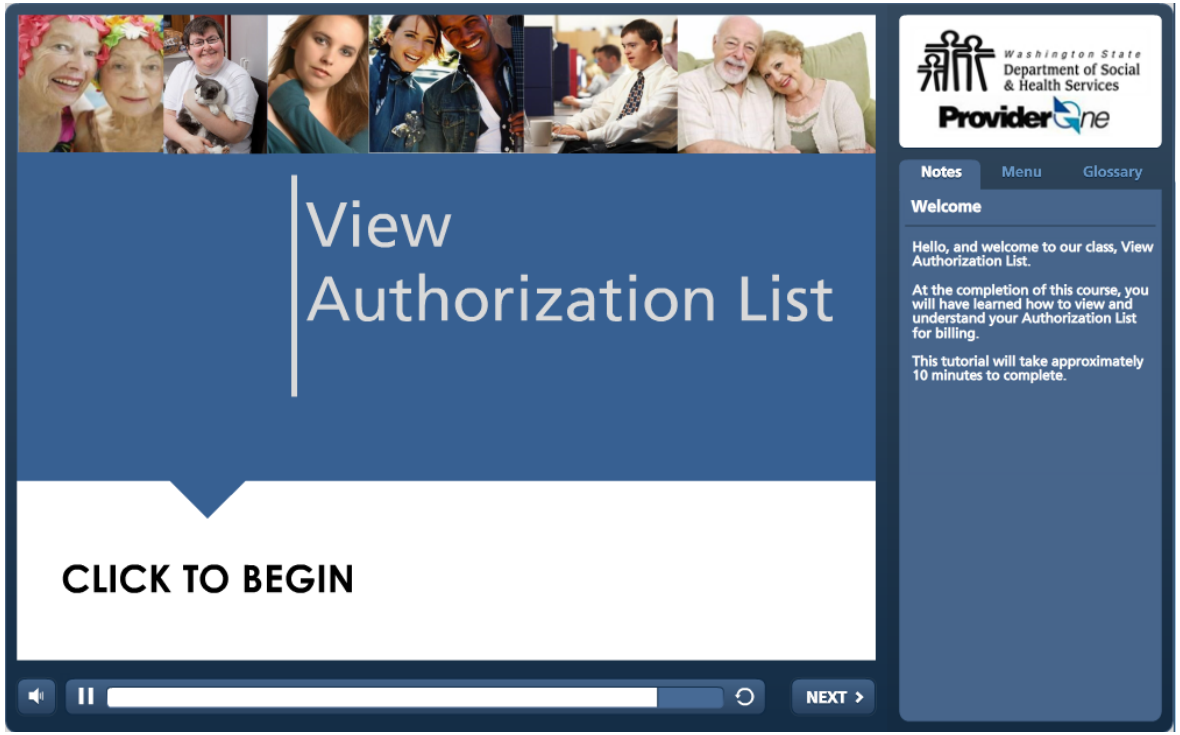
View Authorization List

The Basic Billing "View Authorization List" How To provides instructions on:

- List Page Basics 2
- Billing Importance 6
- List Page Search 9
- View Error.....13
- View Authorization History 16
- View Client Responsibility.....23
- "Other Than Daily" Unit Types 24
- Daily & Monthly Unit Types.....25



List Page Basics

1. From the Provider Portal
   a. Check that you are in the EXT Provider Social Service profile

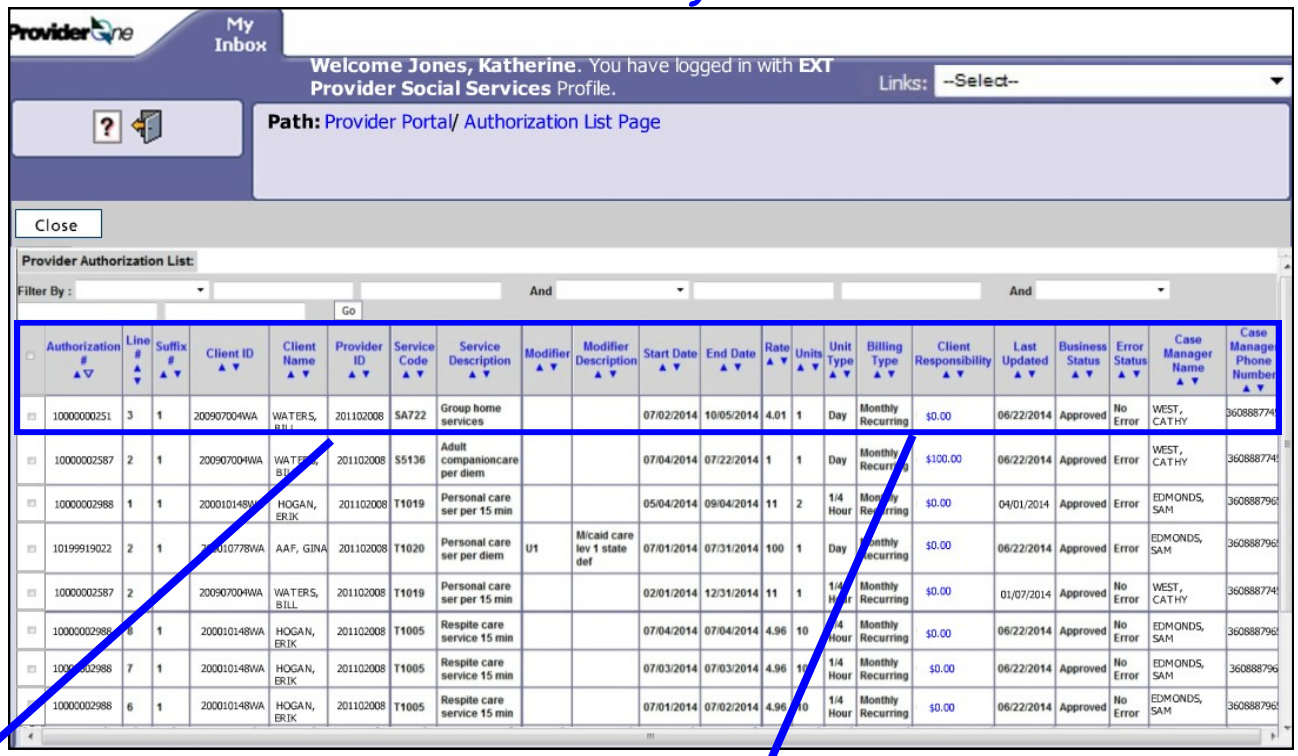
2. Click on Social Service View Authorization List

3. Provider Authorization List Page appears

The default view shows:

- Only the active authorizations for the **current** month.
- To view your active authorizations for other months (IE the month you are billing for) use the same search process outlined on pg. 13).

3 Provider Authorization List Page



Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description
10000000251	3	1	200907004WA	WATERS, BILL	201102008	SA722	Group home services		

The default view shows10 authorizations per page.

Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manage Phone Number
07/02/2014	10/05/2014	4.01	1	Day	Monthly Recurring	$0.00	06/22/2014	Approved	No Error	WEST, CATHY	360888774

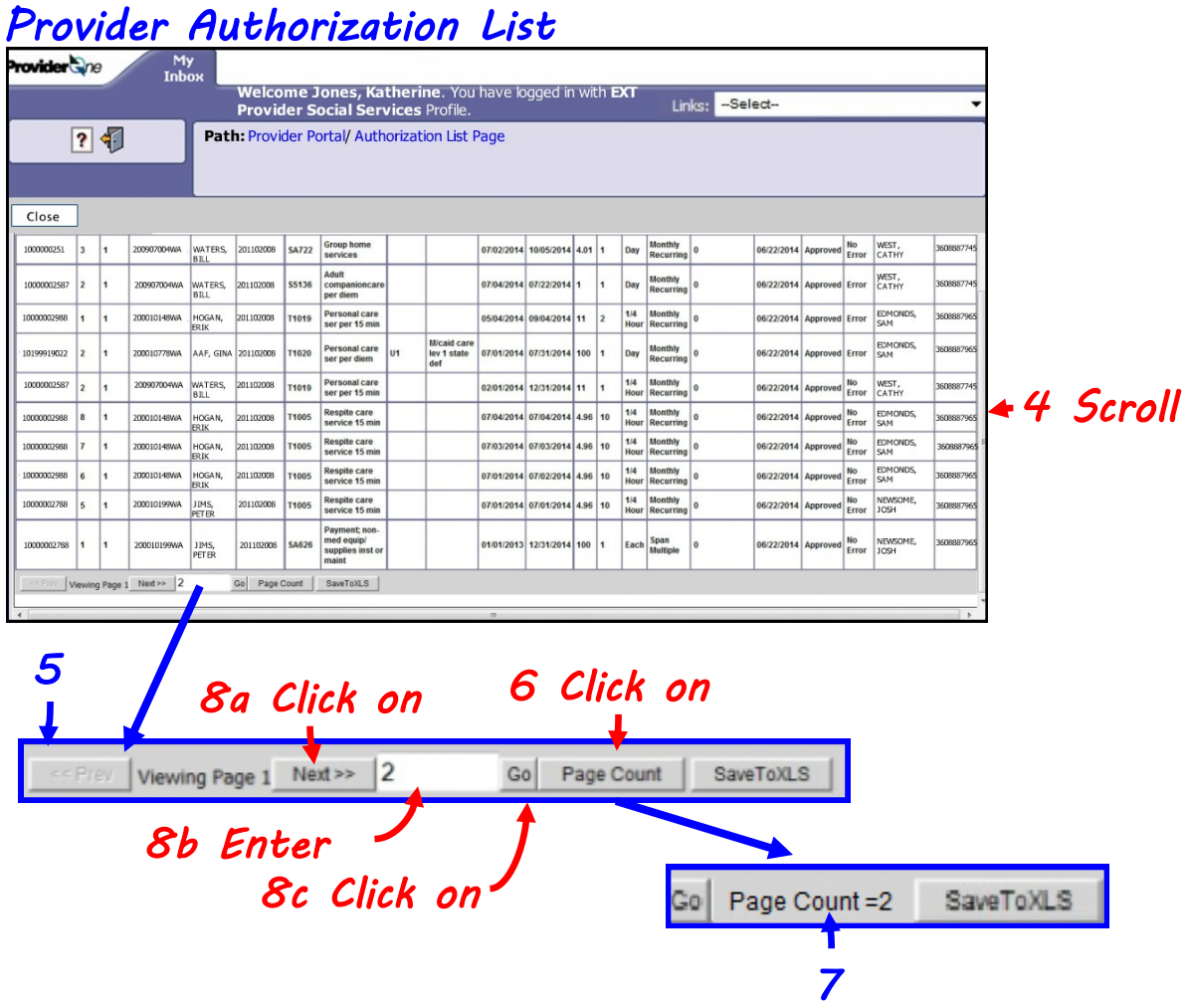
4. Scroll down to view more lines

5. The viewing page controls appears at the bottom of the screen

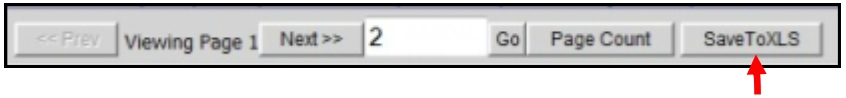
6. To find the total number of pages in the list, click on Page Count

