Quick Reference Guide: Provider Healthcare Portal: Medicaid Rehabilitation Option (MRO)

Introduction

This quick reference guide (QRG) identifies Provider Healthcare Portal (Portal) functions specific to the Medicaid Rehabilitation Option (MRO).

Topics Covered:

✓ Verifying Eligibility for MRO Services

✓ Checking the Status of a Prior Authorization (PA) Request for MRO Services

✓ Requesting an Update to an MRO PA Request

Verifying Eligibility for MRO Services

MRO-related coverage and PA data for a member is viewed from the Portal's Eligibility Verification Request page.

To access the Eligibility Verification Request page:

1. Log into the Portal.
2. Click **Eligibility** on the menu bar (*Figure 1*).

Figure 1: Portal Eligibility Page Navigation

The Portal provides three ways to search for a member (*Figure 2*).

To perform a search:

1. Enter information for one of these three options:
   - Member ID
   - Social security number (SSN) and birth date
   - Last name, first name, and birth date
2. Enter the effective date or date range.
3. Click **Submit**.

Figure 2: Eligibility Verification Search

✏️ **NOTE:** The Effective From field is always required. If a date is not entered, the Portal defaults this field to the current date. This field only accepts current and previous dates. You will see an error message if this field is not filled in correctly prior to submitting the request.

✏️ **NOTE:** The Effective To field is optional. If a date is entered, it must be on or after the Effective From date and must be within the same calendar month as the Effective From date. If a date is not entered, it defaults to the effective from date.

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The search results list the benefit plans that the member is eligible for within the date range (*Figure 3*) used in the search. Each plan in the list has associated effective and end dates.

When the member has an MRO benefit plan, the plan is listed in the search results.

- If the provider or provider delegate has an MRO specialty, the plan name is hyperlinked. Click the **Medicaid Rehabilitation Option** hyperlink (*Figure 3*) to view the Coverage Details page.

- If the provider or provider delegate does not have an MRO specialty, the plan name displays as text only; there is no hyperlink to the Coverage Details page.

Figure 3: MRO Benefit Plan Hyperlink for a Given Date Range

! IMPORTANT: The date of service must fall within a plan's effective date range for a claim to be considered for payment.

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The MRO benefit plan and description are listed at the top of the Coverage Details page (*Figure 4*). Details for the member's MRO PAs are displayed in the Detail Information panel.

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My Home Eligibility Claims Care Management Resources

Eligibility > Coverage Details   Monday 11/28/2016 04:52 PM

Coverage Details for JOHN XXSMITH from 10/14/2016 to 10/31/2016   **Back to Eligibility Verification Request**

Benefit Details

Coverage	Description
Medicaid Rehabilitation Option	Medicaid Rehabilitation Option

Detail Information

Total Records: 9

Status	Provider	Code	Description	Start Date	End Date	Units Authorized	Units Used	Amount Authorized	Amount Used
APPROVED	PSYCHIATRIC CENTER	H0031 HW	MH HEALTH ASSESS BY NON-MD	10/14/2016	04/12/2017	1	-	-	-
APPROVED	PSYCHIATRIC CENTER	H0004 HW	ALCOHOL AND/OR DRUG SERVICES	10/14/2016	04/12/2017	32	-	-	-
APPROVED	PSYCHIATRIC CENTER	H0004 HW U1	ALCOHOL AND/OR DRUG SERVICES	10/14/2016	04/12/2017	48	-	-	-
APPROVED	PSYCHIATRIC CENTER	H0034 HW	MED TRNG & SUPPORT PER 15MIN	10/14/2016	04/12/2017	60	-	-	-
APPROVED	PSYCHIATRIC CENTER	H2014 HW	SKILLS TRAIN AND DEV, 15 MIN	10/14/2016	04/12/2017	600	-	-	-
APPROVED	PSYCHIATRIC CENTER	T1016 HW	CASE MANAGEMENT	10/14/2016	04/12/2017	152	-	-	-
APPROVED	PSYCHIATRIC CENTER	H0038 HW	SELF-HELP/PEER SVC PER 15MIN	10/14/2016	04/12/2017	104	-	-	-
APPROVED	PSYCHIATRIC CENTER	H2035 HW	A/D TX PROGRAM, PER HOUR	10/14/2016	04/12/2017	32	-	-	-
APPROVED	PSYCHIATRIC CENTER	H2017 HW	PSYSOC REHAB SVC, PER 15 MIN	10/14/2016	04/12/2017	1820	-	-	-

Figure 4: Coverage Details Page

NOTE: Service package details for the MRO benefit plan are located in the appendix of the provider reference module *Medicaid Rehabilitation Option Services*.

