

SC & ISC Training: IDD Connects

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

Division of Developmental Disabilities
July 6, 2022



Today's Topics

ISP Service Summary & Prior Authorization Connection

- Adjusting and/or Removing Existing Service Lines

ISP & Prior Authorization (PA) Troubleshooting

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

ISP Service Summary & Prior Authorization Connection

Adjusting and/or Removing Existing Service Lines

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
<div>REMOVABLE → <input type="checkbox"/></div>	Community Access	<div>Community Access - Group ← ADJUSTABLE</div> <div><div>Community Access - Group</div><div>Community Access - Group - Co-Employer</div><div>Community Access - Group - Self-Directed</div><div>Community Access - Individual</div><div>Community Access - Individual - Co-Employer</div><div>Community Access - Individual - Self-Directed</div></div>

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 ×

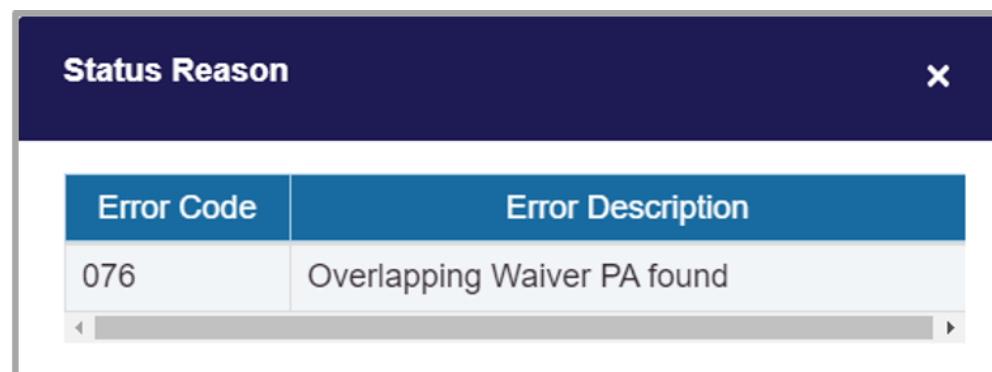
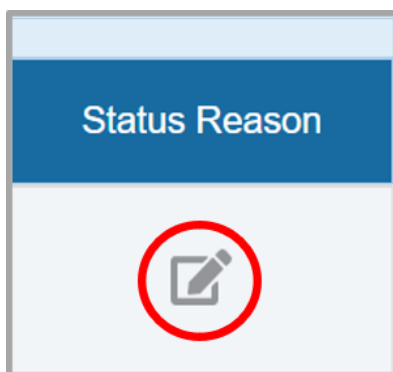
Error Code	Error Description
085	Duplicate details on PA. Can Not Update

“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

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

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

1

10

Step 4: Remove the duplicate line.

Detailed Service Description		Recommendation From/Date	Amount
Community Access - Group			20.00

1

10

Moving Funding from One Service to Another Service

Adjust units accordingly without removing and re-adding service lines. In the example below, \$2,000 was moved from Community Access – Group – Self Directed and added to Community Access – Individual – Self Directed.

		Before
Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group - Self-Directed	 	2752.00
Community Access - Individual - Self-Directed		11737.00

		After
Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group - Self-Directed		752.00
Community Access - Individual - Self-Directed		13737.00

Mid-Year Provider Changes

No change is needed to the Service Summary. The provider change will be reflected on the prior authorization.

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

Prior Authorization

Line #	Procedure Code	Start Date	End Date	Provider	Provider Medicaid ID
1	T2025-HQ	01/01/2021	6/30/2021	PROVIDER A	123456789AA
2	T2025-HQ	07/01/2021	12/31/2021	PROVIDER B	987654321BB

Incorrect Service Approval

In the example below, 'Community Access Group' or 'CAG' was approved in the original ISP. The intended service was 'Community Access – Group – Self-Directed' or 'CAG-SD'. The original, approved service, 'CAG' should remain in the service summary. The service, 'CAG-SD' will be added.

