individual. Select the appropriate box and click on the green ‘Submit’ button.



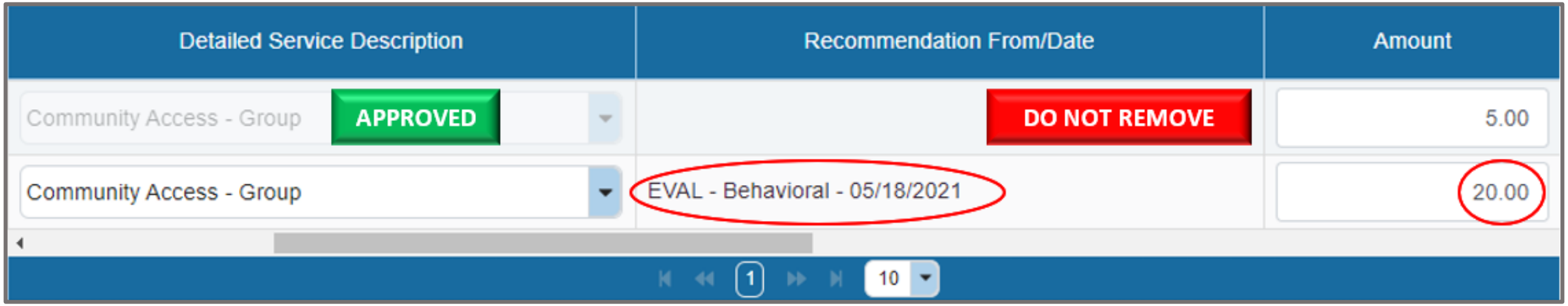
ISP Error Message: Duplicate PA Service Selected



General Description: Error message appears when attempting add a service line to the Service Summary for a service currently listed.

ISP Error Message: Duplicate PA Service Selected

Resolution(s): Resolving this type of message will depend on the status of the ISP. For example, if a service was approved in the Service Summary and Prior Authorization (PA), it should never be removed in place of a duplicate service.



In the example above, Community Access – Group is listed twice. The second line reflects a higher 'Amount' as a result of recommendation. The increase can be maintained by adjusting the amount on the original service line. Next slide…

ISP Error Message: Duplicate PA Service Selected 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

1 10

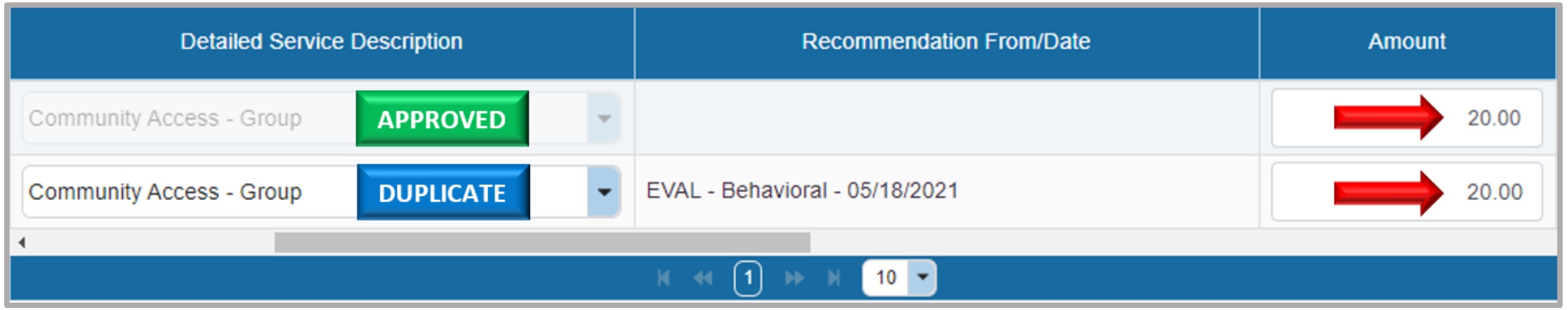
Step 2: Review and compare the ‘Amount’ for both lines.