7. The number of pages appear

8. To show the next page
   a. Click on next,
   or
   b. Enter the page number and
   c. Click on Go



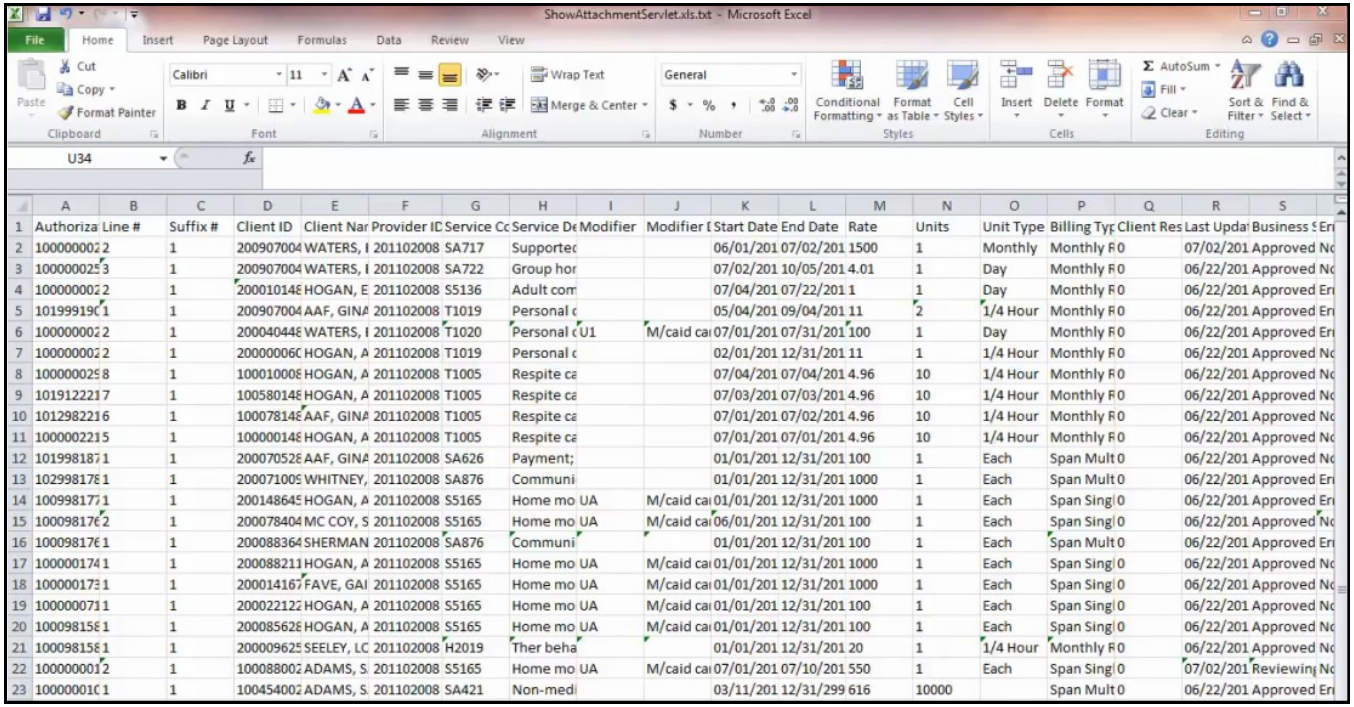
9. To export the list as an Excel file, click on SaveToXLS



Note: The screen prompts to save the Excel document will differ depending on your computer programs. However, the resulting file will look the same.

10. The Excel file contains all the information, plus a bit more than the List Page

10 Excel File of Provider Authorization List



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Authoriza	Line #	Suffix #	Client ID	Client Nar	Provider ID	Service Cc	Service De	Modifier	Modifier I	Start Date	End Date	Rate	Units	Unit Type	Billing Typ	Client Res	Last Upda	Business S
2	1000000022		1	200907004	WATERS, I	201102008	SA717	Supportec			06/01/201	07/02/201	1500	1	Monthly	Monthly R	0	07/02/201	Approved
3	1000000253		1	200907004	WATERS, I	201102008	SA722	Group hor			07/02/201	10/05/201	4.01	1	Day	Monthly R	0	06/22/201	Approved
4	1000000022		1	200010148	HOGAN, E	201102008	S5136	Adult com			07/04/201	07/22/201	1	1	Day	Monthly R	0	06/22/201	Approved
5	101999191		1	200907004	AAF, GINA	201102008	T1019	Personal c			05/04/201	09/04/201	11	2	1/4 Hour	Monthly R	0	06/22/201	Approved
6	1000000022		1	200040448	WATERS, I	201102008	T1020	Personal c	U1	M/caid ca	07/01/201	07/31/201	100	1	Day	Monthly R	0	06/22/201	Approved
7	1000000022		1	200000068	HOGAN, A	201102008	T1019	Personal c			02/01/201	12/31/201	11	1	1/4 Hour	Monthly R	0	06/22/201	Approved
8	1000000258		1	100010008	HOGAN, A	201102008	T1005	Respite ca			07/04/201	07/04/201	4.96	10	1/4 Hour	Monthly R	0	06/22/201	Approved
9	1019122217		1	100581488	HOGAN, A	201102008	T1005	Respite ca			07/03/201	07/03/201	4.96	10	1/4 Hour	Monthly R	0	06/22/201	Approved
10	1012982216		1	100078148	AAF, GINA	201102008	T1005	Respite ca			07/01/201	07/02/201	4.96	10	1/4 Hour	Monthly R	0	06/22/201	Approved
11	1000000215		1	100000148	HOGAN, A	201102008	T1005	Respite ca			07/01/201	07/01/201	4.96	10	1/4 Hour	Monthly R	0	06/22/201	Approved
12	1019981871		1	200070528	AAF, GINA	201102008	SA626	Payment;			01/01/201	12/31/201	100	1	Each	Span Mult	0	06/22/201	Approved
13	1029981781		1	200071005	WHITNEY,	201102008	SA876	Communi			01/01/201	12/31/201	1000	1	Each	Span Mult	0	06/22/201	Approved
14	1009981771		1	200148645	HOGAN, A	201102008	S5165	Home mo	UA	M/caid ca	01/01/201	12/31/201	1000	1	Each	Span Sing	0	06/22/201	Approved
15	1000981762		1	200078404	MC COY, S	201102008	S5165	Home mo	UA	M/caid ca	06/01/201	12/31/201	100	1	Each	Span Sing	0	06/22/201	Approved
16	1000981761		1	200088364	SHERMAN	201102008	SA876	Communi			01/01/201	12/31/201	100	1	Each	Span Mult	0	06/22/201	Approved
17	1000001741		1	200088211	HOGAN, A	201102008	S5165	Home mo	UA	M/caid ca	01/01/201	12/31/201	1000	1	Each	Span Sing	0	06/22/201	Approved
18	1000001731		1	200014167	FAVE, GAI	201102008	S5165	Home mo	UA	M/caid ca	01/01/201	12/31/201	1000	1	Each	Span Sing	0	06/22/201	Approved
19	1000000711		1	200022122	HOGAN, A	201102008	S5165	Home mo	UA	M/caid ca	01/01/201	12/31/201	100	1	Each	Span Sing	0	06/22/201	Approved
20	1000981581		1	200085628	HOGAN, A	201102008	S5165	Home mo	UA	M/caid ca	01/01/201	12/31/201	100	1	Each	Span Sing	0	06/22/201	Approved
21	1000981581		1	200009625	SEELEY, LC	201102008	H2019	Ther beha			01/01/201	12/31/201	20	1	1/4 Hour	Monthly R	0	06/22/201	Approved
22	1000000012		1	100088002	ADAMS, S	201102008	S5165	Home mo	UA	M/caid ca	07/01/201	07/10/201	550	1	Each	Span Sing	0	07/02/201	Reviewing
23	1000000101		1	100454002	ADAMS, S	201102008	SA421	Non-medi			03/11/201	12/31/299	616	10000		Span Mult	0	06/22/201	Approved

Note:

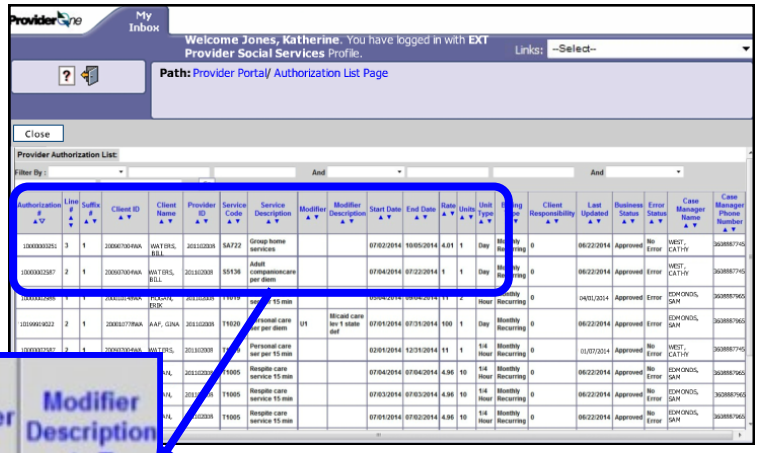
- You can copy data from the file and paste into a ProviderOne billing page or search fields, improving accuracy and reducing the potential for typing errors.
- Create a new Excel file prior to providing the service, authorizations can change.

Billing Importance

To submit a claim in ProviderOne, the following authorization data is required:

1. From the Provider Authorization List Page

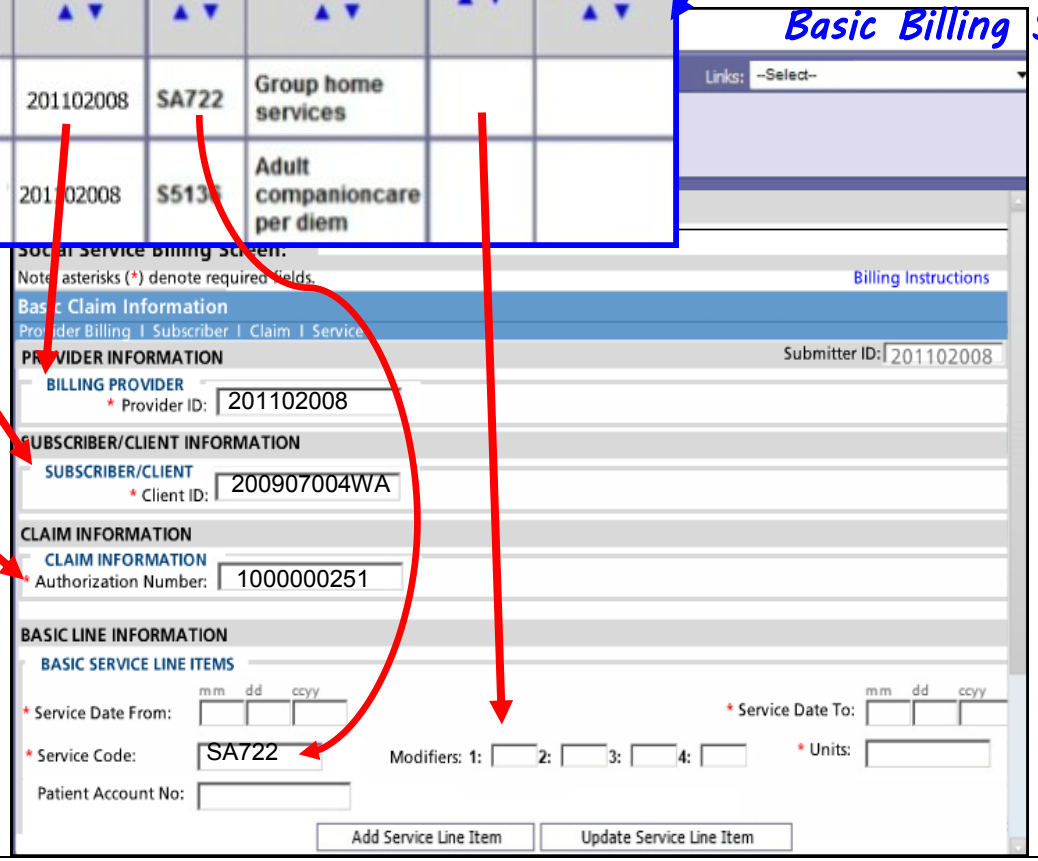
1 Provider Authorization List Page



2c 2b 2a 2d 2e

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description
10000000251	3	1	200907004WA	WATERS, BILL	201102008	SA722	Group home services		
10000002587	2	1	200907004WA	WATERS, BILL	201102008	S5136	Adult companioncare per diem		