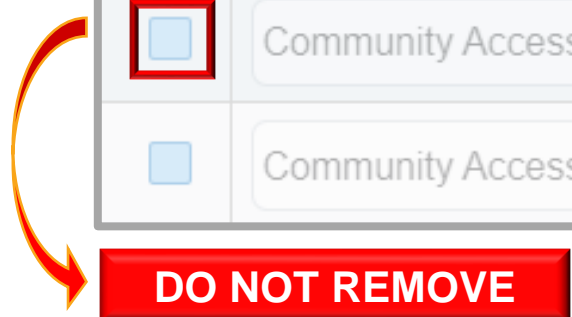
<input type="checkbox"/>	Service Description	Detailed Service Description
<input type="checkbox"/>	Community Access	Community Access - Group
<input type="checkbox"/>	Community Access	Community Access - Group - Self-Directed

DO NOT REMOVE

A Service No Longer Wanted by the Participant/Individual

In the example below, 'Community Access Group' or 'CAG' was approved in the original ISP. The participant/individual no longer has desire to have 'CAG' and now wishes to receive 'Community Access – Individual'. The original, approved service, 'CAG' should remain in the service summary. The service, 'Community Access – Individual' will be added.

<input type="checkbox"/>	Service Description	Detailed Service Description
<input type="checkbox"/>	Community Access	Community Access - Group
<input type="checkbox"/>	Community Access	Community Access - Individual



DO NOT REMOVE

Moving from Traditional Service Delivery to Participant Direction

In the example below, 'Community Access Group' or 'CAG' was approved in the original ISP. The individual no longer desires to receive 'CAG' with a traditional provider and has expressed interest in self-directing this service. The original, approved service, 'CAG' should remain in the service summary. The service, 'Community Access – Group – Self-Directed' or 'CAG-SD' will be added.

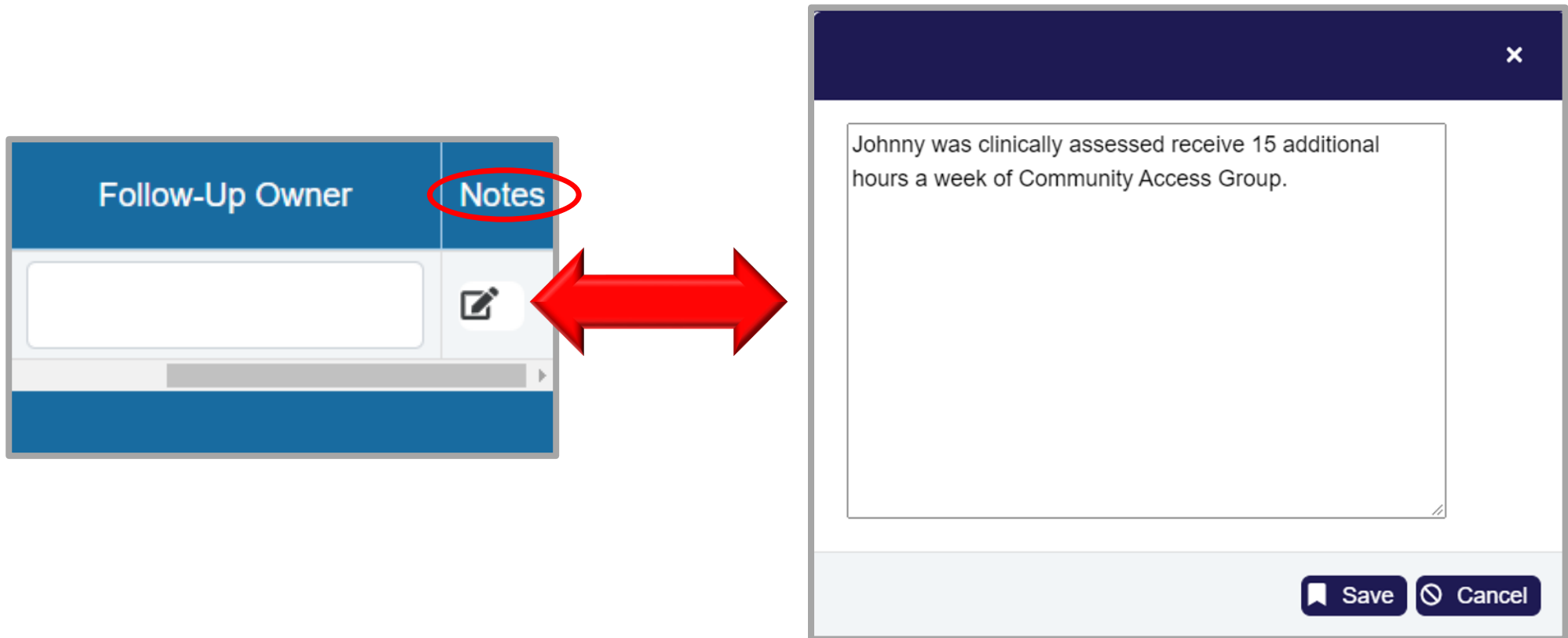
<input type="checkbox"/>	Service Description	Detailed Service Description
<input type="checkbox"/>	Community Access	Community Access - Group
<input type="checkbox"/>	Community Access	Community Access - Group - Self-Directed