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

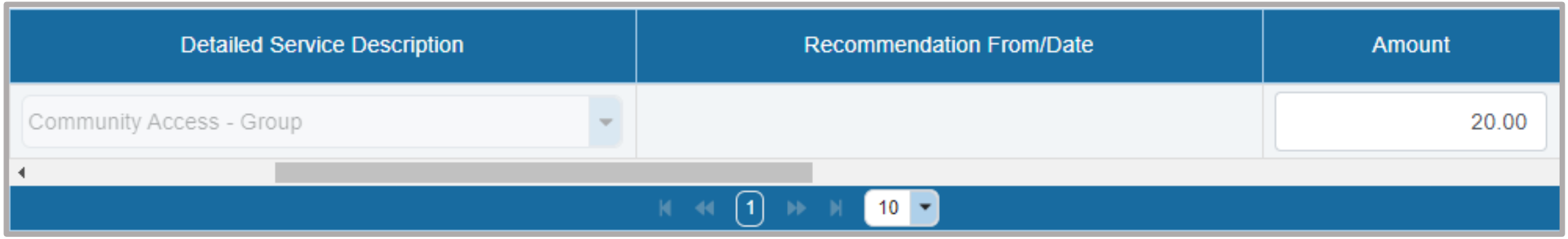
1 10

ISP Error Message: Duplicate PA Service Selected Continued

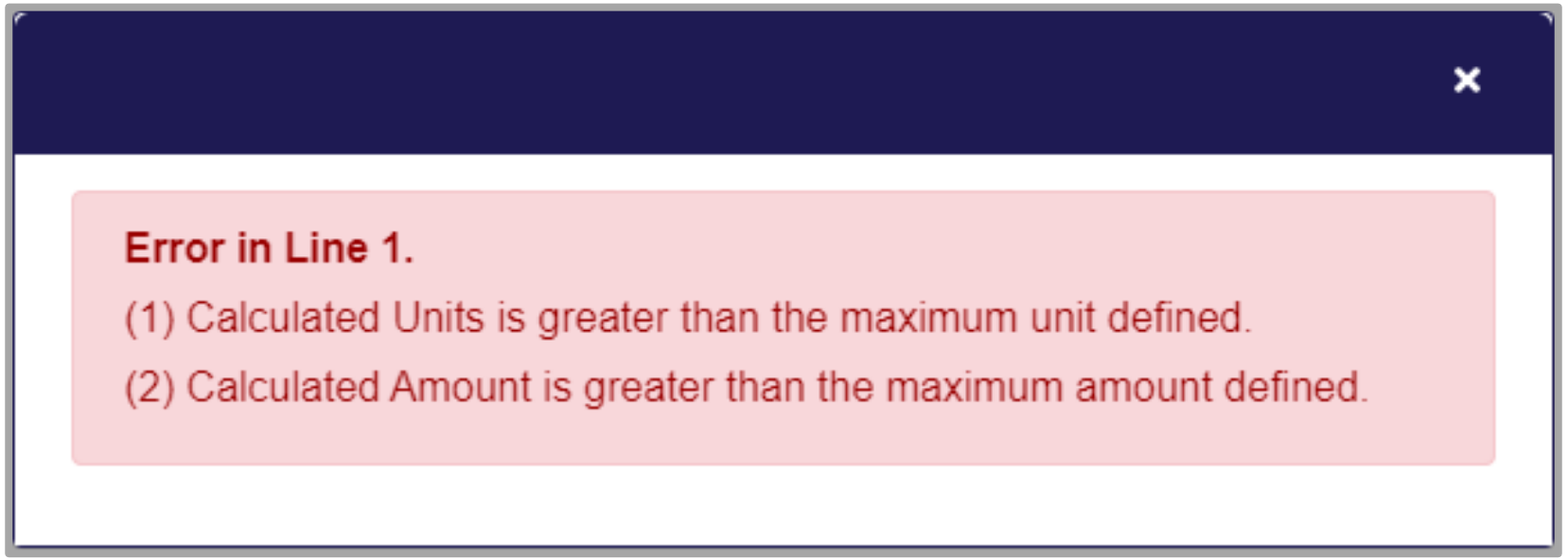
Step 3: Increase the amount on the approved line.



Step 4: Remove the duplicate line.



ISP Error Message: Calculated Units/Amount Maximums



General Description: For a particular service, the number of units and calculated amounts are greater than the Medicaid published maximum(s).