Basic Billing Screen

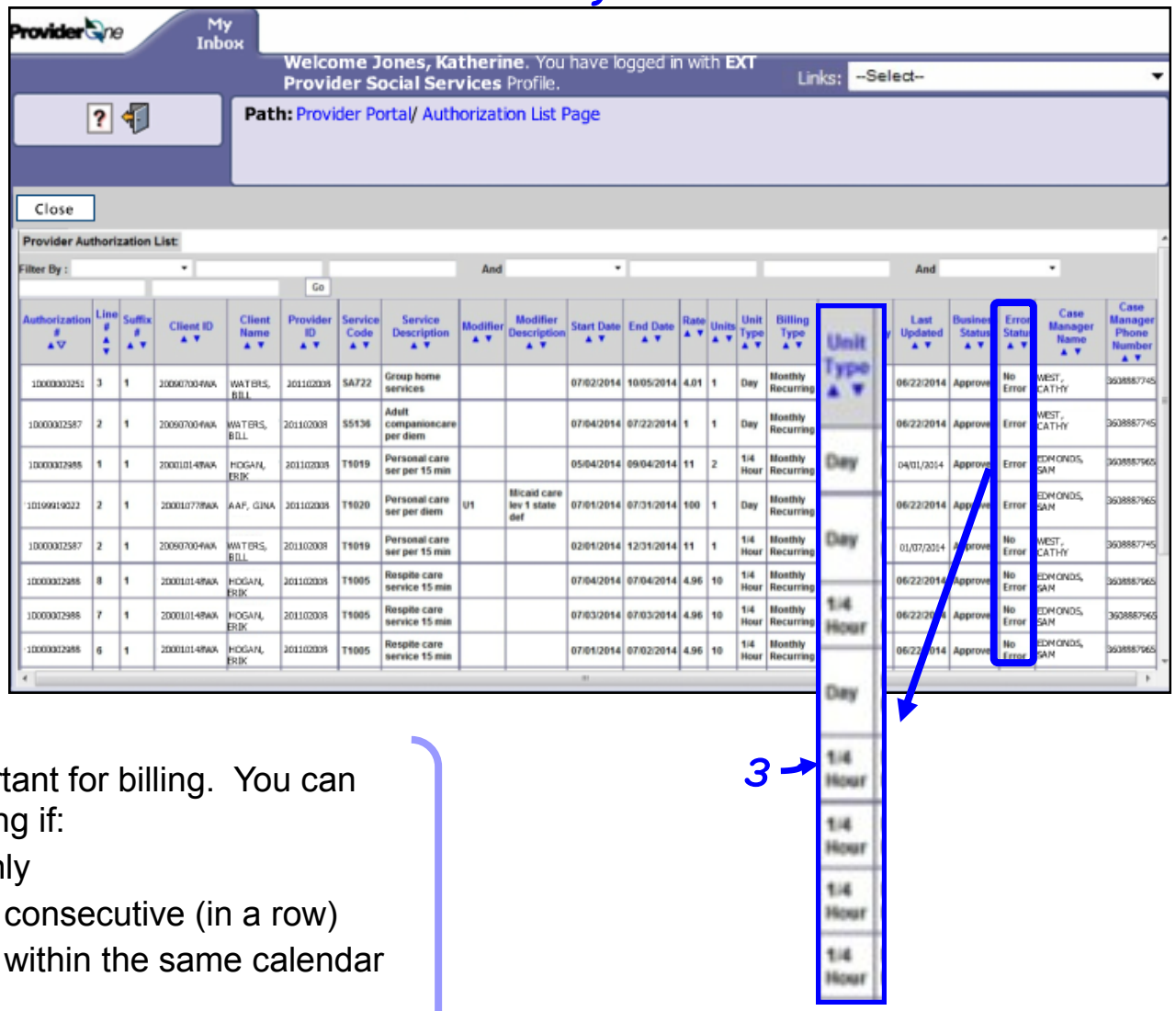


2. The following fields are required for billing:
   - **a.** Provider ID
   - **b.** Client ID
   - **c.** Authorization #
   - **d.** Service Code
   - **e.** Modifier (if applicable)

Another important field is the Unit Type field. The Unit Type will influence how you can bill. See pages 23 & 24.

3. Unit Type

Provider Authorization List Page



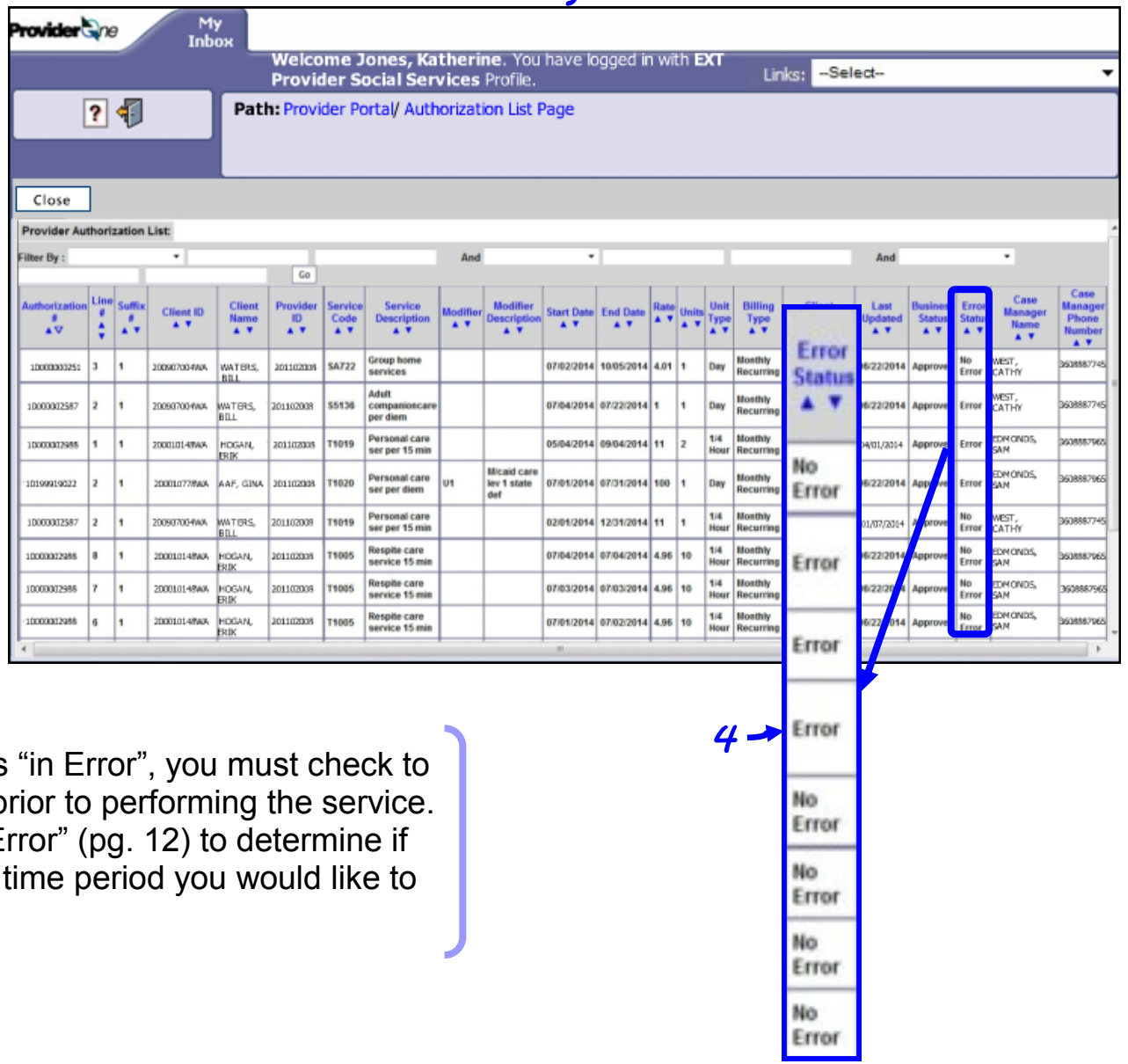
Note: The Unit Type is important for billing. You can only use a date range for billing if:

- Unit Type is Daily or Monthly
- All services were provided consecutive (in a row)
- All services were provided within the same calendar month.

Another important field is the Error Status field.

4. An "Error" message indicates that there is an issue with this authorization **at some point within the life** of the authorization.

Provider Authorization List Page

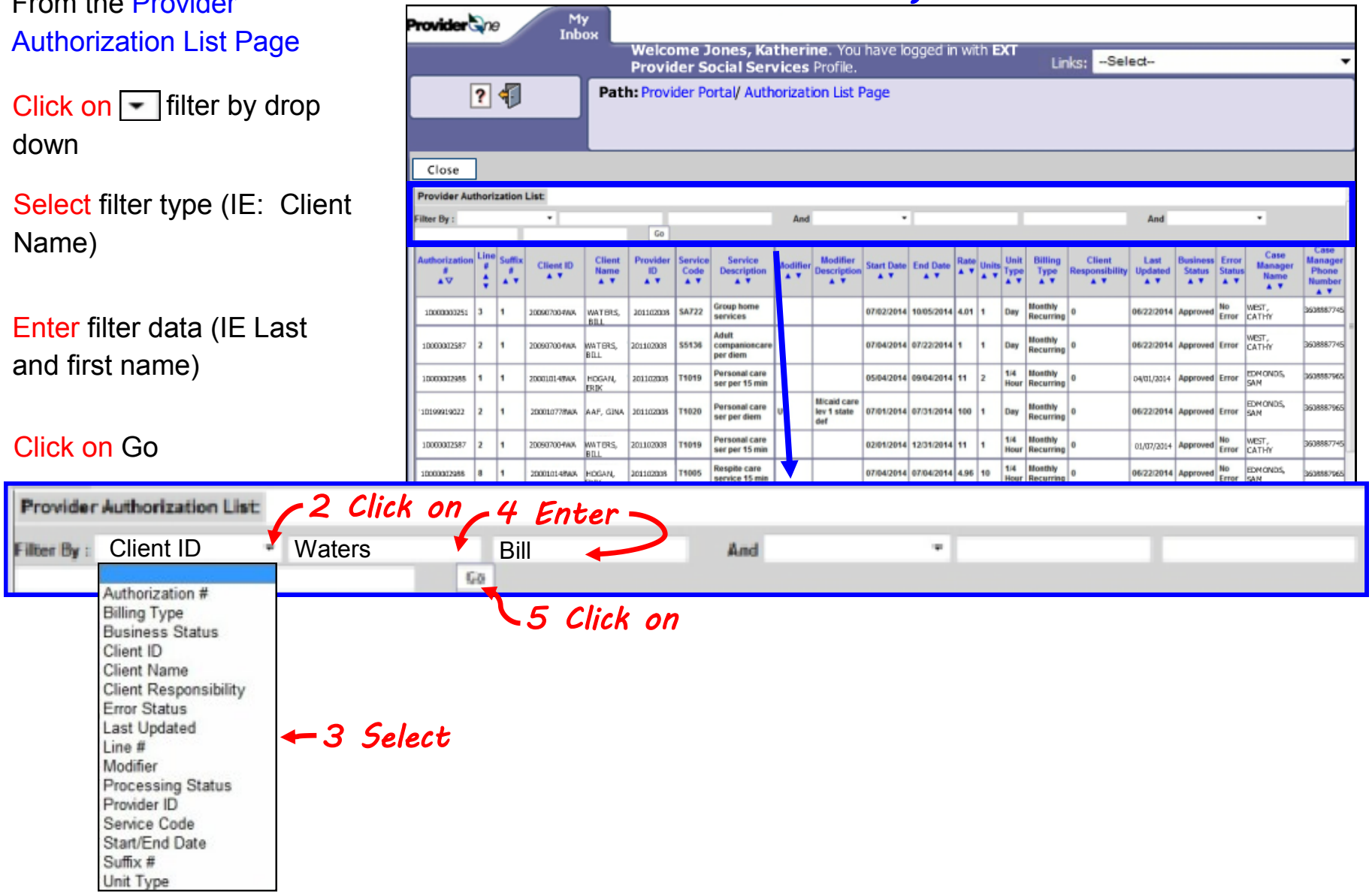


Note: If an authorization is "in Error", you must check to see if the error is in effect prior to performing the service. Follow the steps in "View Error" (pg. 12) to determine if the error status effects the time period you would like to provide the service.

