

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**.

A screenshot of the 'Eligibility Verification Request' form in the portal. The form is titled 'Eligibility Verification Request' and includes a search instruction: 'Enter the member information. If Member ID is not known, enter SSN and Birth Date, or Last Name, First Name, and Birth Date.' The form contains several input fields: Member ID, SSN, Birth Date, Last Name, First Name, Effective From (with a date of 11/28/2016), and Effective To. There are 'Submit' and 'Reset' buttons at the bottom of the form. The page also shows a 'Contact Us | FAQs | Logout' link in the top right corner and the date 'Monday 11/28/2016 02:44 PM'.

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.

Eligibility Verification Request

* Indicates a required field.
Enter the member information. If Member ID is not known, enter SSN and Birth Date, or Last Name, First Name, and Birth Date.

Member ID: 100100100100 Last Name: First Name: SSN: Birth Date: Effective From: 10/03/2016 Effective To: 10/31/2016

Eligibility Verification Information for JOHN XXSMITH from 10/03/2016 to 10/31/2016

To see details about the member's coverage, click any Coverage.
To see details about Other Insurance that the member may have, click **Other Insurance Detail Information**.
Please be sure to click the Coverage link to determine if the member has Managed Care (HIP 2.0, Hoosier Healthwise, Hoosier Care Connect) coverage in effect.

Member ID: 100100100100 Birth Date: 01/01/1979

Coverage	Effective Date	End Date
Traditional Medicaid	10/03/2016	10/31/2016
Qualified Medicare Beneficiary	10/03/2016	10/31/2016
Medical Review Team	10/03/2016	10/31/2016
Family Supports Waiver	10/03/2016	10/31/2016
Medicaid Rehabilitation Option	10/14/2016	10/31/2016

[Other Insurance Detail Information](#)

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.

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).



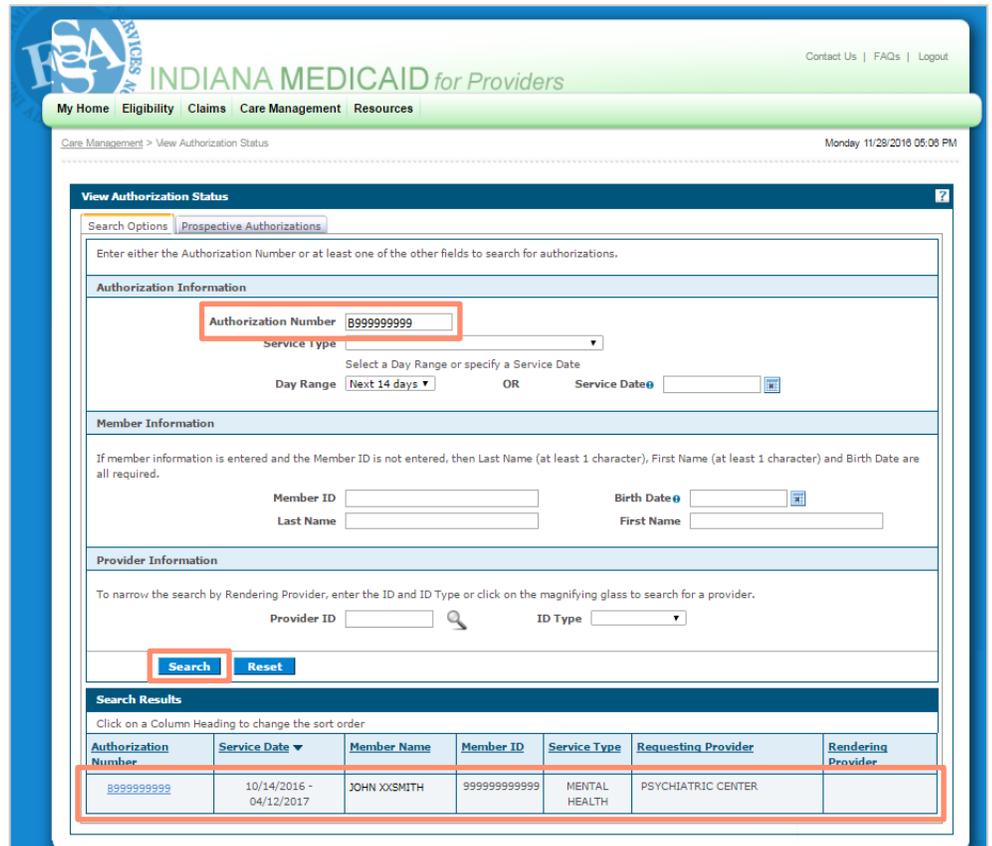
Figure 5: View Authorization Status Page Navigation

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.



Authorization Number	Service Date	Member Name	Member ID	Service Type	Requesting Provider	Rendering Provider
899999999	10/14/2016 - 04/12/2017	JOHN XXSMITH	999999999999	MENTAL HEALTH	PSYCHIATRIC CENTER	

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*).