ISP Error Message: Calculated Units/Amount Maximums

Example: Individual Directed Goods & Services

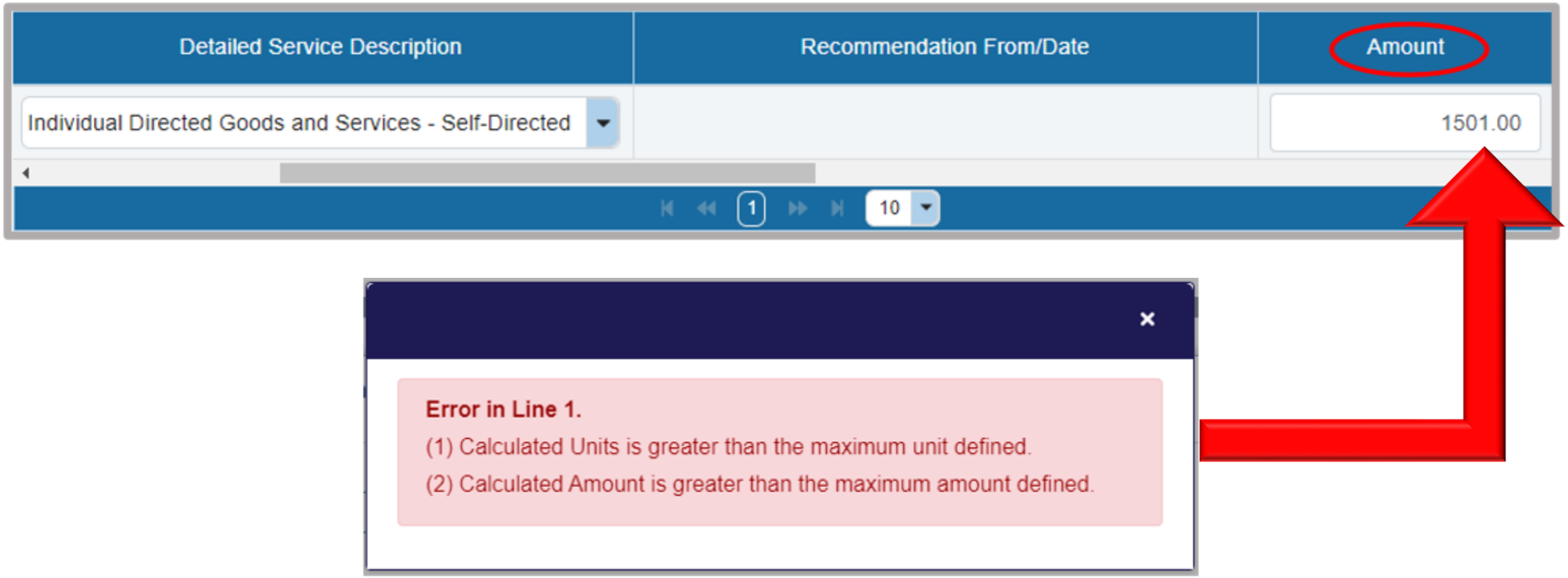
Individual Directed Goods and Services:

Individual Directed Goods and Services (T2025-U7/UC)
Maximum Annual number of units = 1500
Annual maximum = $1,500.00