List Page Search

This section shows you how to search the Authorization List Page

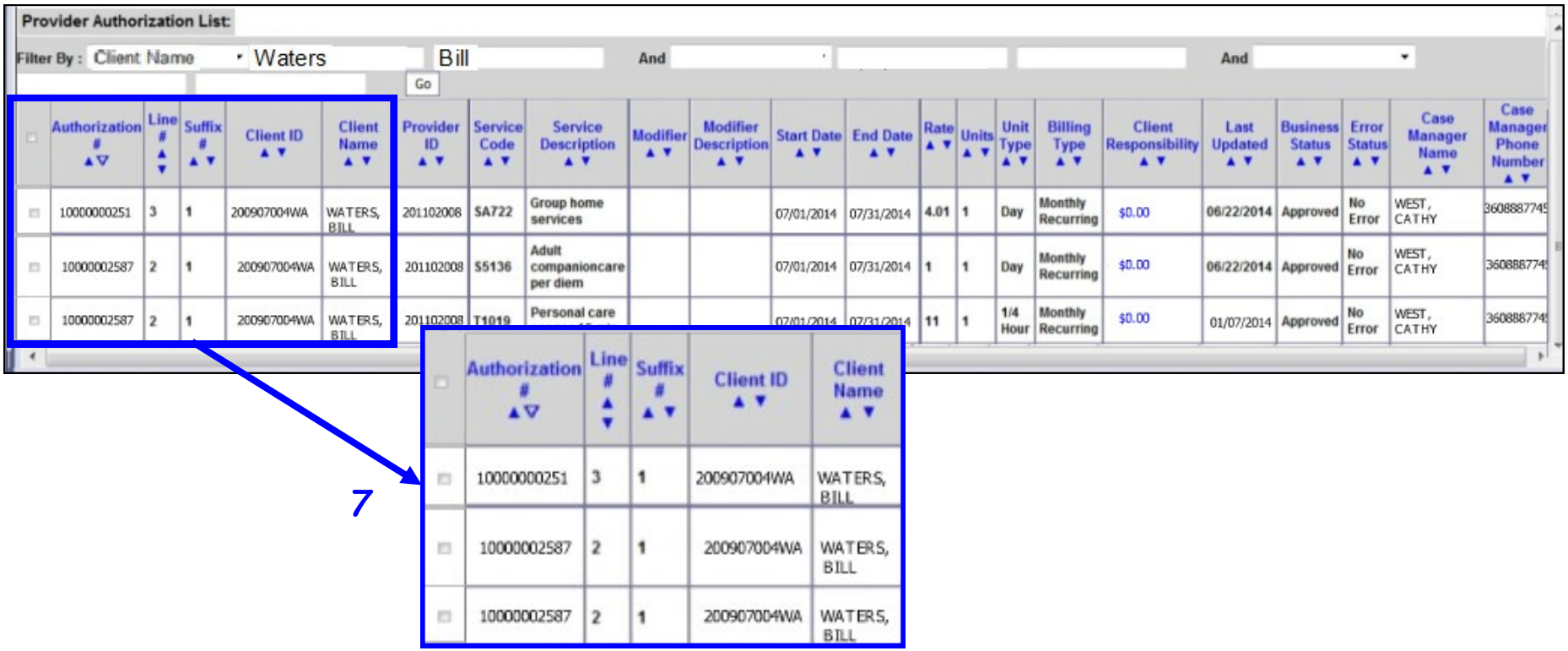
1. From the Provider Authorization List Page
2. Click on ▼ filter by drop down
3. Select filter type (IE: Client Name)
4. Enter filter data (IE Last and first name)
5. Click on Go



6. Filtered list appears

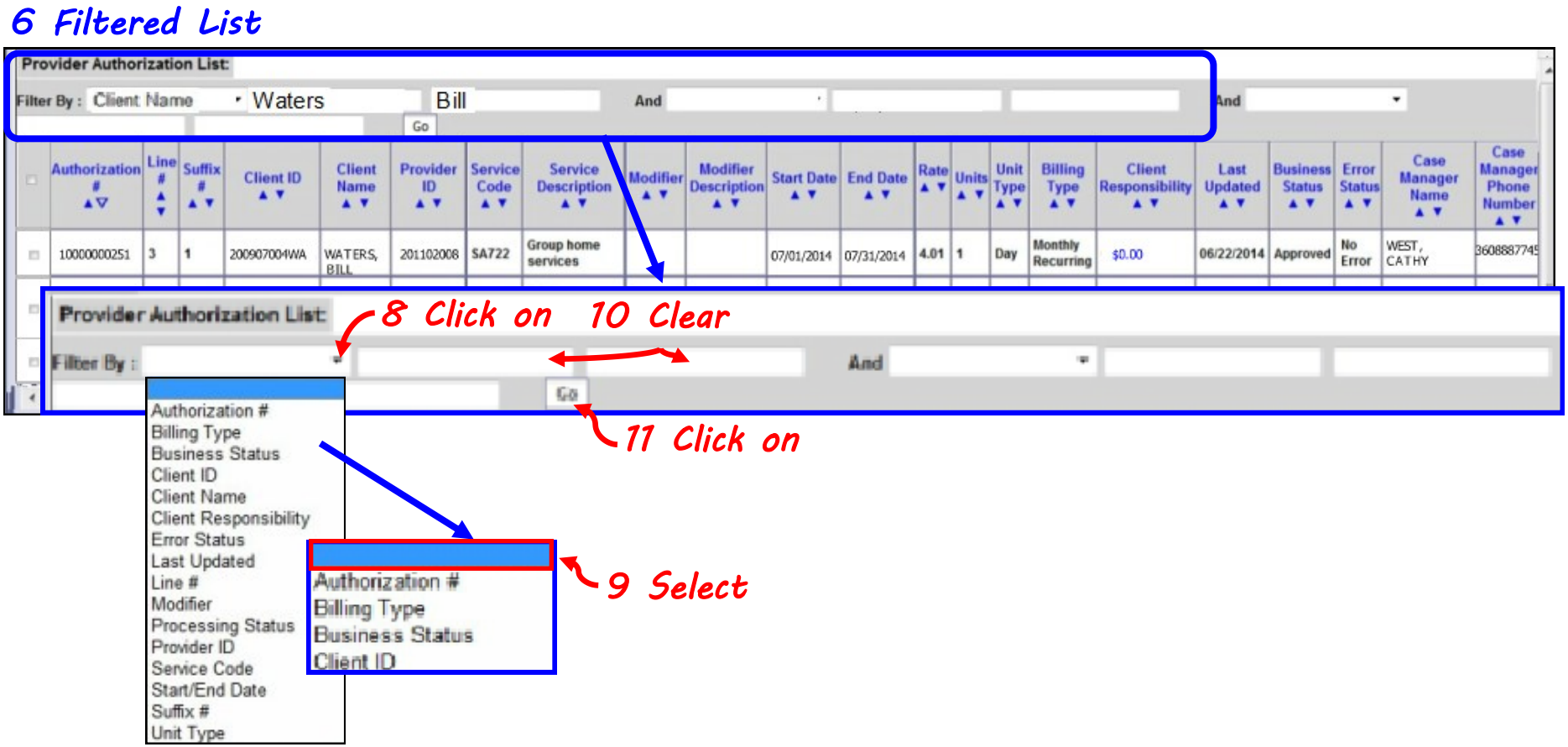
7. Results show authorizations for Bill Waters.

6 Filtered List



To return the list page to the default list:

8. Click on ▼ filter by drop down
9. Select blank filter
10. Clear filter data
11. Click on Go

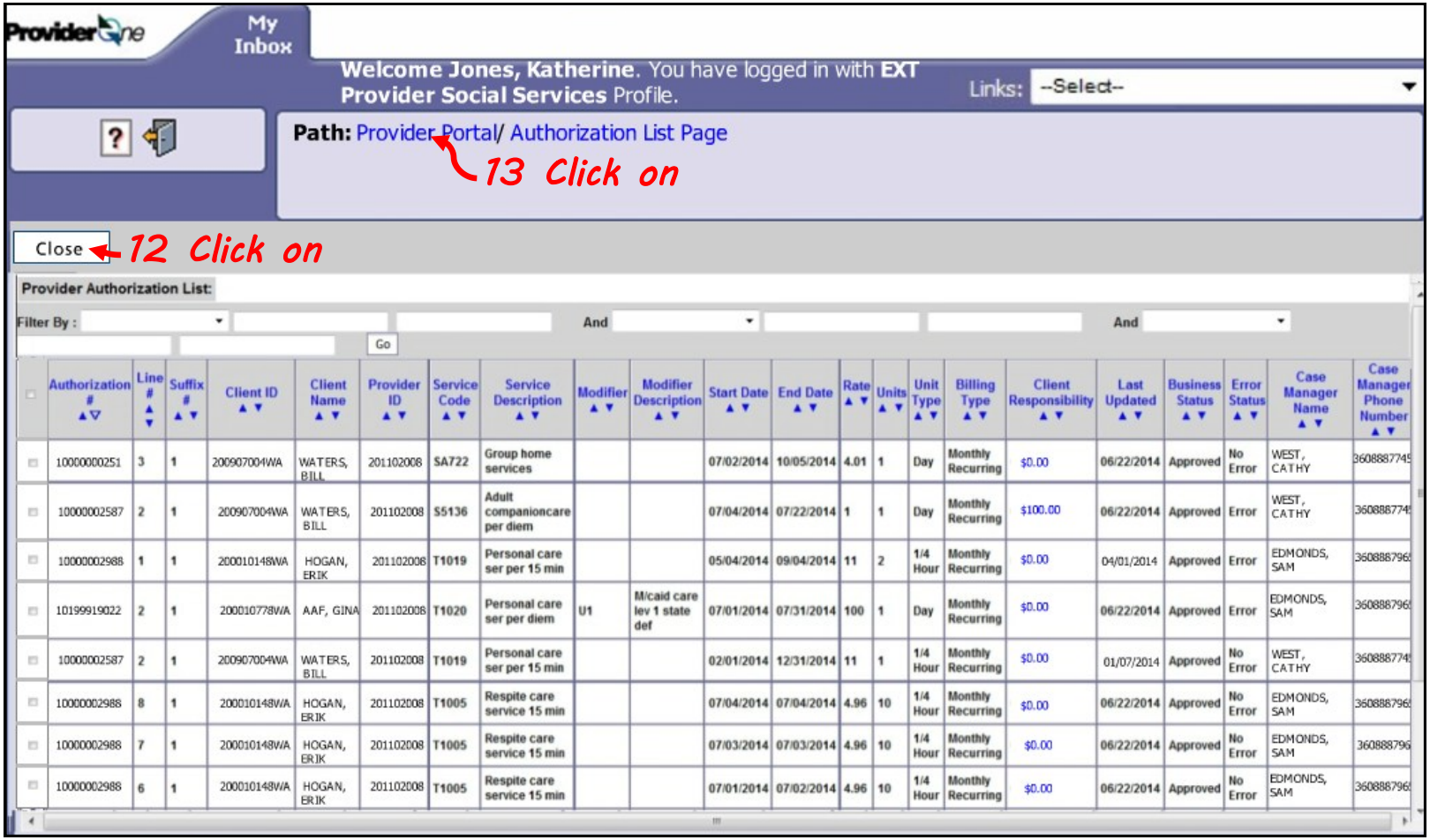


To return the Provider Portal:

12. Click on Close

or

13. Click on Provider Portal in Path



Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
10000000251	3	1	200907004WA	WATERS, BILL	201102008	SA722	Group home services			07/02/2014	10/05/2014	4.01	1	Day	Monthly Recurring	$0.00	06/22/2014	Approved	No Error	WEST, CATHY	360888774
10000002587	2	1	200907004WA	WATERS, BILL	201102008	S5136	Adult companioncare per diem			07/04/2014	07/22/2014	1	1	Day	Monthly Recurring	$100.00	06/22/2014	Approved	Error	WEST, CATHY	360888774
10000002988	1	1	200010148WA	HOGAN, ERIK	201102008	T1019	Personal care ser per 15 min			05/04/2014	09/04/2014	11	2	1/4 Hour	Monthly Recurring	$0.00	04/01/2014	Approved	Error	EDMONDS, SAM	360888796
10199919022	2	1	200010778WA	AAF, GINA	201102008	T1020	Personal care ser per diem	U1	M/caid care lev 1 state def	07/01/2014	07/31/2014	100	1	Day	Monthly Recurring	$0.00	06/22/2014	Approved	Error	EDMONDS, SAM	360888796
10000002587	2	1	200907004WA	WATERS, BILL	201102008	T1019	Personal care ser per 15 min			02/01/2014	12/31/2014	11	1	1/4 Hour	Monthly Recurring	$0.00	01/07/2014	Approved	No Error	WEST, CATHY	360888774
10000002988	8	1	200010148WA	HOGAN, ERIK	201102008	T1005	Respite care service 15 min			07/04/2014	07/04/2014	4.96	10	1/4 Hour	Monthly Recurring	$0.00	06/22/2014	Approved	No Error	EDMONDS, SAM	360888796
10000002988	7	1	200010148WA	HOGAN, ERIK	201102008	T1005	Respite care service 15 min			07/03/2014	07/03/2014	4.96	10	1/4 Hour	Monthly Recurring	$0.00	06/22/2014	Approved	No Error	EDMONDS, SAM	360888796
10000002988	6	1	200010148WA	HOGAN, ERIK	201102008	T1005	Respite care service 15 min			07/01/2014	07/02/2014	4.96	10	1/4 Hour	Monthly Recurring	$0.00	06/22/2014	Approved	No Error	EDMONDS, SAM	360888796

View Error

This section covers how to determine when an "Error" will prevent a provider from providing and being paid for a service during a specific time period.

