

# 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 has a title bar with a question mark icon. Below the title bar, there is a note: '\* 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.' The form contains several input fields: 'Member ID', 'Last Name', 'First Name', 'SSN', 'Birth Date', 'Effective From' (with a date of 11/28/2016), and 'Effective To'. There are 'Submit' and 'Reset' buttons at the bottom of the form.

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.

The screenshot shows the Indiana Medicaid for Providers portal. At the top, there is a navigation bar with 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. The 'Eligibility' section is active. Below the navigation bar, there is a form titled 'Eligibility Verification Request'. The form contains fields for Member ID (100100100100), Last Name, First Name, SSN, Birth Date, Effective From (11/02/2017), and Effective To (11/02/2017). Below the form are 'Submit' and 'Reset' buttons. Below the form, there is a section titled 'Coverage Details for Jane X XXSmith from 11/02/2017 to 11/02/2017'. This section includes Member ID (100100100100), Birth Date (01/01/1950), and Verification Response ID (1001001001). Below this, there is a table titled 'Benefit Details' with columns for Coverage, Description, Effective Date, and End Date. The table lists two benefit plans: 'Medicaid Rehabilitation Option' and 'Package A-Standard Plan'. Below the table, there is a section titled 'Managed Care Assignment Details' and 'Demographic Details'.

Coverage	Description	Effective Date	End Date
<a href="#">Medicaid Rehabilitation Option</a>	Medicaid Rehabilitation Option services	11/02/2017	11/02/2017
Package A-Standard Plan	Package A-Standard Plan	11/02/2017	11/02/2017

Coverage	Copayments	Amount
Package A-Standard Plan	Medically Related Transportation	\$2.00
Package A-Standard Plan	Hospital - Outpatient	\$3.00

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

The screenshot shows the 'Coverage Details' page for Jane X XXSmith from 11/02/2017 to 11/02/2017. The page includes a navigation menu with 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. The 'Eligibility' section is active, showing 'Coverage Details' for the member. The 'Benefit Details' section shows 'Medicaid Rehabilitation Option' with the description 'Medicaid Rehabilitation Option services'. The 'Detail Information' section displays a table with 5 records, including authorization numbers, status, provider names, codes, descriptions, service dates, and units/amounts authorized and used.

Coverage Details for Jane X XXSmith from 11/02/2017 to 11/02/2017									
Benefit Details									
Coverage	Description								
Medicaid Rehabilitation Option	Medicaid Rehabilitation Option services								
Detail Information									
									Total Records: 5
Authorization Number	Status	Provider	Code	Description	Service Dates	Units Authorized	Units Used	Amount Authorized	Amount Used
X100100100	APPROVED	PSYCHIATRIC CENTER	H0031 HW	MH HEALTH ASSESS BY NON-MD	08/10/2017 - 02/06/2018	1	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H0004 HW	ALCOHOL AND/OR DRUG SERVICES	08/10/2017 - 02/06/2018	32	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H0004 HW U1	ALCOHOL AND/OR DRUG SERVICES	08/10/2017 - 02/06/2018	48	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H2035 HW	A/D TX PROGRAM, PER HOUR	08/10/2017 - 02/06/2018	32	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H2017 HW	PSYSOC REHAB SVC, PER 15 MIN	08/10/2017 - 02/06/2018	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**).



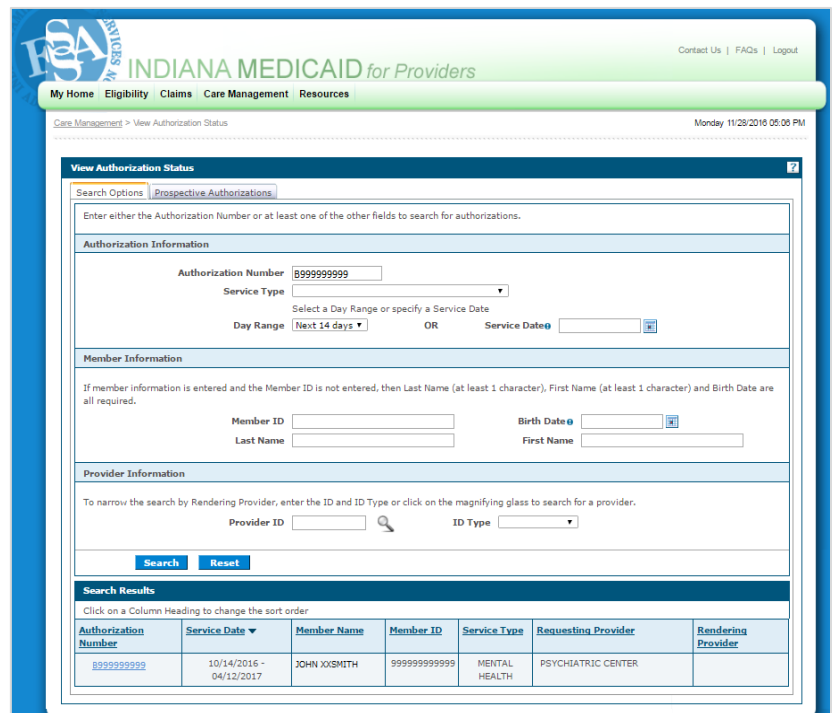
Figure 5: View Authorization Status Page Navigation

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 X SMITH	99999999999	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**).

**View Authorization Status**

Search Options: **Prospective Authorizations**

Enter either the Authorization Number or at least one of the other fields to search for authorizations.

**Authorization Information**

Authorization Number:

Service Type:

Select a Day Range or specify a Service Date

Day Range:  OR Service Date:

**Member Information**

If member information is entered and the Member ID is not entered, then Last Name (at least 1 character), First Name (at least 1 character) and Birth Date are all required.