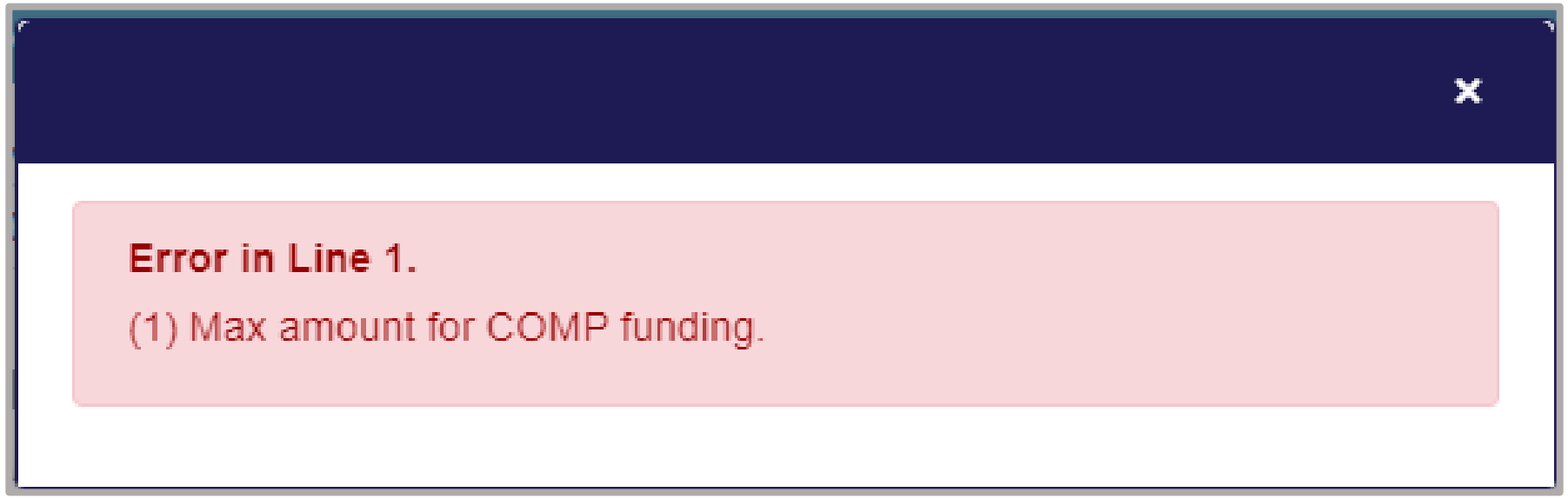
Appendix A: Reimbursement Rates for NOW/COMP Services

ISP Error Message: Calculated Units/Amount Maximums

Example: Individual Directed Goods & Services



ISP Error Message: Max Amount for NOW/COMP Funding



General Description: For a particular service, the calculated amounts are greater than the Medicaid published maximum(s).

ISP Error Message: Max Amount for NOW/COMP Funding

Example: Community Living Support (CLS)

Total annual amount of all fifteen-minute CLS services billed can***not*** exceed $51,300 annually.

Appendix A: Reimbursement Rates for NOW/COMP Services

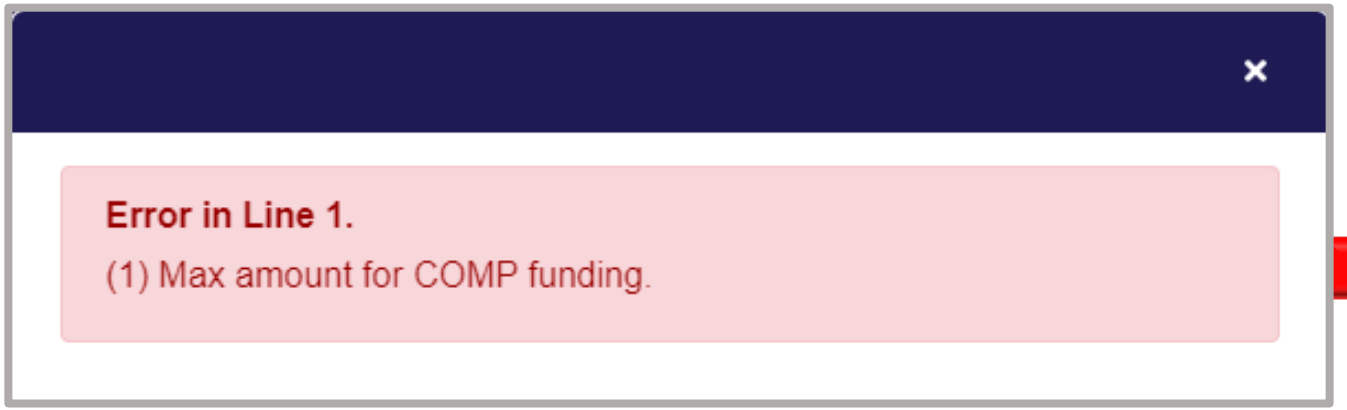
ISP Error Message: Max Amount for NOW/COMP Funding

Example: Community Living Support (CLS)

Amount	Calculated Units	Unit Rate	Authorized Amount
130.00	27040	$2.54	$68,681.60

Detailed Service Description	Recommendation From/Date	Amount
Community Living Supports		130.00

