

PROVIDER ALERT

November 23, 2010

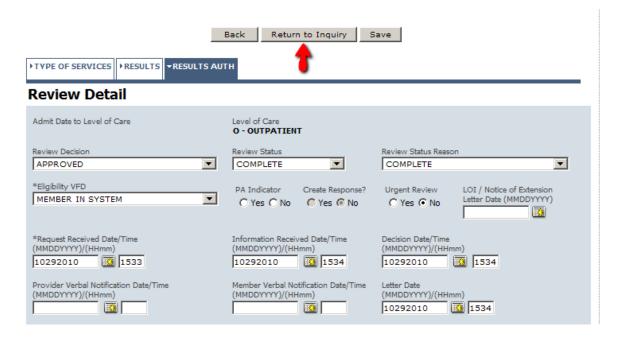
PENDING TICKET TO WORK (TTW) AUTHORIZATION REQUESTS

Request for authorization for consumers participating in the Ticket to Work (TTW) program are reviewed as follows:

- 1. Providers complete supported employment requests, as usual, and pend the request to the appropriate CSA for review and determination.
- 2. Approved requests are not closed, but are pended to the Ticket to Work (TTW) queue.

Please follow the following procedures for pending authorization requests to the TTW queue:

- Complete the authorization request.
- Click "Return to Inquiry".





• On the "Contact Screen" – the first screen accessed when reviewing authorization requests -



• Instead of **closing** the authorization request, you will now **pend** it.



Action = Pend

Action Reason Code = CLI004. This equates to "Outpatient-Review Authorization"

Pend User Queue = C6CLQTTW. This equates to the Ticket to Work Queue.

When the Ticket to Work Team reviews the authorization they will complete the appropriate documentation and close the request.