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Checking the Status of a Prior Authorization (PA) Request for MRO Services

The View Authorization Status page is used to search for and view the status and details of PA requests.

To access the View Authorization Status page:

1. Log into the Portal.

2. Click **Care Management** on the menu bar.

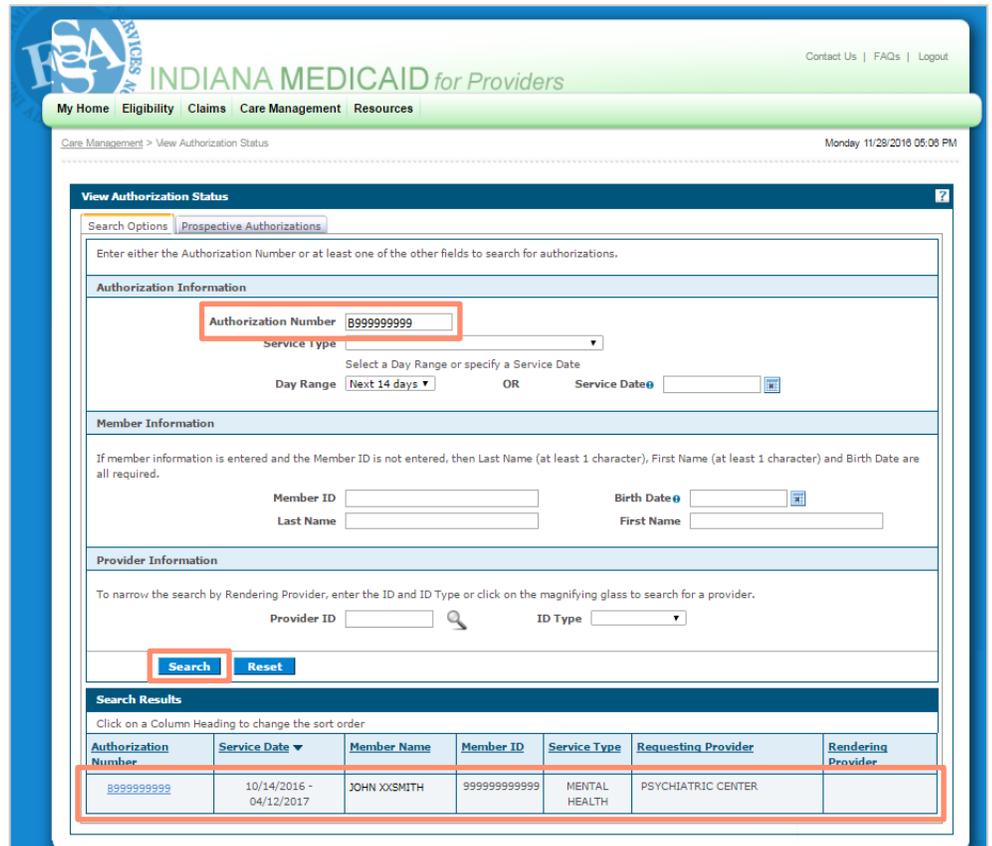3. Select **View Authorization Status** from the Care Management drop-down menu (*Figure 5*).

Figure 5: View Authorization Status Page Navigation

Search for PAs using the PA number (*Figure 6*) or other known member information.

To perform a search:

1. Enter the PA number or other member information.

2. Click **Search**.

Results of the search display in the Search Results panel.

Figure 6: PA Search Results for PA Number

NOTE: When other member information is used instead of the PA number, the search results only display PAs for which the provider conducting the search is the requesting provider on the PA.

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From the search results, click the hyperlinked number (*Figure 7*) in the Authorization Number column to view the PA details on the View Authorization Response page (*Figure 8*).

Figure 7: PA Number Hyperlink

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The View Authorization Response page provides member, provider, diagnosis, and service details for the PA.

Some sections may be hidden. Click the plus (+) symbol (*Figure 8*) to view details of the section.

In the Service Details panel, the Status column (*Figure 8*) indicates the status for each line item.

Figure 8: View Authorization Response Page

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Requesting an Update to an MRO PA Request

All providers use the same business processes as before when working with the PA vendor to submit updates to existing PAs. The Portal provides an enhanced electronic function that allows the requesting provider to submit a system update to an existing PA. When you are the requesting provider for the PA, a System Update button displays at the bottom of the Prior Authorization Response page.

To access this function:

1. Search for the PA on the View Authorization Status page (*Figure 6*).

2. Select the authorization you wish to update from the search results (*Figure 7*) to access the View Authorization Response page.