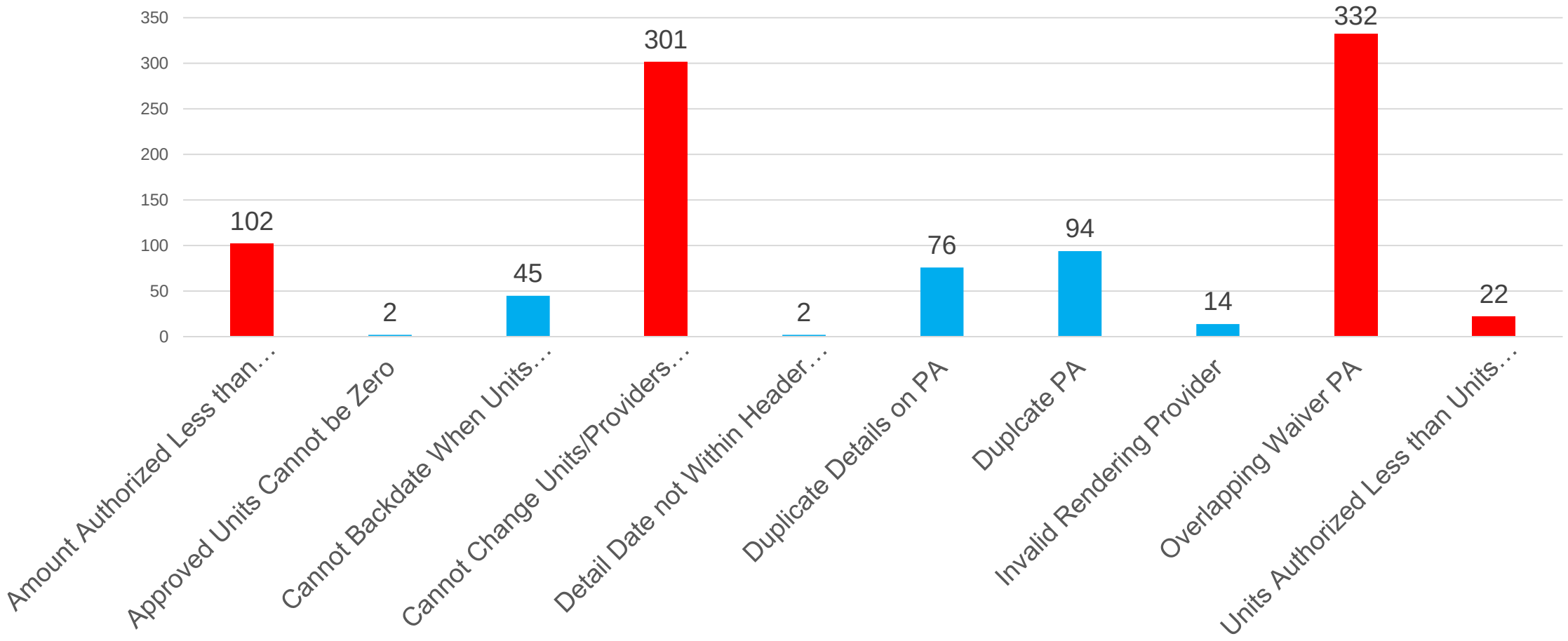
1 10



Common PA Error Codes

Common PA Error Codes

PA Errors as of 4/16/2021



Common PA Error Codes

Error Code: 076	Slide 23
Error Code: 084	Slide 28
Error Code: 015	Slide 32
Error Code: 016	Slide 36

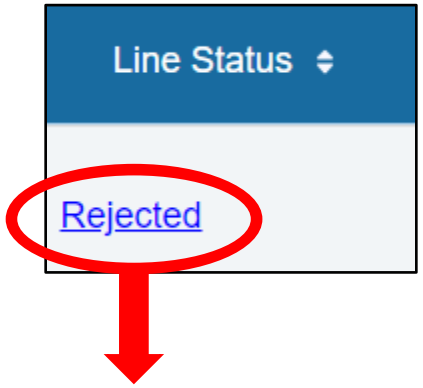
Error Code: 076

General Description

The error code will appear if the member has another existing waiver PA in the Medicaid system (GAMMIS) for the same or overlapping header and/or detail line effective and end date where the status is approved.

The existing PA can be for waiver programs outside of the NOW and COMP such as the Community Care Services Program (CCSP), Independent Care Waiver Program (ICWP), Services Options Using Resources in Community Environments (SOURCE) and Community Based Alternatives for Youth (CBAY).