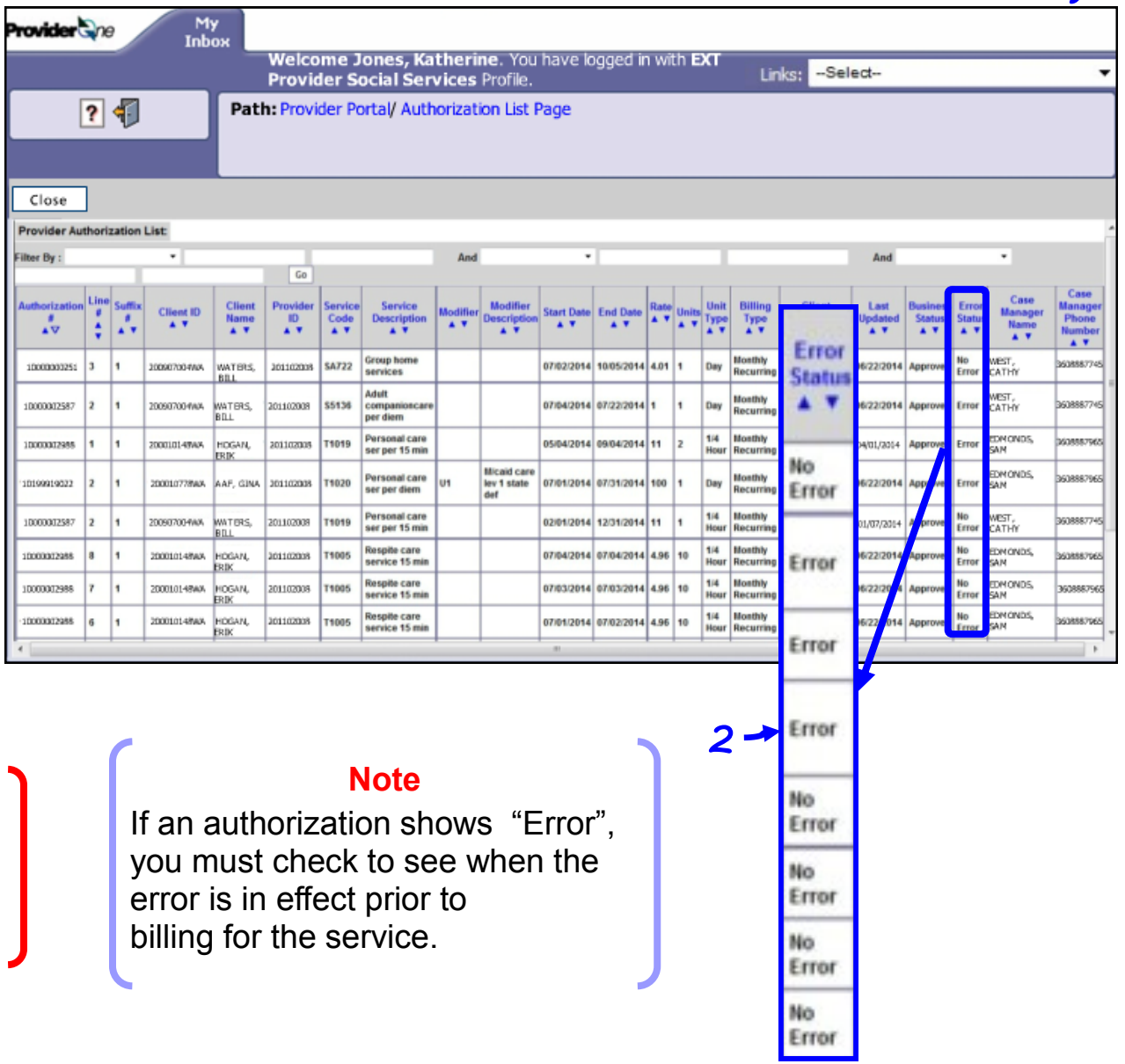
1. From the Provider Authorization List Page
2. Authorization is in "Error"

Information you can check

1. Check the expiration date of your contacts in Manage Provider data, Step 8 Contract Information.
2. Check the expiration date you licenses.

You can use this search to view your active authorizations for a specific month (ie. The month you are billing for)

1 Provider Authorization List Page



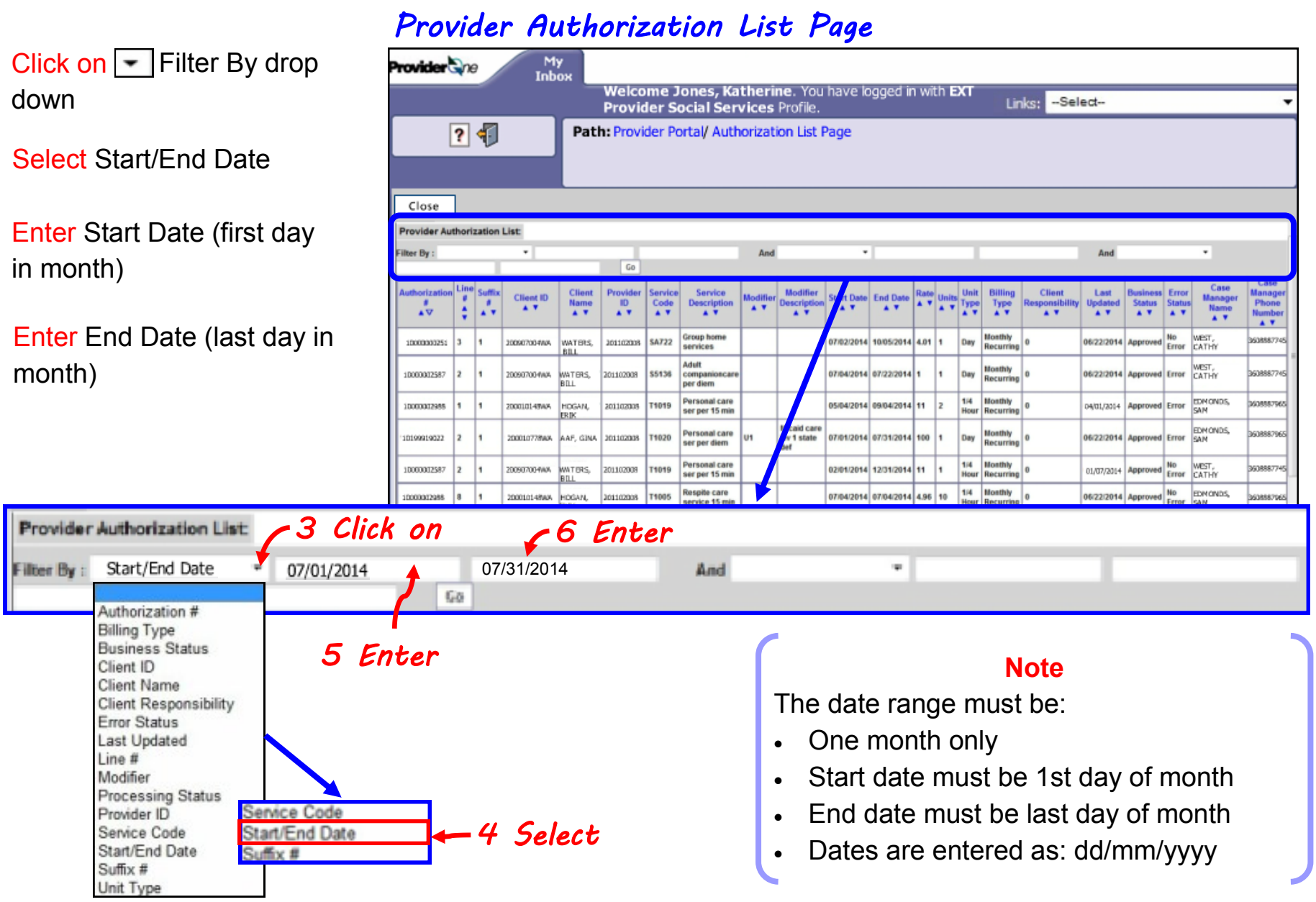
Note

If an authorization shows "Error", you must check to see when the error is in effect prior to billing for the service.

View Error

To identify when an error is in effect for a specific month. Conduct a search for that month.

3. Click on ▼ Filter By drop down
4. Select Start/End Date
5. Enter Start Date (first day in month)
6. Enter End Date (last day in month)



Note

The date range must be:

- One month only
- Start date must be 1st day of month
- End date must be last day of month
- Dates are entered as: dd/mm/yyyy

7. Search results appear

8. For the search month, the authorizations show “No Error” so the provider can perform the authorized services and be paid by ProviderOne.

8

7 Search Results

Provider Authorization List:

Filter By : Start/End Date 07/01/2014 07/31/2014 And And

Go

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
10000000251	3	1	200907004WA	WATERS, BILL	201102008	SA722	Group home services			07/01/2014	07/31/2014	4.01	1	Day	Monthly Recurrin	06/22/2014	Approved	No Error	WEST, CATHY	3608887745
10000002587	2	1	200907004WA	WATERS, BILL	201102008	S5136	Adult companioncare per diem			07/01/2014	07/31/2014	1	1	Day	Monthly Recurrin	06/22/2014	Approved	No Error	WEST, CATHY	3608887745
10000002988	1	1	200010148WA	HOGAN, ERIK	201102008	T1019	Personal care ser per 15 min			07/01/2014	07/31/2014	11	2	1/4 Hour	Monthly Recurrin	04/01/2014	Approved	No Error	EDMONDS, SAM	3608887965
10199919022	2	1	200010778WA	AAF, GINA	201102008	T1020	Personal care ser per diem	U1	M/caid care lev 1 state def	07/01/2014	07/31/2014	100	1	Day	Monthly Recurrin	06/22/2014	Approved	No Error	EDMONDS, SAM	3608887965
10000002587	2	1	200907004WA	WATERS, BILL	201102008	T1019	Personal care ser per 15 min			07/01/2014	07/31/2014	11	1	1/4 Hour	Monthly Recurrin	01/01/2014	Approved	No Error	WEST, CATHY	3608887745
10000002988	8	1	200010148WA	HOGAN, ERIK	201102008	T1005	Respite care service 15 min			07/01/2014	07/31/2014	4.96	10	1/4 Hour	Monthly Recurrin	06/22/2014	Approved	No Error	EDMONDS, SAM	3608887965
10000002988	7	1	200010148WA	HOGAN, ERIK	201102008	T1005	Respite care service 15 min			07/01/2014	07/31/2014	4.96	10	1/4 Hour	Monthly Recurrin	06/22/2014	Approved	No Error	EDMONDS, SAM	3608887965
10000002988	6	1	200010148WA	HOGAN, ERIK	201102008	T1005	Respite care service 15 min			07/01/2014	07/31/2014	4.96	10	1/4 Hour	Monthly Recurrin	06/22/2014	Approved	No Error	EDMONDS, SAM	3608887965

Error Status

No Error

No Error

No Error

No Error

No Error

No Error

No Error

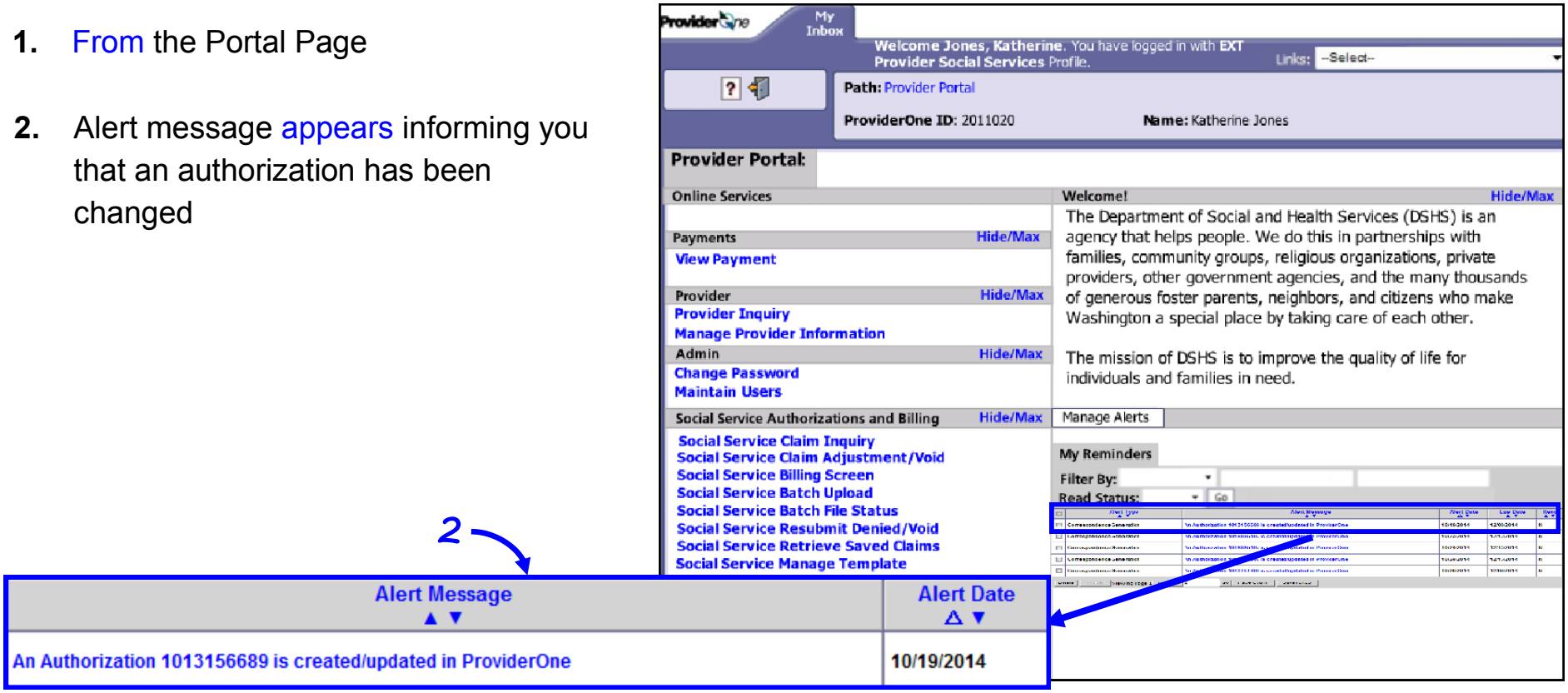
If the authorization you want does not show than it is in “Error” for the time you want to provide the service. Contact the Billing Assistance for Social Services (BASS) team to find out why the authorization is in error.

