

TRANSCRIPT – Providing Services and Requesting Authorizations

Hello, thank you for being a CMS Plan provider. In understanding what's covered and what needs prior authorization, please keep in mind that we follow the Medicaid fee schedules and policy handbooks. We also use criteria such as InterQual for services such as hospital admissions. No experimental therapies or procedures are covered. We ask that you submit appropriate medical documentation and accurate authorization requests. Remember you can check the status of your authorization request via the provider portal.

The overall process involves verifying eligibility as a first step, which you'll want to do every time to set an appointment or provide services. Children may come onto the plan or drop off the plan throughout the year, so it's important to first make sure they're covered before providing care. Next, you'll want to check the covered services list, as some of these require pre-authorization. After providing services, you may submit your request using the resources we're about to discuss.

Let's start on our webpage, which is www.pedicare.pediatrics.med.ufl.edu. We're going directly to the "For Providers" page of the Ped-I-Care website, and then choosing the "Manuals, Forms, & Support" sub-page, where you'll find everything you need to move forward in providing care for Ped-I-Care members, along with submitting your authorization requests, and following up. First, let's take a look at the provider manual. What's convenient is that we have the table of contents linked and we also have bookmarks to the side so you can quickly find what you're looking for. In this case the covered services are all listed on page 22. You'll notice with immunizations and a couple of other items we have special notes to follow, right here, so you'll want to pay attention to those.

Also we need to look at the authorization requirements and the authorization request form. Each of these can be found on our website, on the For Providers – Manuals, Forms, & Support page without going through the provider manual. If you scroll down, we have a list of the most frequently-used forms and applications. The first is the Authorization Requirements. You'll notice with this and with all of our forms in the bottom, right-hand corner is the date this was last updated. This is important to remember because sometimes these change and you can keep track; say that you have a version saved on your desktop or you have one bookmarked or saved somewhere else, you can compare that to what we have on our website which will always have the latest and most updated version.

On the prior authorization schedule a number of notes are included; please read these and follow them in order to ensure efficient processing of your authorization request. Going back to our website, the next thing you'll need to be familiar with is the Authorization Request Form. You can see also with this one the last time it was updated: August 5, 2016. The nice thing about this form is that it's fillable, online. You can type in the member's name and all of the information, then you can save that to the appropriate place on your computer to help in electronic filing or faxing. You don't have to manually print this out or write it out by hand.

This form is the foundation for each and every request; please fill it out completely and correctly. Make sure you provide sufficient documentation where indicated. Also, if you're requesting home health services, this part is very, very important because it tells us whether another child in the home is already receiving home health services. Without this information, or in the case of anything missing from the form or the documentation, your request could end up getting delayed or denied.

And if you have any other questions you're welcome to call us, but your best bet is to check the provider manual again. You can see on the front page when it was last updated. We update this with every minor change that is made, and again it's bookmarked for your convenience so you can quickly find what you need. Thank you.