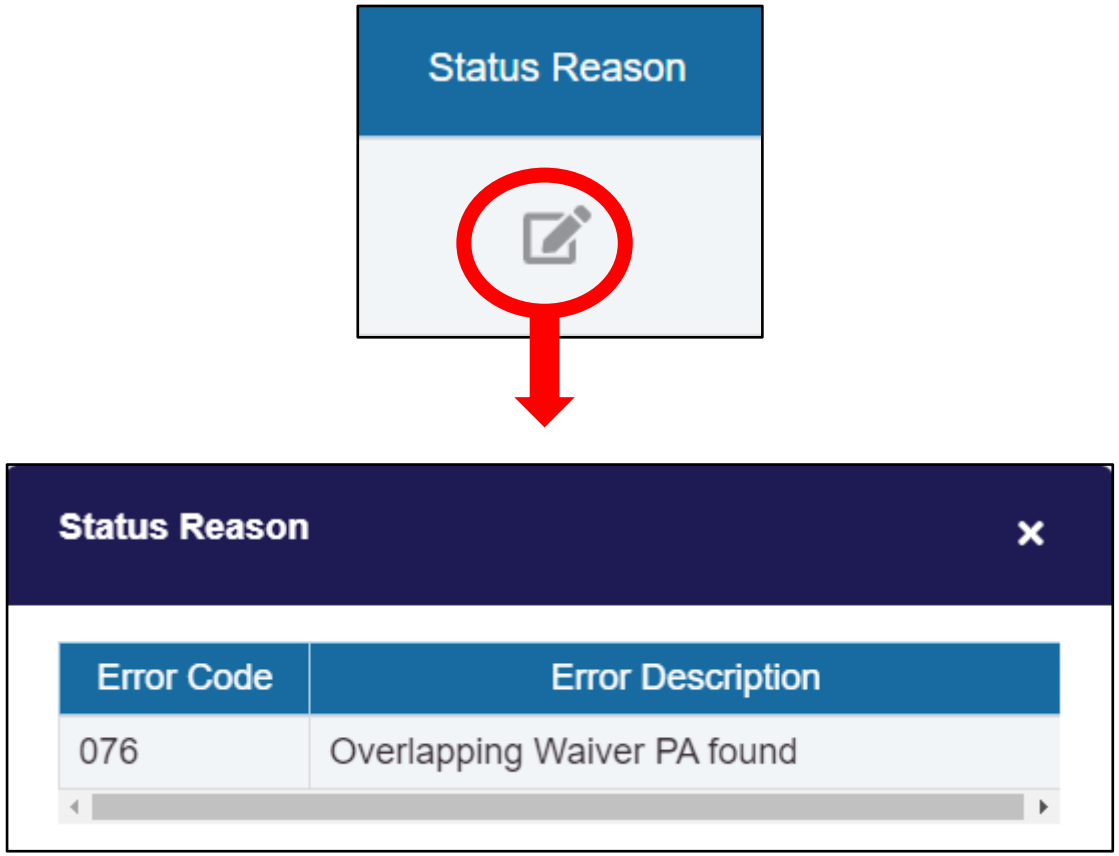
Error Code: 076 – Line Status View



Status History

Status	Date	Status Reason
Saved	04/30/2020	
Processing	05/06/2020	
Rejected	05/08/2020	Existing authorization with overlapping dates found for individual. Please review existing authorization dates and resubmit. (PR 076)

Error Code: 076 – Status Reason View



Error Code: 076 – Key Tips to Remember

- An existing NOW PA can cause an incoming NOW PA to reject.
- An existing COMP PA can cause an incoming COMP PA to reject.
- PAs from other waiver programs can trigger error code 076.

ISP Error Code: 076 - Resolution

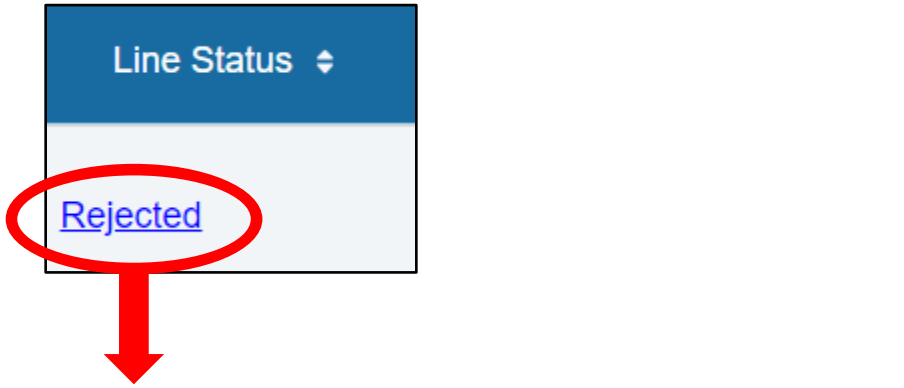
Please contact the DBHDD Field Office (Operations Analyst) for assistance.

