

### PROVIDER ALERT

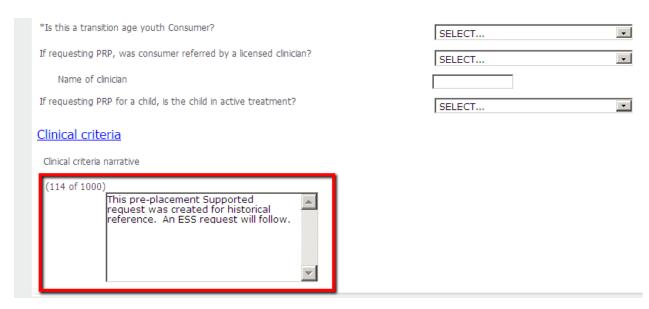
## **September 17, 2010**

# **Provider Guide to Extended Support Service (ESS) Exceptions:**

#### <u>Historical Authorizations Not In Provider Connect</u>

To satisfy ESS requirements, for consumers whose only SE authorizations on file with ValueOptions® have been for ESS and no other Supported Employment (SE) service type, a new Pre-Placement request must be entered in ProviderConnect prior to the ESS request to account for historical authorizations left behind in the MAPS-MD system. This process is required only once per consumer.

On the "Type of Service" Screen, under the "Clinical Criteria" section, the providers must communicate that they are requesting the Pre-Placement authorization to meet the requirements for an Extended Support Services authorization. The Clinical Criteria text below is used for this purpose.





On the "Requested Service Screen", change the default units requested from 1 to 0.

TYPE OF SERVICES DIAGNOSIS S	UBSTANCE FINDIVIDUAL PLAN	SUPPORTED EMPLOYMENT SE	QUESTED RESULTS		
PAGE 6 of 7					
Requested Services Header					
Requested Start Date 09/08/2010	Member Name	Provider Name	Vendor ID	Save Request as Draft	
Type of Request	Member ID	Provider ID	Provider Alternate ID	NPI # for Authorization	
Level of Service OUTPATIENT/COMMUNITY BASED	Type of Service MENTAL HEALTH	Level of Care SUPPORTED EMPLOYMENT	Type of Care SUPPORTED EMPLOYMENT	Authorized User	Change Default Units from 1 to 0.
All fields marked with an asterisk (*) are regu Notes Disable pop-up blocker functionality to For certain types of care, further clinical revie Please indicate the CPT codes and any modific Requested Services	view all appropriate links. w is required before units can i				
*Place of Ser	vice	*CPT or HCPC Code Modifie	1 (If Applicable) Modifier 2 (If App	plicable)   Modifier 3 (If Applicable)   Mod	lifier 4 (If Applicable) *Visits/ Uni
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SELECT		•			

### Extended Support Services Requested Start Date Validation

If requesting an ESS and a Job Placement (JPL) is already on file, the authorization span listed on the confirmation page is subject to change, to meet policy requirements, and should be verified via ProviderConnect after the CSA review.

If a JPL authorization is already on file, the requirement is that the ESS start date is equal to the JPL authorization start date, plus 46 days. If the provider does not enter the correct Requested Start Date, the CSA will update the ESS start date, as appropriate, per the requirement.

This verification is only necessary once per consumer, for historical job placement authorizations, without a primary job. Going forward, a primary job is required for all job placement authorizations.

#### Concurrent ESS Authorization Span Adjustment:

The Extended Support Services authorization span corresponds to the existing Job Placement authorization (plus 46 days). Rather than continuing services for a concurrent ESS request as desired, the authorization logic refers back to the prior job for the authorization span calculation.

The authorization span listed on the confirmation page must be updated manually, as appropriate, and should be verified via ProviderConnect after the CSA review. The authorization span for a concurrent ESS request will be adjusted automatically in a future release.