View Authorization History

When you receive an alert message that says your authorization has been changed, this section shows you how to find out what has changed.

1. From the Portal Page

2. Alert message appears informing you that an authorization has been changed



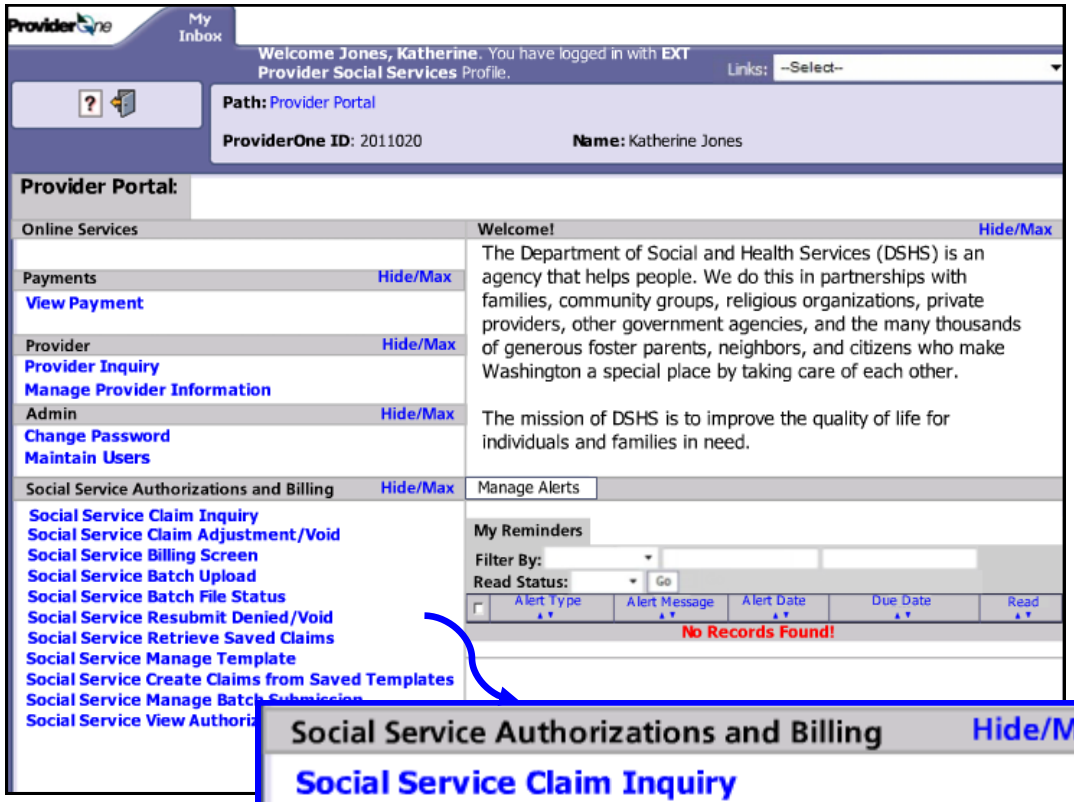
The alert date is one day after the actual change date of the authorization.

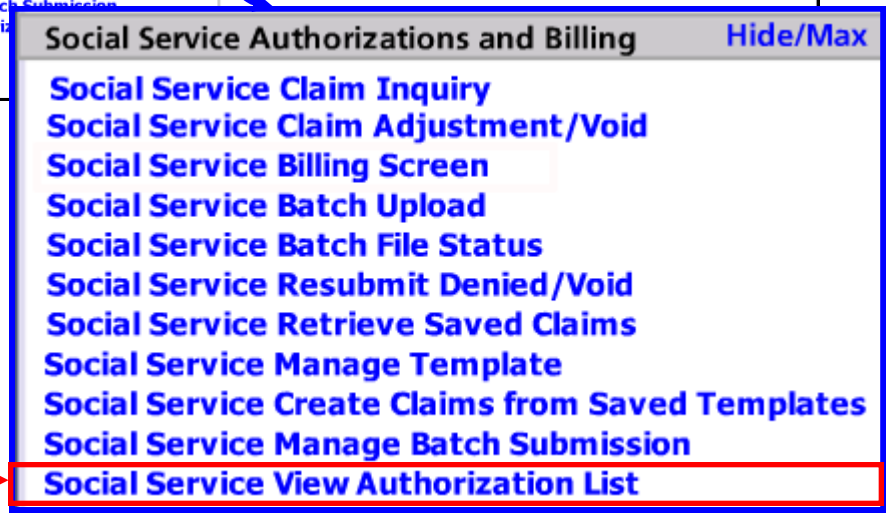
View Authorization History

This section cover how to search and view an authorization's history and to identify how an authorization has changed.

3. Click on Social Service View Authorization List

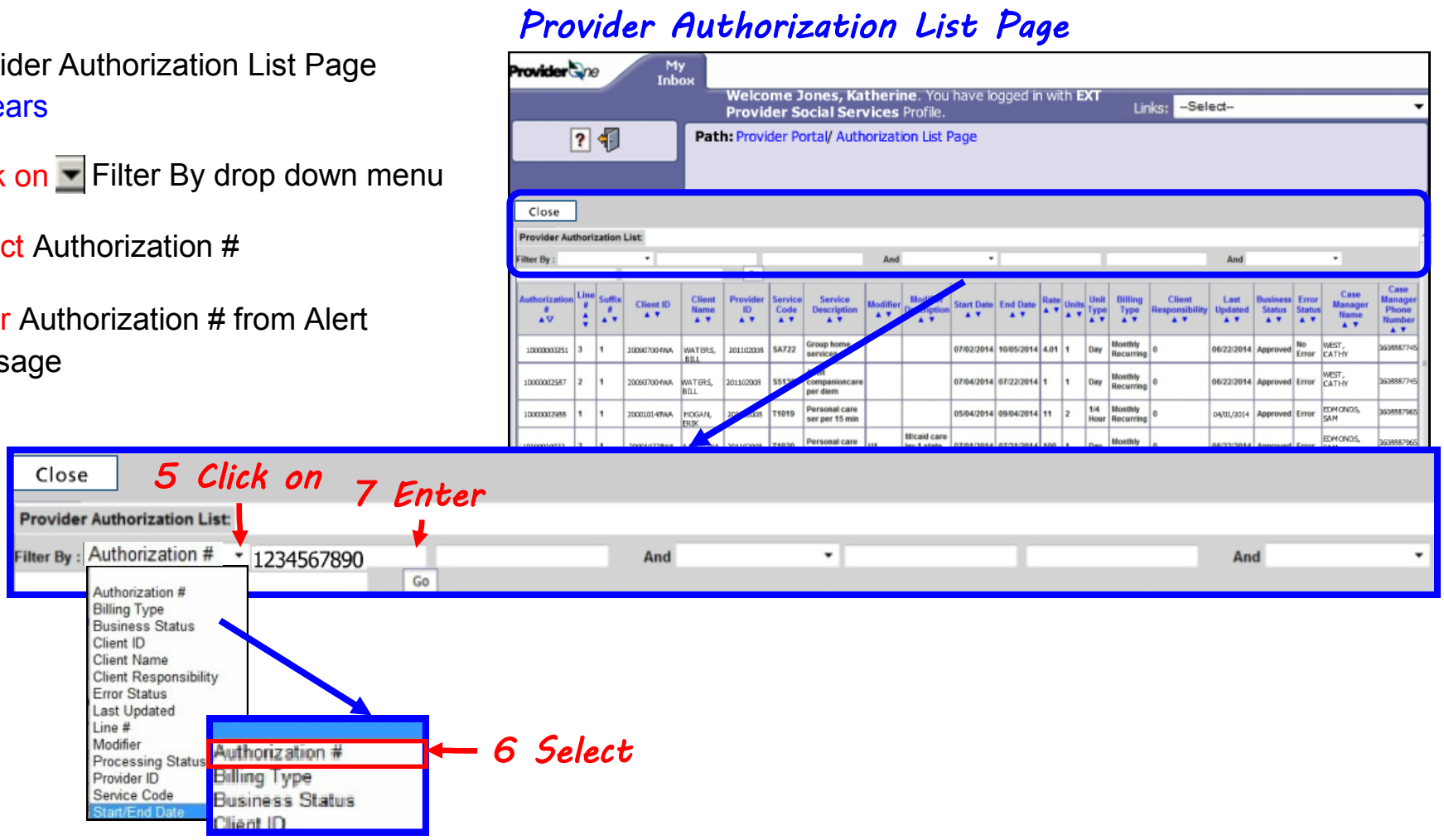
Provider Portal





3 Click on →

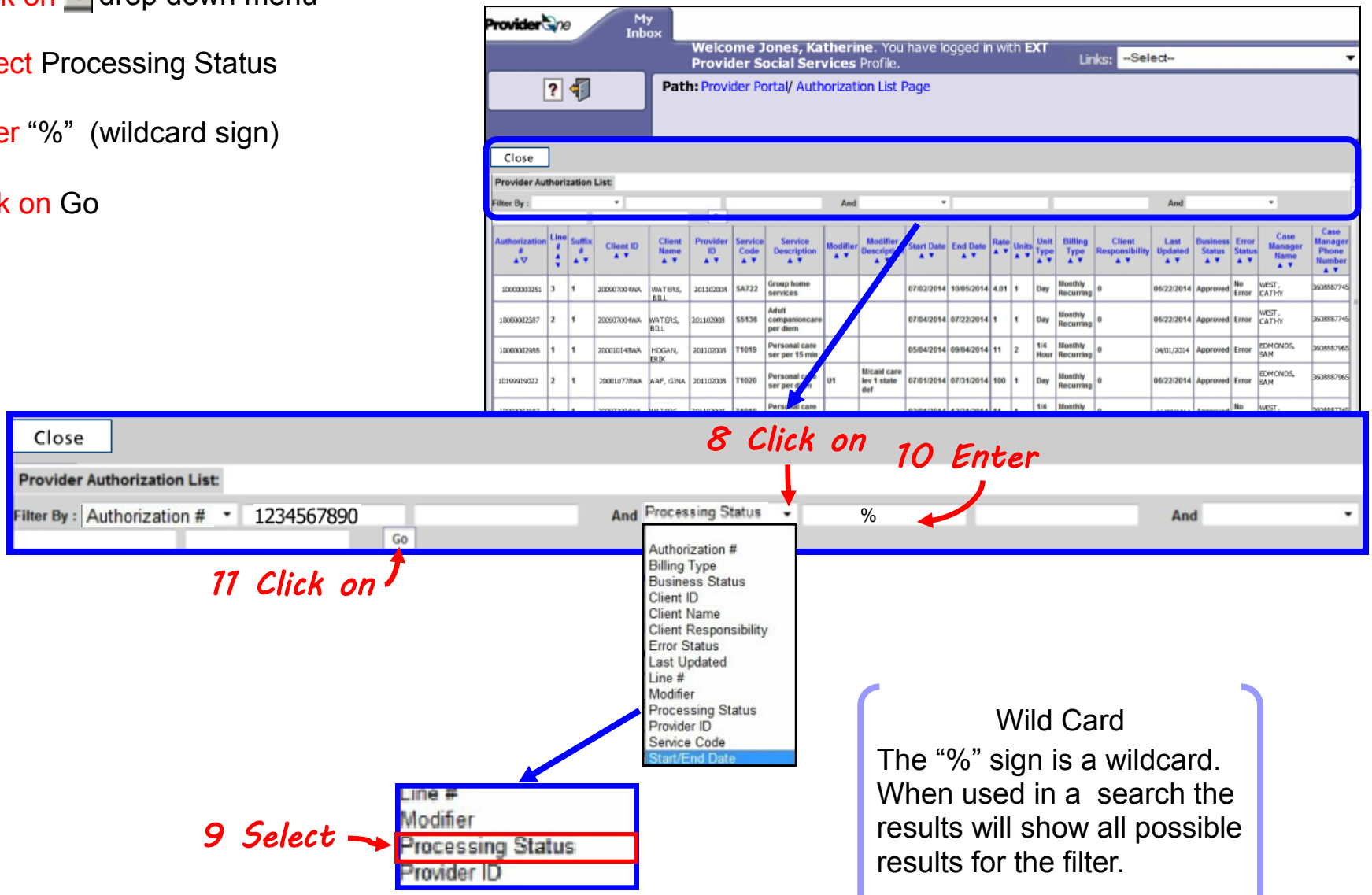
4. Provider Authorization List Page appears
5. Click on Filter By drop down menu
6. Select Authorization #
7. Enter Authorization # from Alert Message