3. Click **System Update** (*Figure 9*) to go to the Resubmit Authorization page (*Figure 9*) of the PA.

Figure 9: System Update Button for PA

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Use the System Update Information and Attachments panels in the Resubmit Authorization page (*Figure 10*) to provide details about the requested system updates.

Figure 10: Resubmit Authorization Page

To request a system update:

1. In the System Update Information panel (*Figure 11*):

   a. Enter the line item number to be updated.

   > **NOTE:** Enter 0 (zero) if requesting an update to the entire authorization.

   b. Enter a message detailing the desired change to that line item.

   c. Click **Add**.

   d. Repeat steps 1a through 1c for each line item.

Figure 11: System Update Information Panel

2. In the Attachments panel (*Figure 12*), add attachments as part of the system update process (optional):

    a. Click **Choose File** to locate the document on your computer.

    b. Select the type of document from the Attachment Type drop-down menu.

    c. Click **Add**.

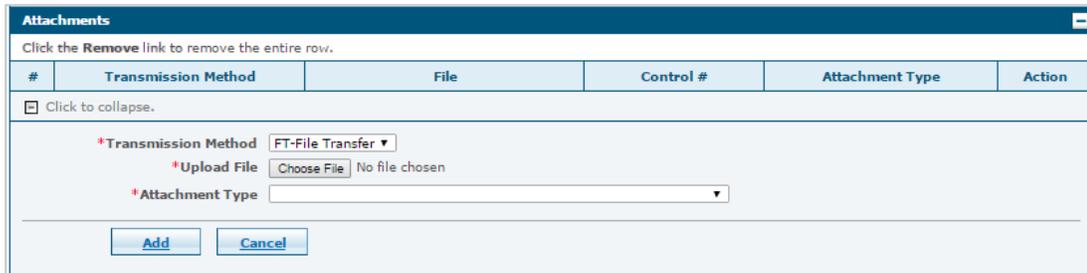   d. Repeat steps 2a through 2c for each attachment. (5 MB limit)

Figure 12: Attachments Panel and Resubmit Button

NOTE: The Transmission Method defaults to **FT-File Transfer**, allowing you to electronically attach supporting documentation. When sending documents by mail or fax, include a note in the Message field in the System Update Information panel indicating that supporting documents are on their way to the PA vendor and do not need to be requested when the system update request is reviewed.
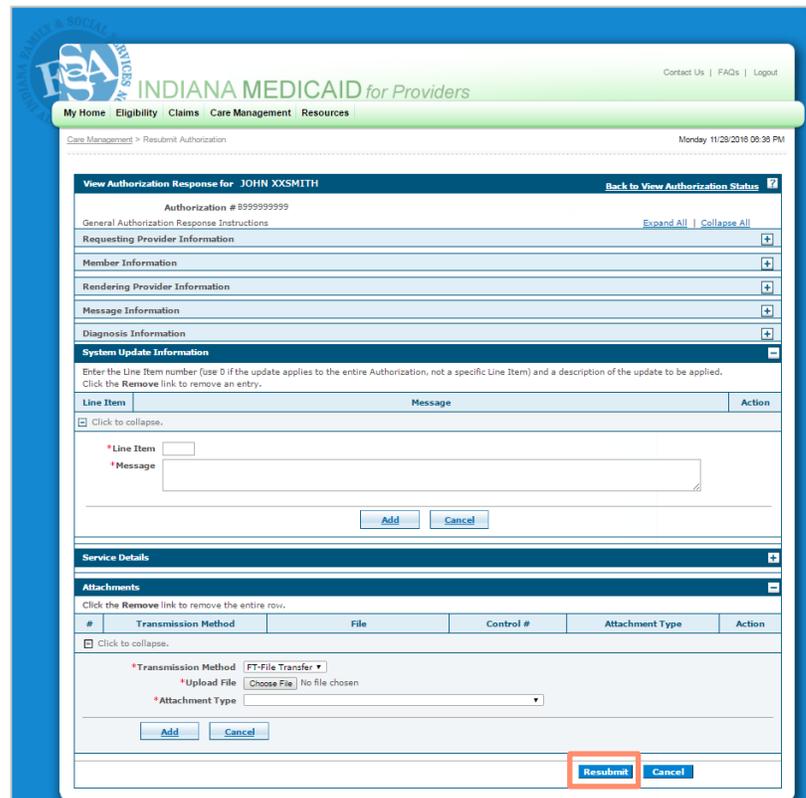
3. Click **Resubmit** (*Figure 13*) to submit the requested system updates.

Figure 13: Resubmit Button