DO NOT REMOVE

Service Summary: Service Line Notes (Optional)

Adding notes to each service line in the Service Summary to address adjustments and/or track changes is recommended but not mandatory.



ISP & Prior Authorization (PA) Troubleshooting

Common ISP Error Codes and Messages

ISP Error Code: BM ECBM1026



The system encountered an error. Please contact your DBHDD Field Office for support. (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.

Individual's Basic Demographic Information	
Individual's Current Physical and Mailing Address →	Individual's Current Physical Address

Individual's Mailing Address	<input checked="" type="checkbox"/> Same as Above
-------------------------------------	---

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.

Individual's Basic Demographic Information

Individual's Current Physical and Mailing Address

Minor/Legal Guardian Information →

Contacts

Referral/Resources and ADA Settlement

Minor/Legal Guardian Information

Is the individual a minor or does he/she have a legal guardian/representative? *
☒ Yes ☐ No ☐ Unknown/Refused

Note: You must also enter legal guardianship documentation under Documents tab

Status	Guardian Type	Agency Name	First Name	Last Name
✓	Person	—	John	Doe

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.

Individual's Basic Demographic Information

Individual's Current Physical and Mailing Address


Minor/Legal Guardian Information

Contacts →

Referral/Resources and ADA Settlement

Hospital Transition (Discharge)

Contacts

 Please check and confirm whether the Type of Contact, Relationship to Individual, Detailed Relationship, and Address are valid

Add contact person details for the Individual as required

Status	Type of Contact	Last Name	First Name
✓	Primary	<u>Doe</u>	John

ISP Error Code: BM ECBM1026 – Demographics Area 4

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

Individual's Basic Demographic Information

Individual's Current Physical and Mailing Address

Minor/Legal Guardian Information

Contacts

Referral/Resources and ADA Settlement →

Hospital Transition (Discharge)