View Authorization History

8. Click on drop down menu
9. Select Processing Status
10. Enter "%" (wildcard sign)
11. Click on Go

Provider Authorization List



Wild Card

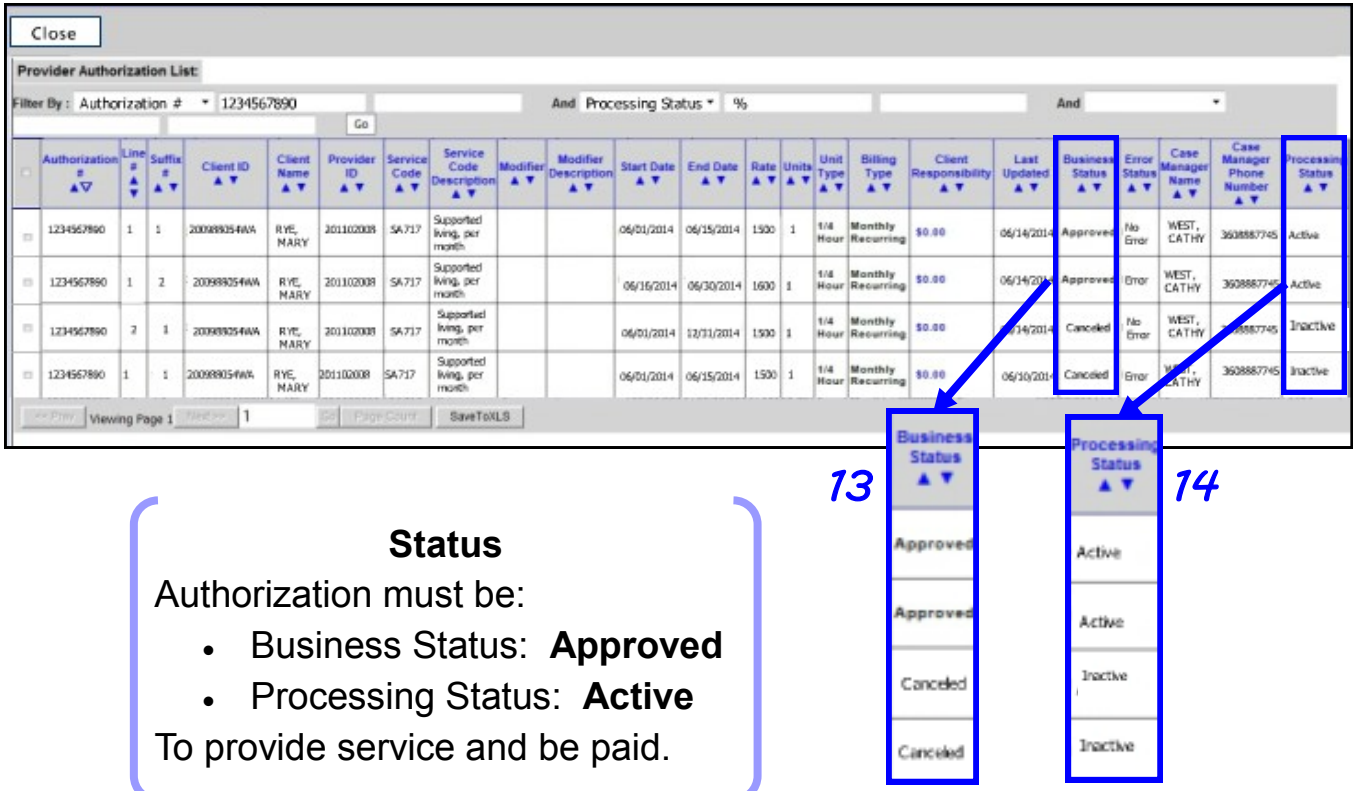
The "%" sign is a wildcard. When used in a search the results will show all possible results for the filter.

12. The filtered list appears showing the Business Status as: Approved, Canceled, or In Review.

13. The list shows the Business Status as: Approved, Canceled, or In Review.

14. The list shows the Processing Status as: Active or Inactive.

12 Filtered Authorization List



Status

Authorization must be:

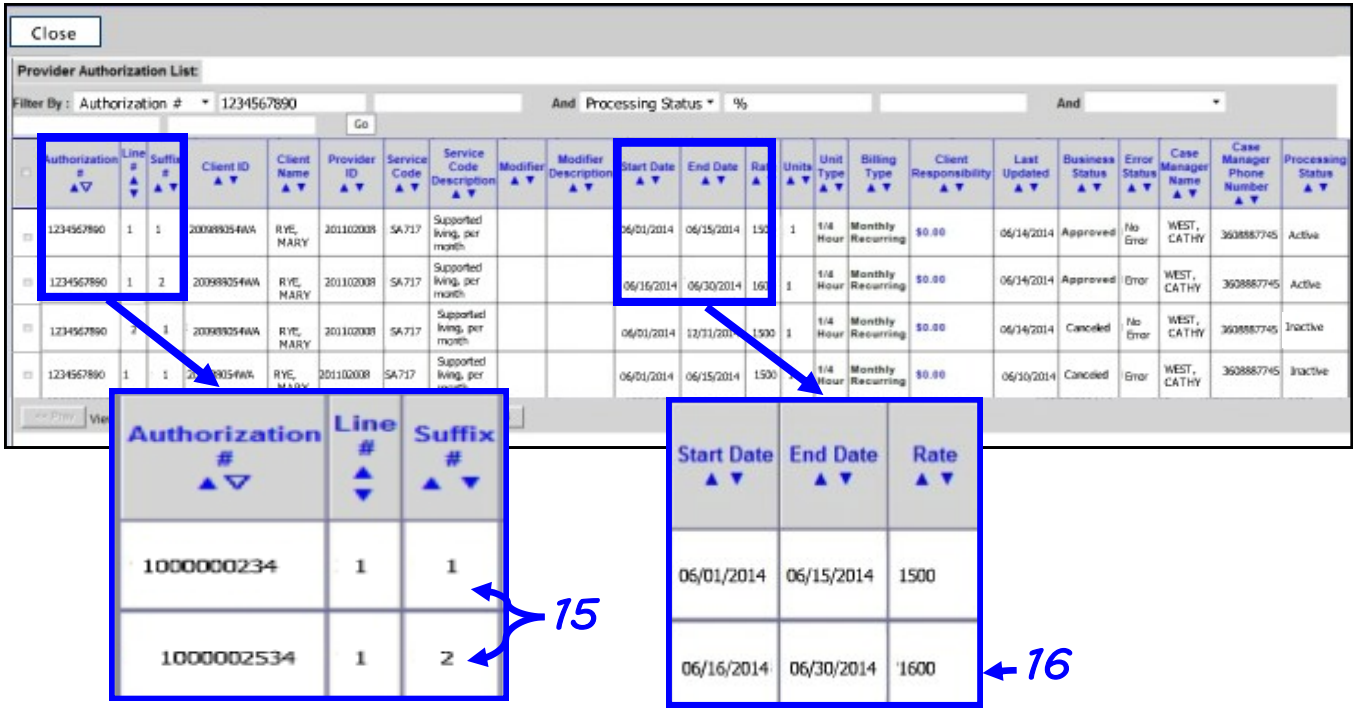
- Business Status: **Approved**
- Processing Status: **Active**

To provide service and be paid.

15. The Suffix # "2" shows that this authorization has been split into time periods

16. The rate for this authorization was changed for the period 06/15/2014 and 06/30/2014

Filtered Authorization List



Note:

- If the change effects the entire time period of the authorization it will not "split". The old service line will become "inactive" and a new service line will become "active".
- When billing, the provider only needs to list the "Authorization #" in the claim. ProviderOne will select which "Suffix #" and "Rate" to use based on the Date of Service. IE: All bills dated 06/16 to 06/30 will be have a "Rate" of $1,600.

View Client Responsibility

This section covers viewing client responsibility.

1. From the Provider Authorization List Page

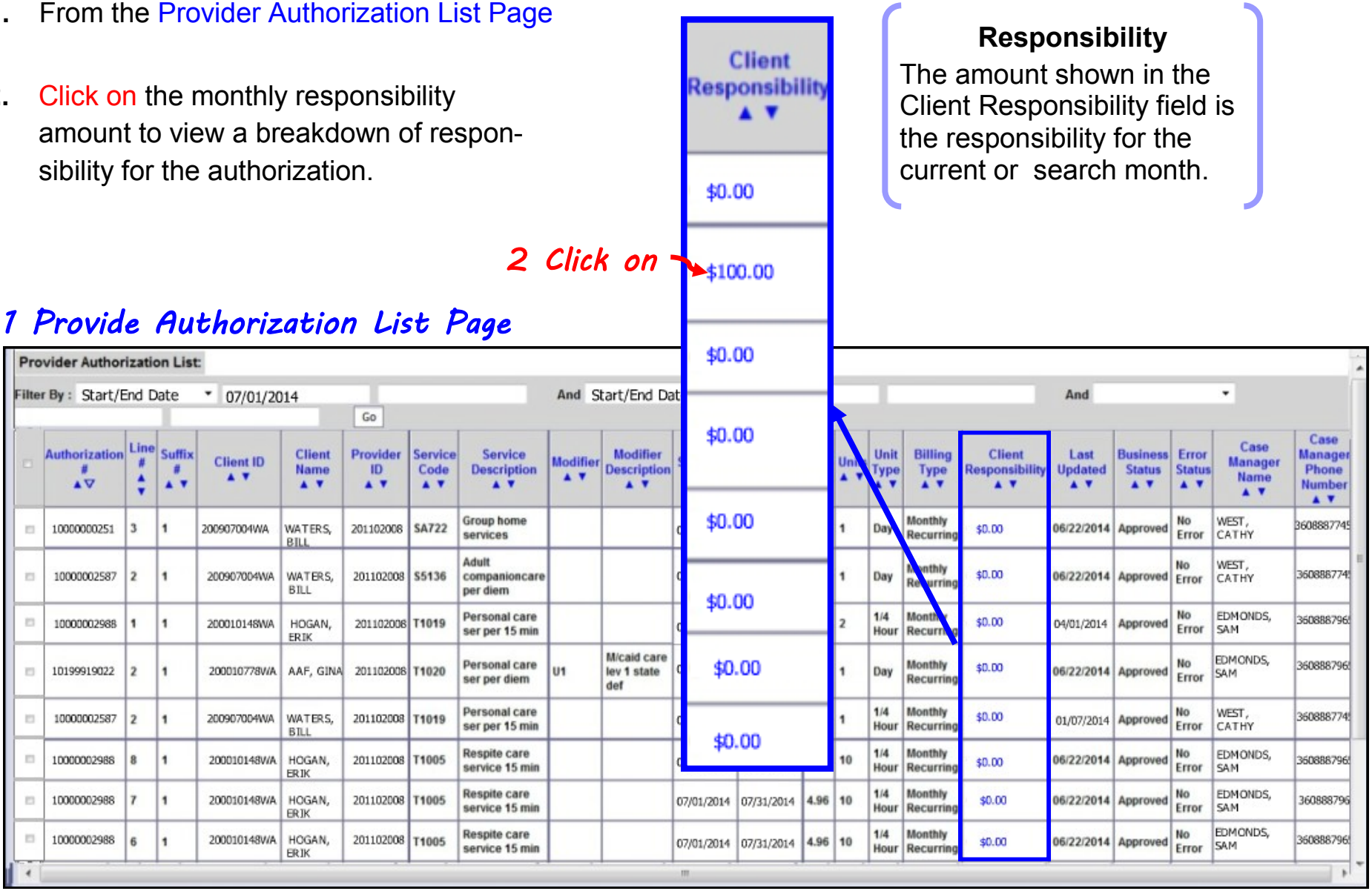
2. Click on the monthly responsibility amount to view a breakdown of responsibility for the authorization.