Error Code: 084

General Description

The error code will appear when the user attempts to change a PA service line detail date when a claim has been billed against it and the detail date change conflicts with the paid claim date(s).

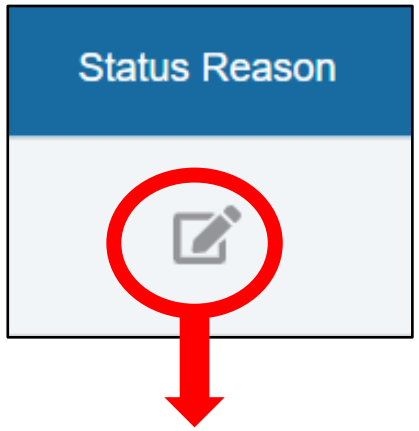
Error Code: 084 – Line Status View



Status History

Status	Date	Status Reason
Rejected	04/29/2020	Cannot change service line dates when services have previously been billed. Please revert any change made to service line and resubmit. (PR 084)

Error Code: 084 – Status Reason View



Status Reason

Error Code	Error Description
084	Cannot change line item dates when used amts on PA
084	Cannot change line item dates when used amts on PA

ISP Error Code: 084 - Resolution

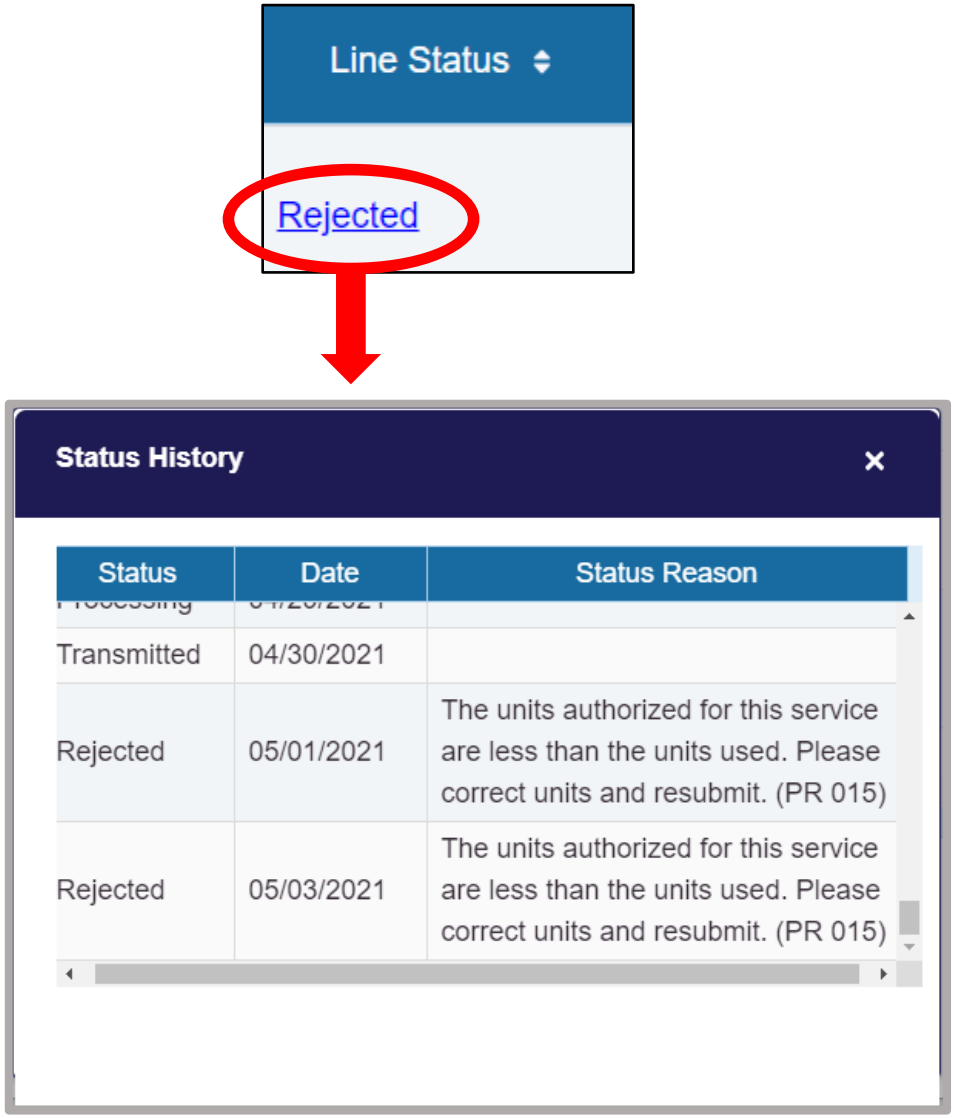
Please contact the DBHDD Field Office (Operations Analyst) for assistance.