All fields marked * are required

Referrals/Resources

Individual Referral Sources *
Unknown

Current Resources Section *
Unknown

Individual's Monthly Gross Income
\$ 0

Referral Source Name

ADA Settlement

Is the Individual part of the ADA Settlement Agreement? * ☐ Yes ☒ No

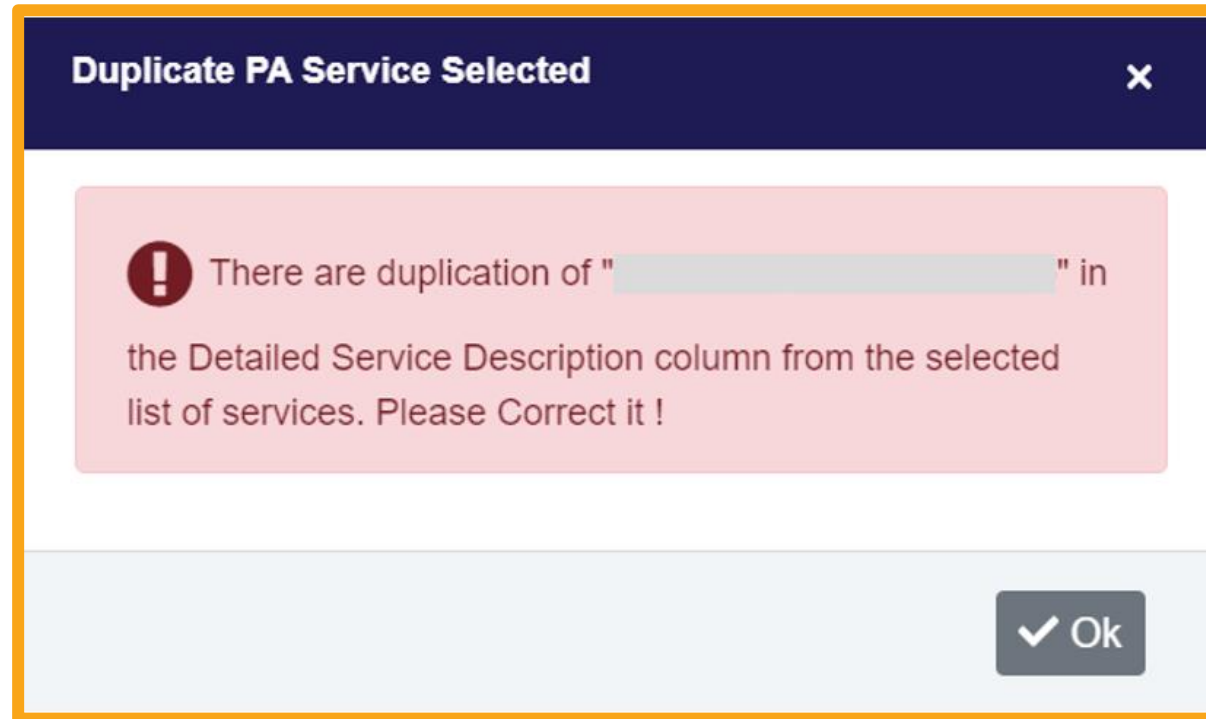
High Risk Individual * ☐ Yes ☒ No

Assistance from the DBHDD Field Office may be required to complete this section.

< Back

Cancel Save Submit >

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.

Detailed Service Description		Recommendation From/Date	Amount
Community Access - Group	APPROVED	DO NOT REMOVE	5.00
Community Access - Group		EVAL - Behavioral - 05/18/2021	20.00

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.