Member ID:

Birth Date:

Last Name:

First Name:

**Provider Information**

To narrow the search by Rendering Provider, enter the ID and ID Type or click on the magnifying glass to search for a provider.

Provider ID:   ID Type:

**Search Results**

Click on a Column Heading to change the sort order

<a href="#">Authorization Number</a>	<a href="#">Service Date</a> ▼	<a href="#">Member Name</a>	<a href="#">Member ID</a>	<a href="#">Service Type</a>	<a href="#">Requesting Provider</a>	<a href="#">Rendering Provider</a>
<a href="#">8999999999</a>	10/14/2016 - 04/12/2017	JOHN XXSMITH	999999999999	MENTAL HEALTH	PSYCHIATRIC CENTER	

Figure 7: PA Number Hyperlink



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

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 displays the 'View Authorization Response' page for JOHN XXSMITH. The page is titled 'INDIANA MEDICAID for Providers' and includes a navigation menu with 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. The page shows the following information:

- Authorization #**: B999999999
- Requesting Provider Information**: Provider ID 1001001001, ID Type NPI, Taxonomy, Name PSYCHIATRIC CENTER
- Member Information**: Member ID 100100100100, Member Member Name, Birth Date 01/01/1979
- Service Details**: A table listing services with columns for From Date, To Date, Code, Modifiers, Units, and Status.

	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

The 'System Update' button is located at the bottom left of the page, and the 'Print Preview' button is at the bottom right.

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.

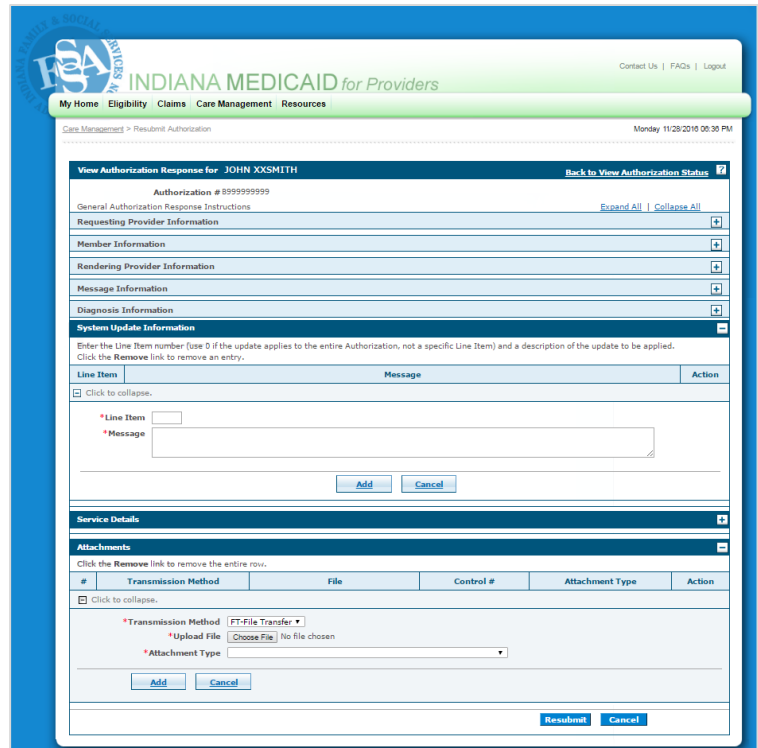


Figure 10: Resubmit Authorization Page

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.

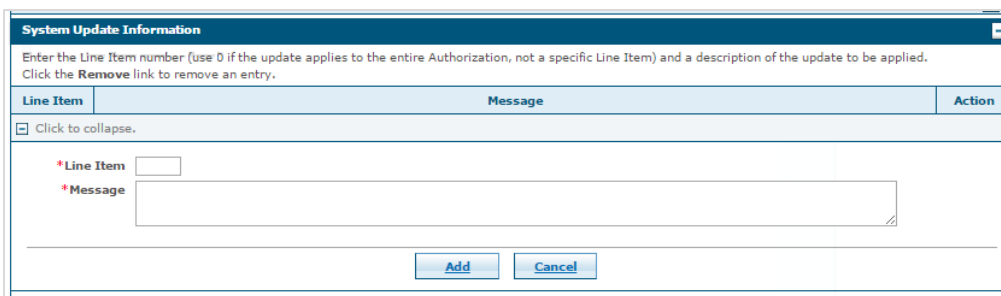


Figure 11: System Update Information Panel



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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)

#	Transmission Method	File	Control #	Attachment Type	Action
Click to collapse.					
*Transmission Method FT-File Transfer					
*Upload File Choose File No file chosen					
*Attachment Type					
Add Cancel					

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

Indiana Medicaid for Providers

View Authorization Response for JOHN XXSMITH

Authorization # 999999999

General Authorization Response Instructions

Requesting Provider Information

Member Information

Rendering Provider Information

Message Information

Diagnosis Information

System Update Information

Enter the Line Item number (Use 0 if the update applies to the entire Authorization, not a specific Line Item) and a description of the update to be applied.

Click the Remove link to remove an entry.

Line Item	Message	Action
Click to collapse.		
*Line Item		
*Message		
Add Cancel		

Service Details

Attachments

Click the Remove link to remove the entire row.

#	Transmission Method	File	Control #	Attachment Type	Action
Click to collapse.					
*Transmission Method FT-File Transfer					
*Upload File Choose File No file chosen					
*Attachment Type					
Add Cancel					

Resubmit Cancel

Figure 13: Resubmit Button