Error Code: 015

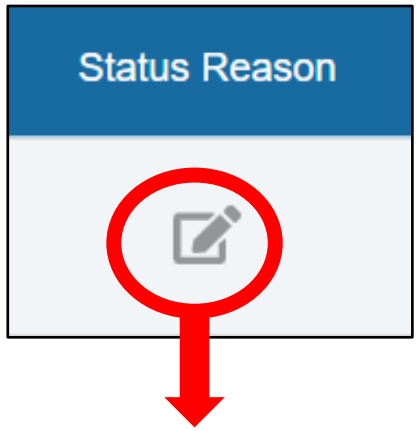
General Description

The error code will appear if the ‘Units’ on the service line is less than the units (Used Units) billed on the corresponding service line in the Medicaid system (GAMMIS).

Error Code: 015 – Line Status View



Error Code: 015 – Status Reason View



Status Reason

Error Code	Error Description
015	Units authorized less than units used
015	Units authorized less than units used

ISP Error Code: 015 - Resolution

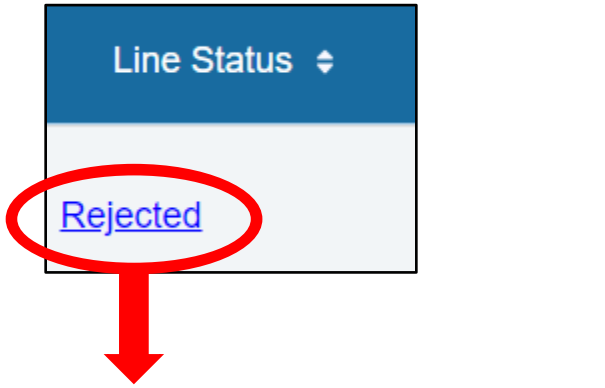
Please contact the DBHDD Field Office (Operations Analyst) for assistance.

Error Code: 016

General Description

The error code will appear if the ‘Authorized Amount’ on the service line is less than the amount (Used Dollars) billed on the corresponding service line in the Medicaid system (GAMMIS).

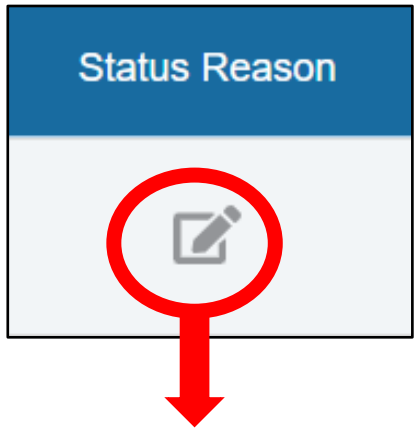
Error Code: 016 – Line Status View



Status History

Status	Date	Status Reason
Rejected	02/27/2021	service is less than the amount used. Please correct amount authorized and resubmit. (PR 016)
Transmitted	05/06/2021	
Rejected	05/07/2021	The amount authorized for this service is less than the amount used. Please correct amount authorized and resubmit. (PR 016)

Error Code: 016 – Status Reason View



Status Reason

Error Code	Error Description
016	Amount authorized less than amount used
016	Amount authorized less than amount used

ISP Error Code: 016 - Resolution

Please contact the DBHDD Field Office (Operations Analyst) for assistance.

Questions