The screenshot shows the 'View Authorization Status' page in the Indiana Medicaid for Providers portal. The page includes a search form with fields for Authorization Number, Service Type, Day Range, Member Information, and Provider Information. Below the search form is a 'Search Results' table with the following data:

Authorization Number	Service Date	Member Name	Member ID	Service Type	Requesting Provider	Rendering Provider
8999999999	10/14/2016 - 04/12/2017	JOHN XXSMITH	999999999999	MENTAL HEALTH	PSYCHIATRIC CENTER	

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.

View Authorization Response for JOHN XXSMITH [Back to View Authorization Status](#) ?

Authorization # 8999999999
 General Authorization Response Instructions [Expand All](#) | [Collapse All](#)

Requesting Provider Information [-]

Provider ID	1001001001	ID Type	NPI	Taxonomy	_	Name	PSYCHIATRIC CENTER
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Member Information [-]

Member ID	100100100100	Member	Member Name	Birth Date	01/01/1979
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Rendering Provider Information [+]

Message Information [+]

Diagnosis Information [+]

Service Details [-]

	From Date	To Date	Code	Modifiers	Units	Status
[+]	10/14/2016	04/12/2017	CPT/HCPCS H0031-MH HEALTH ASSESS BY NON-MD	HW	1	Certified In Total
[+]	10/14/2016	04/12/2017	CPT/HCPCS H0004-ALCOHOL AND/OR DRUG SERVICES	HW	32	Certified In Total
[+]	10/14/2016	04/12/2017	CPT/HCPCS H0004-ALCOHOL AND/OR DRUG SERVICES	HW, U1	48	Certified In Total
[+]	10/14/2016	04/12/2017	CPT/HCPCS H0034-MED TRNG & SUPPORT PER 15MIN	HW	60	Certified In Total
[+]	10/14/2016	04/12/2017	CPT/HCPCS H2014-SKILLS TRAIN AND DEV, 15 MIN	HW	600	Certified In Total
[+]	10/14/2016	04/12/2017	CPT/HCPCS T1016-CASE MANAGEMENT	HW	152	Certified In Total
[+]	10/14/2016	04/12/2017	CPT/HCPCS H0038-SELF-HELP/PEER SVC PER 15MIN	HW	104	Certified In Total
[+]	10/14/2016	04/12/2017	CPT/HCPCS H2035-A/D TX PROGRAM, PER HOUR	HW	32	Certified In Total
[+]	10/14/2016	04/12/2017	CPT/HCPCS H2017-PSYSOC REHAB SVC, PER 15 MIN	HW	1820	Certified In Total

Attachment Information [+]

Indiana Administrative Codes/Descriptions [+]

Analyst Remarks [+]

[System Update](#) [Print Preview](#)

[Go to Top](#)

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.

The screenshot shows the 'View Authorization Response' page for JOHN XXSMITH. The page includes a navigation bar with 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. The main content area is titled 'View Authorization Response for JOHN XXSMITH' and includes a 'Print Preview' button. Below the title, there is a section for 'Authorization # 8999999999' and 'General Authorization Response Instructions'. The 'Requesting Provider Information' section shows 'Provider ID 1001001001', 'ID Type NPI', 'Taxonomy _', and 'Name PSYCHIATRIC CENTER'. The 'Member Information' section shows 'Member ID 100100100100', 'Member Member Name', and 'Birth Date 01/01/1979'. The 'Rendering Provider Information' section is expanded. The 'Service Details' section is a table with columns for 'From Date', 'To Date', 'Code', 'Modifiers', 'Units', and 'Status'. The table contains 10 rows of service details. At the bottom of the page, there is a 'System Update' button highlighted in a red box, and a 'Print Preview' button. The page also includes a 'Go to Top' link.

	From Date	To Date	Code	Modifiers	Units	Status
<input type="checkbox"/>	10/14/2016	04/12/2017	CPT/HCPCS H0031-MH HEALTH ASSESS BY NON-MD	HW	1	Certified In Total
<input type="checkbox"/>	10/14/2016	04/12/2017	CPT/HCPCS H0004-ALCOHOL AND/OR DRUG SERVICES	HW	32	Certified In Total
<input type="checkbox"/>	10/14/2016	04/12/2017	CPT/HCPCS H0004-ALCOHOL AND/OR DRUG SERVICES	HW, U1	48	Certified In Total
<input type="checkbox"/>	10/14/2016	04/12/2017	CPT/HCPCS H0034-MED TRNG & SUPPORT PER 15MIN	HW	60	Certified In Total
<input type="checkbox"/>	10/14/2016	04/12/2017	CPT/HCPCS H2014-SKILLS TRAIN AND DEV, 15 MIN	HW	600	Certified In Total
<input type="checkbox"/>	10/14/2016	04/12/2017	CPT/HCPCS T1016-CASE MANAGEMENT	HW	152	Certified In Total
<input type="checkbox"/>	10/14/2016	04/12/2017	CPT/HCPCS H0038-SELF-HELP/PEER SVC PER 15MIN	HW	104	Certified In Total
<input type="checkbox"/>	10/14/2016	04/12/2017	CPT/HCPCS H2035-A/D TX PROGRAM, PER HOUR	HW	32	Certified In Total
<input type="checkbox"/>	10/14/2016	04/12/2017	CPT/HCPCS H2017-PSYSOC REHAB SVC, PER 15 MIN	HW	1820	Certified In Total

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.