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

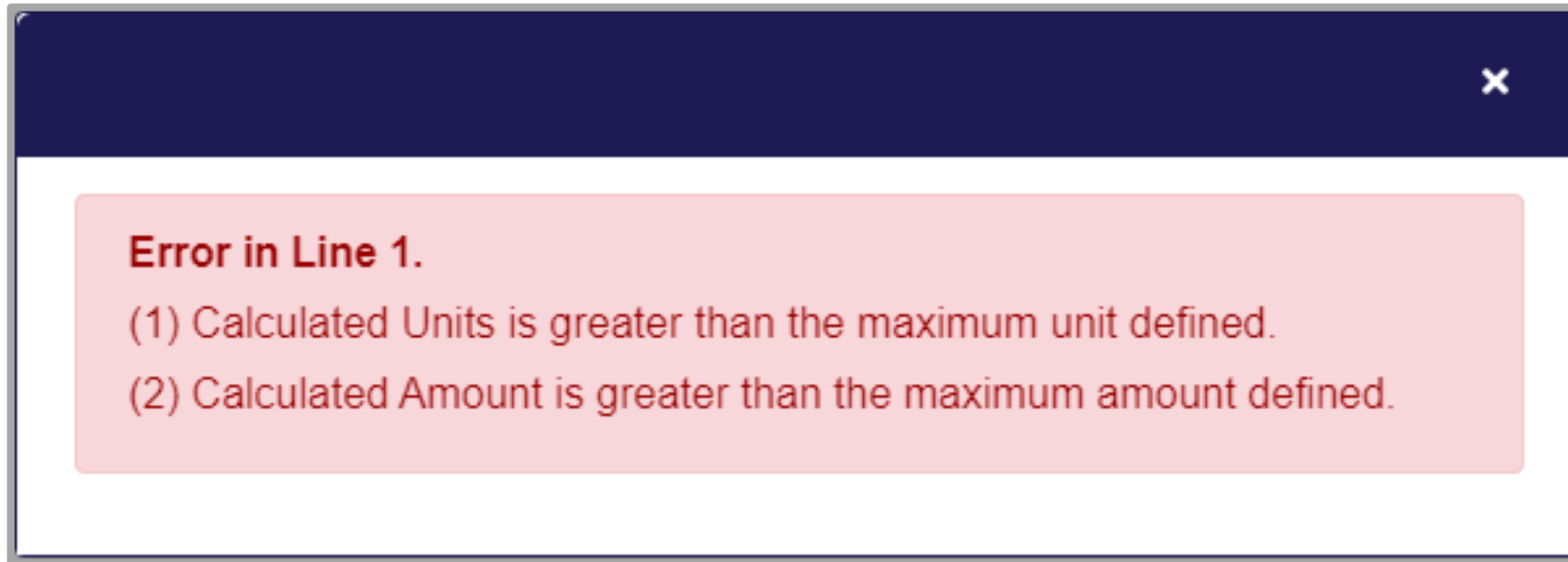
1 10

Step 4: Remove the duplicate line.

Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group		20.00

1 10

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

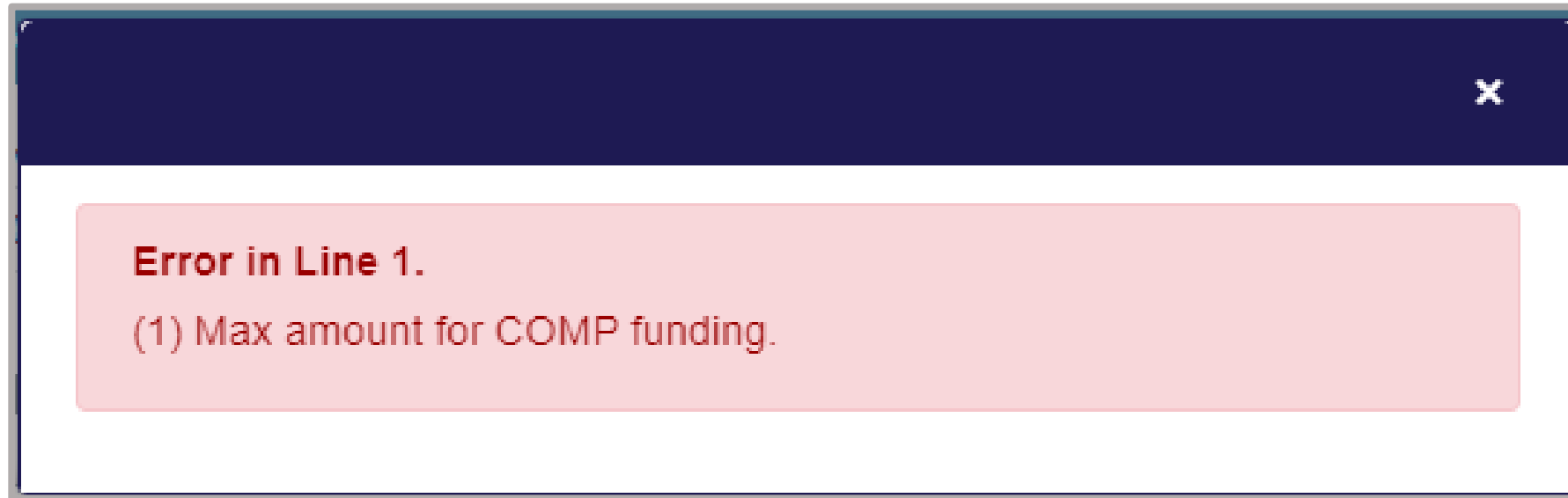
Detailed Service Description	Recommendation From/Date	Amount
Individual Directed Goods and Services - Self-Directed		1501.00

