WHAT IS "AT YOUR FINGERTIPS"?

"At Your Fingertips" is a bi-monthly tip sheet to help providers navigate Electronic Visit Verification (EVV) by answering common questions and providing assistance for resolving common issues encountered by providers in their use of the EVV system.

This tip will help you understand what the prior authorization alert function is and how it can assist you in using the Santrax system to schedule visits and export claims. With better understanding of prior authorization alerts you will be able to anticipate reimbursement.

Not sure who to contact when you have a question or issue?

Contact DXC Technology via e-mail to: ctevv@dxc.com

Please only send client PHI in an encrypted/ secured email.

# EVV TIP # 12

PRIOR AUTHORIZATION ALERTS

WHAT ARE PRIOR AUTHORIZATION ALERTS?

The Santrax system provides an alert to your office staff when a new prior authorization (PA) has been uploaded or an existing PA has been modified in the Santrax system. The new or modified PA is sent to the Santrax system from DXC Technology and will reflect information currently on the www.ctdssmap.com Secure Web portal.

PA alerts help your office staff identify when a visit that was on hold due to missing a PA and, as a result is unable to be exported for claims processing, is able to be billed. It is recommended that office staff view these PA alerts when they are made available and make the necessary changes in the Santrax system.

HOW DO I RECEIVE A PA ALERT?

Providers are notified of changes to a PA in several different places in the Santrax system. All changes to PAs can be viewed on "Authorizations" tab on the homepage. This tab will tell you the PA number, client, dates of service and service affected by the PA change. This tab is helpful to see all of the changed PAs for your clients in one area.
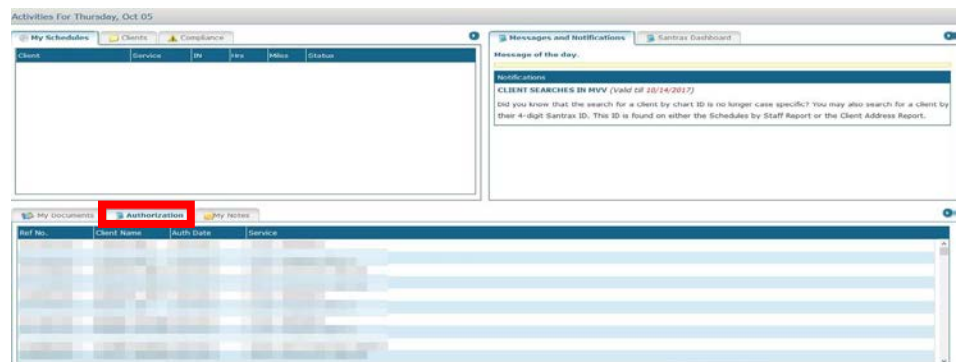
The PA alerts are also communicated to providers via a one-time popup that appears in the affected client's record. When the client's record is accessed for the first time since the new or modified PA was sent to the Santrax system, the pop-up will appear alerting the user to a change to an authorization. If the alert is acknowledged by selecting "OK" the PA line detail affected is no longer highlighted in red in the client record and the warning pop-up will no longer appear. If the office staff member selects "Cancel", the PA alert is not acknowledged, the PA line detail affected remains highlighted in red in the client record and the pop-up will appear every time the client record is selected. An unacknowledged update does not prevent scheduling or claims submission, however an unacknowledged update may result in a schedule that does not adhere to the limitations of the updated PA. As a result, any claims created may not pay as expected because the schedule and the PA do not agree.
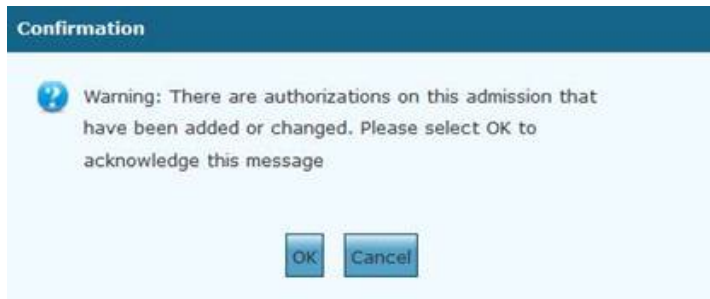

Providers are also alerted to PA changes via the "Warnings" subheading in the chart. This tab will stay highlighted in red until the PA alert is acknowledged.