The screenshot shows the 'Resubmit Authorization' page for a provider. The page title is 'View Authorization Response for JOHN XXSMITH'. The authorization number is 8599999999. The page is divided into several sections: 'Requesting Provider Information', 'Member Information', 'Rendering Provider Information', 'Message Information', 'Diagnosis Information', 'System Update Information', 'Service Details', and 'Attachments'. The 'System Update Information' section is highlighted with a red border and contains a table with columns for 'Line Item', 'Message', and 'Action'. Below the table are input fields for '*Line Item' and '*Message', and 'Add' and 'Cancel' buttons. The 'Attachments' section is also highlighted with a red border and contains a table with columns for '#', 'Transmission Method', 'File', 'Control #', 'Attachment Type', and 'Action'. Below the table are input fields for '*Transmission Method', '*Upload File', and '*Attachment Type', and 'Add' and 'Cancel' buttons. At the bottom right of the page are 'Resubmit' and 'Cancel' buttons.

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.

The screenshot shows the 'System Update Information' panel. It contains a table with columns for 'Line Item', 'Message', and 'Action'. Below the table are input fields for '*Line Item' and '*Message', and 'Add' and 'Cancel' buttons. The panel also includes a 'Click to collapse' link and a 'Remove' link to remove an entry.

Figure 11: System Update Information Panel



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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)

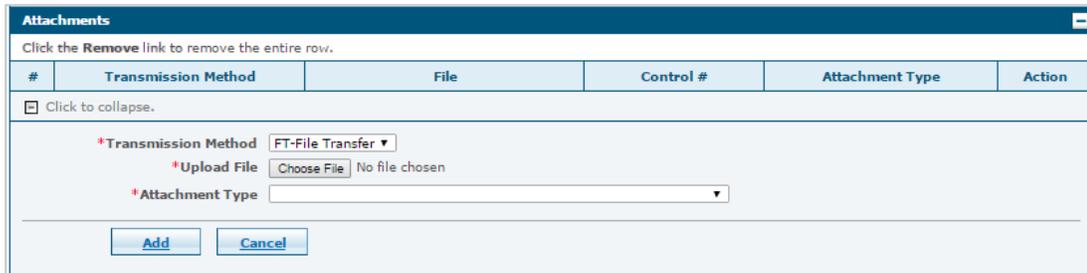


Figure 12: Attachments Panel and Resubmit Button



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.

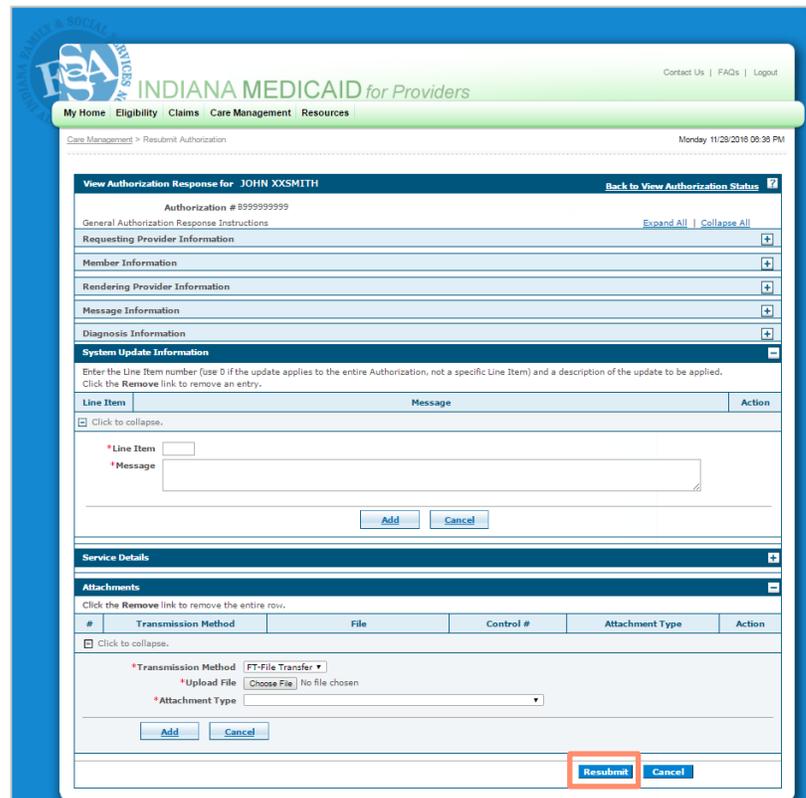


Figure 13: Resubmit Button