1 10

Error in Line 1.

- (1) Calculated Units is greater than the maximum unit defined.
- (2) Calculated Amount is greater than the maximum amount defined.

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 *cannot* 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

Error in Line 1.

(1) Max amount for COMP funding.

ISP & Prior Authorization (PA) Troubleshooting

Common PA Error Codes

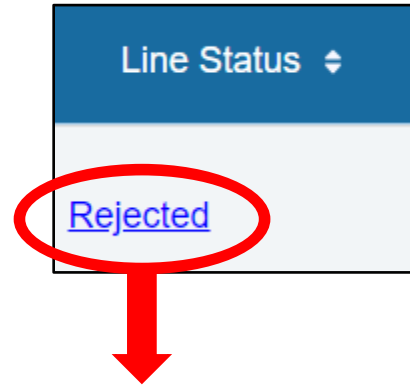
Error Code: 076

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).

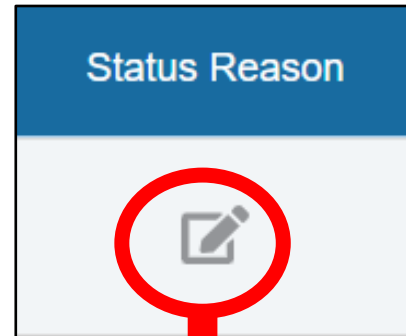
Error Code: 076 – Line Status View



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



Status Reason ×	
Error Code	Error Description
076	Overlapping Waiver PA found

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

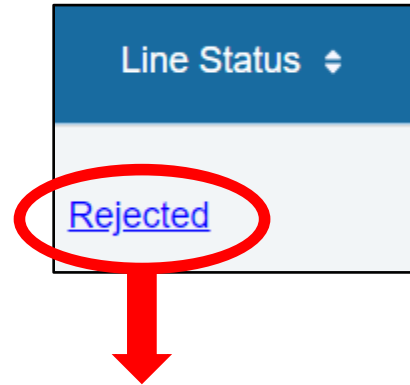
Please contact the DBHDD Field Office
(Operations Analyst) for assistance.

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).

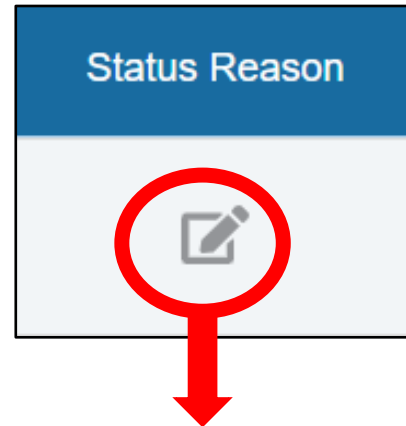
Error Code: 084 – Line Status View



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

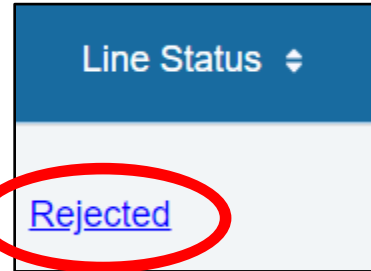
Please contact the DBHDD Field Office
(Operations Analyst) for assistance.

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).