Responsibility

The amount shown in the Client Responsibility field is the responsibility for the current or search month.

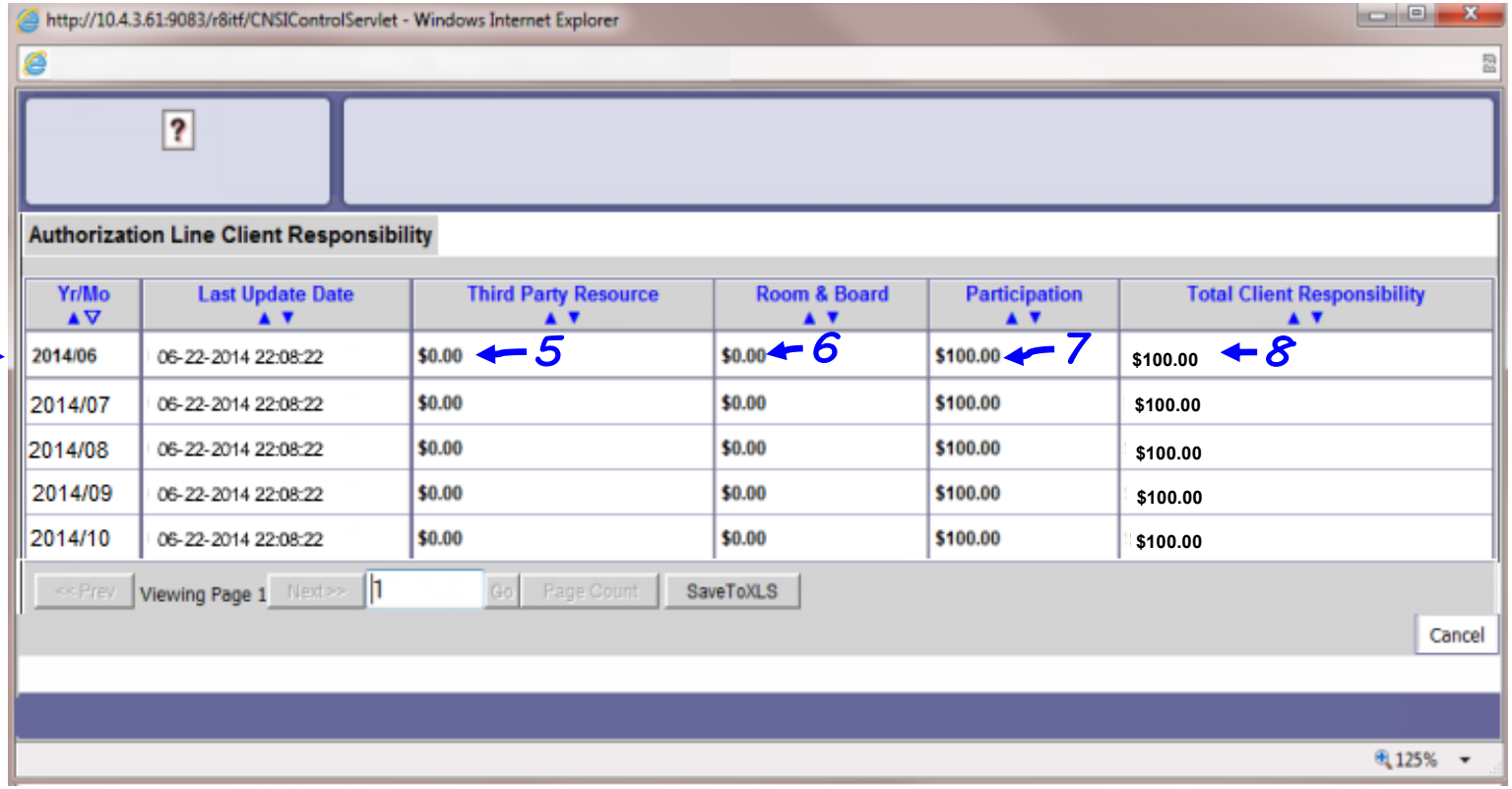
2 Click on

1 Provide Authorization List Page



3. From the Authorization Line Client Responsibility
4. Year and Month
5. Third Party Resource
6. Room & Board
7. Participation
8. Total Client Responsibility

3 Authorization Line Client Responsibility



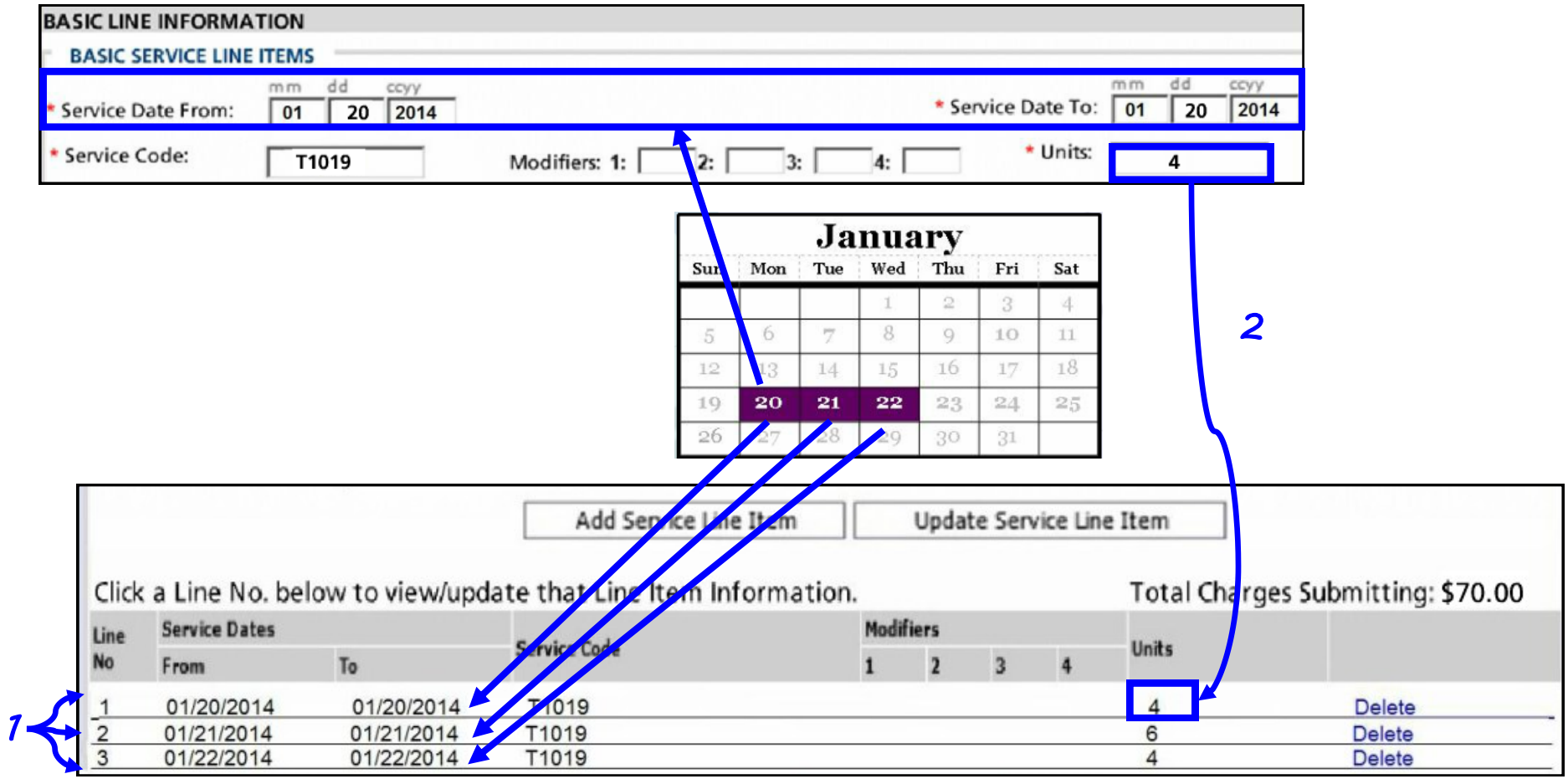
"Other Than Daily" Unit Types

All claims are based on date of service (the day the service was provided).

Unit Types: 1/4 hour, 1/2 hour, hour, each, per visit, mile, daily, monthly

1. Each service line is a single day. (See date range for daily & monthly unit types)

2. The number of Units provided on each day of service can be more than 1 (except daily)



Daily Unit Types

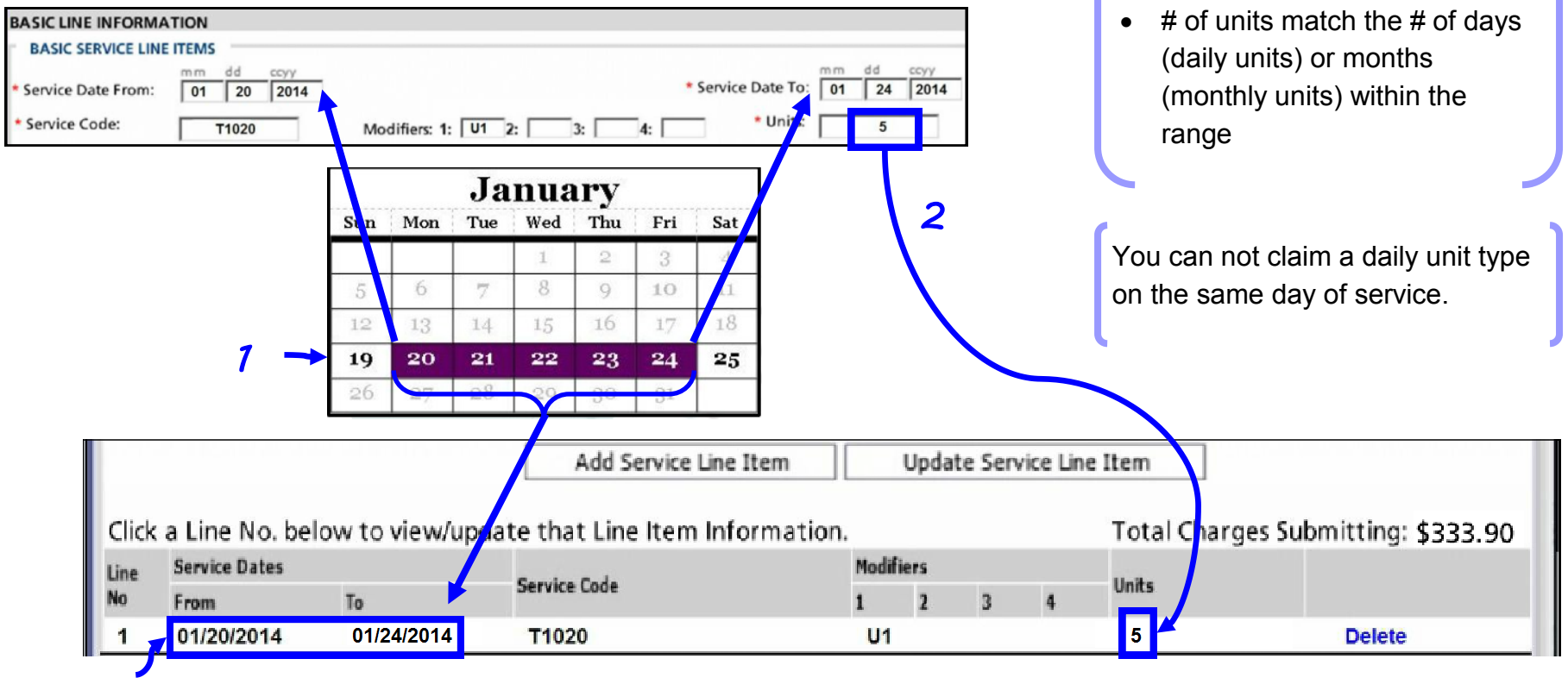
1. Date range from and to dates must be consecutive (in a row, with no breaks), within the same calendar month, and daily or monthly units.

2. The number of Units must equals the number of days in the range for daily unit types, or 1 unit for the month within the range for monthly

3. When you Add Service Line, the date range will be a single service line. A note will appear on you billing page telling you that the date range will be broken down into individual daily service line when the claim is pro-

Important

A date range, or span, can **only** be used when:

- Unit Type = daily or monthly
- Days were worked consecutively (in a row with no breaks)
- The date range is within the same calendar month.
- # of units match the # of days (daily units) or months (monthly units) within the range

You can not claim a daily unit type on the same day of service.