Additionally, your staff can choose to review new and modified PAs by viewing the "Changed Authorization Report". This report provides a historical listing of all PAs by date range for your agency in the Santrax system. The Changed Authorization Report can be accessed by selecting the reports tab.
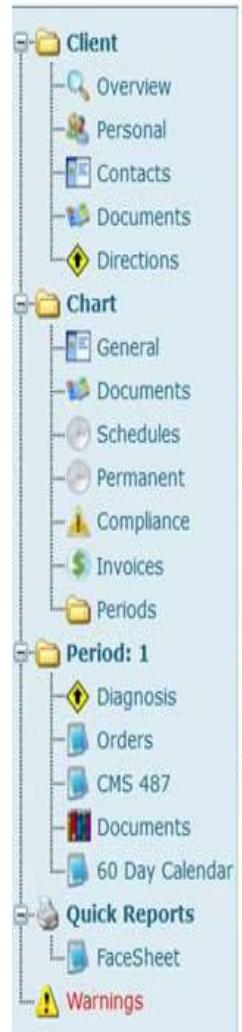
HOW DO I ACCESS THE REPORT?

1. **Access the Report.** Go to the "Reports" tab, select "Clients" and then select "Changed Authorizations".
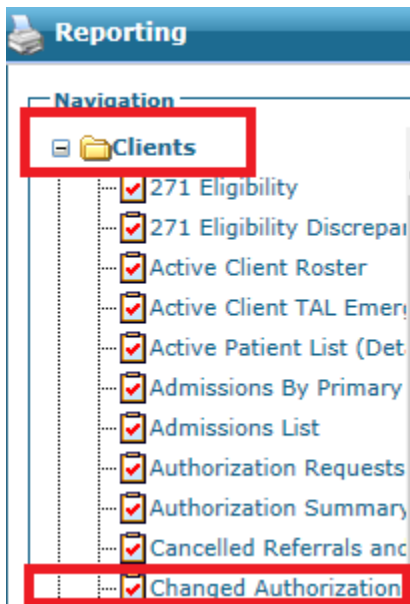
2. **Filter your Data and Search.** You can run the report with specific search criteria to provide a narrow range of data. In the example below the provider has restricted the returned data to one date of service.

The report can be generated by the following fields:

Field	Description
Company	The selected company
Location	The selected location
Admit Type	The selected admit type
Team	The selected team
Payor	The selected payer
Client	The selected client admission record
Exception	Schedules with the selected exception
Date From	Results within the entered/selected date range
Date To	

Read your Data. The report that is generated will tell the client, their Chart ID number, authorization and service type of any PA that was modified. In the excerpt below the only criteria was one date of service. As a result, the resulting report has all the PAs that were identified as modified on that date of service. The provider is now able to clearly see which clients may require further attention.

Client	Chart ID	SOC	Auth Ref No.	Service	Date Change Occurred
ZAY, GLADYS	V 11 22- HI	01/16/2017	770140 11	T1502	11/08/2017
ZAYAS, GLADYS	W 4942 1	01/16/2017	077 29 4	Shared	11/08/2017
ZAYA, ADY	V 122	01/16/2017	70 4 11	T1503	11/08/2017
LAY S, L	V 40	01/16/2017	70 4 1 1	Shared	10/22/2017
ZA, D S	14 CHI	01/16/2017	2 4	S9123	11/04/2017
ZA D, S		01/16/2017	0 4 4	S9124	11/04/2017
T, A D, S	CHI	01/16/2017	7 J S 3	Shared	11/04/2017
S, DYS	A 2 HI	01/16/2017	7	S9123	11/04/2017
T S, P		01/16/2017	70 0	S9124	11/04/2017
D	V I14 II	01/16/2017	70 431	S9123	11/04/2017
Z S Y	W I1 2	01/16/2017	0 31	Shared	11/04/2017
	I14	01/16/2017	07 0 2 3 2	T1503	11/04/2017
AS AL S	V II	01/16/2017	0 29	T1502	11/08/2017
Z V S	V 22 C	01/16/2017	0 0 29	T1503	11/08/2017
S	W 2-CH	01/16/2017	07 9 312	T1503	11/08/2017