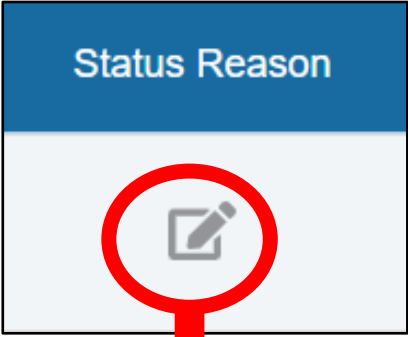
Error Code: 015 – Line Status View



Status History ×

Status	Date	Status Reason
Processing	04/29/2021	
Transmitted	04/30/2021	
Rejected	05/01/2021	The units authorized for this service are less than the units used. Please correct units and resubmit. (PR 015)
Rejected	05/03/2021	The units authorized for this service are less than the units used. Please correct units and resubmit. (PR 015)

Error Code: 015 – Status Reason View



Status Reason x	
Error Code	Error Description
015	Units authorized less than units used
015	Units authorized less than units used

ISP Error Code: 015 - Resolution

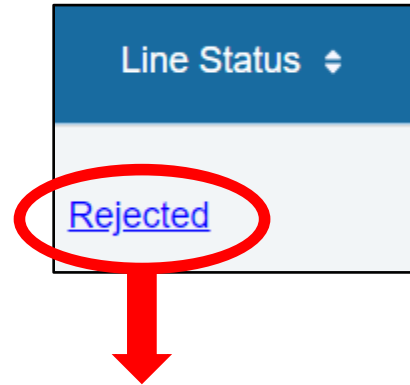
Please contact the DBHDD Field Office
(Operations Analyst) for assistance.

Error Code: 016

General Description

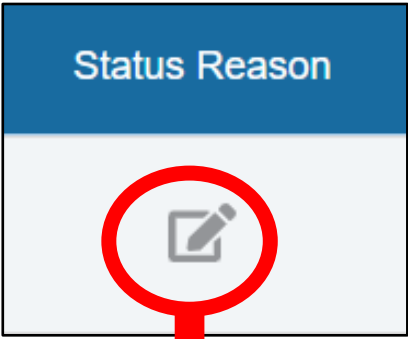
The error code will appear if the 'Authorized Amount' on the service line is less than the amount (Used Dollars) billed on the corresponding service line in the Medicaid system (GAMMIS).

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

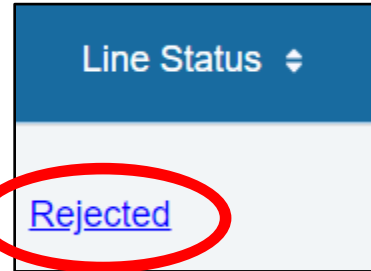
Please contact the DBHDD Field Office
(Operations Analyst) for assistance.

Error Code: 085

General Description

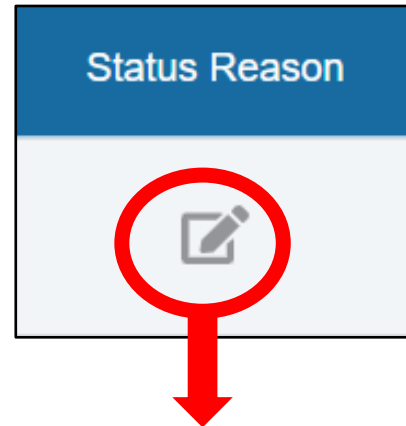
The error code will appear when the same procedure code/modifier, same provider ID number and same or overlapping date(s) of service lines appear between two or more service lines.

Error Code: 085 – Line Status View



Status History ×		
Status	Date	Status Reason
Saved	02/22/2022	
Processing	02/22/2022	
Processing	02/22/2022	
Rejected	03/07/2022	The system encountered an error. Please contact your DBHDD Field Office for support. (PR 085)

Error Code: 085 – Status Reason View



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

ISP Error Code: 085 - Resolution

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

Questions

