



# Bulletin

**NUMBER**

#14-25-04

**DATE**

May 21, 2014

**OF INTEREST TO**

County Directors

Social Services Supervisors  
and Staff

Waiver and Alternative  
Care Case Managers

Managed Care  
Organizations

**ACTION/DUE DATE**

Please view report on  
Infopac on a daily basis and  
take appropriate action.

**EXPIRATION DATE**

May 21, 2016

## **Revised Report Service Agreements for Providers with Category of Service, Specialty, and License Code Errors**

### **TOPIC**

Report PWMW9332-R2086 identifies service agreements that were changed due to changes to the providers' category of service codes, and specialty and license codes that are missing or do not support the service agreement line item.

### **PURPOSE**

Explain recent report changes.

### **CONTACT**

Disability Services Division Resource Center  
[dhs.resourcecenter@state.mn.us](mailto:dhs.resourcecenter@state.mn.us)

### **SIGNED**

LOREN COLMAN  
Assistant Commissioner  
Continuing Care Administration

### **TERMINOLOGY NOTICE**

The terminology used to describe people we serve has changed over time. The Minnesota Department of Human Services (DHS) supports the use of "People First" language.

## I. Background

Providers are enrolled with the Minnesota Health Care Programs (MHCP) provider enrollment division and assigned category of service, specialty, and license codes to identify approved services. These codes and spans may be seen on the PCOS, PPGM, and PLIC screen of the provider subsystem in MMIS for each provider number. See [bulletin 13-25-13](#) for more information on the service agreement edits to support these requirements.

- In January 2014 the report was changed to include the specialty codes.
- In March 2014 the report was changed to show providers whose records were corrected by the Department of Human Services' provider enrollment division.
- In May 2104 the report was changed to show those records with no license codes to support the authorization.

Providers with questions about their letter or changes to their file should be directed to the Minnesota Health Care Programs Provider Call Center at (651) 431-2700 in the Twin Cities metro and 1-800-366-5411 outside of the metro area.

## II. New Daily Report Produced from Automated Process

Report PWMW9332-R2086 *Service Agreements for Providers with Category of Service, Specialty, or License Code Errors* is run daily and will identify when an approved, pending, and partially suspended service agreement is changed due to a category of service, license, or specialty code change. There are two versions of this report: PWMW9332-R2086**A** identifies the Alternative Care (AC), Brain Injury (BI), Community Alternative Care (CAC), Community Alternatives for Disabled Individuals (CADI), and Elderly Waiver (EW) program service agreements. PWMW9332-R2086**B** identifies the DD program service agreements. It is sorted by the:

- Tribal agency when the SACTAD field is populated; or
- Lead agency where the case manager is located, or if no case manager is listed on the ASA1 screen then by:
- County of financial responsibility for BI, CAC, CADI, and DD service agreements, or county of service for the AC and EW programs.

Cases appear on the report sorted by the case manager provider number listed on the service agreement. Note: It is important to keep the case manager provider field updated

on the ASA1 screen whenever there is a change in case manager so the report and service agreement letters are sent to the correct person.

When a specialty code has an ending date, the field PROV-SPC-END will be shown with the ending date. If the field is shown as 00/00/00 it means the code is not found, or the code has a begin date after the line begin date.

When a COS code has an ending date, the field PROV-COS-END will be shown with the ending date. If the field is shown as 00/00/00 it means the code is not found, or the code has a begin date after the line begin date. It is possible you will see a line for both COS and specialty code for the same provider.

As of March 2014, the report shows when a provider record was corrected and line items will no longer be affected by the service agreement edits 412 or 413. This is shown by the message PROV- CORRECTED.

As of May 2014 when a license code has a begin date that is not the same or less than the line item begin date, the field PROV-LIC-BEGIN will be shown with the begin date. If the field is shown as 00/00/00 it means the code is not found, or the code has a begin date after the line begin date. It is possible you will see lines for all three codes for the same provider.

A message appears on the bottom of the report page with the MHCP Provider Call Center phone number to assist you in identifying the problem.

Lead agency staff should review this report on a daily basis. The report is cumulative but data is removed under these circumstances:

- The information is too old to report (i.e. line-end-date more than 365 days ago).
- The line-item has been resolved AND you removed reason code 858 or 878 from the line item.
- The line-item has been resolved AND no longer has a pended status (regardless of whether or not reason code 858 is still on the line).
- The line was completely used up (i.e. no units remaining, or if priced by amount only there is no amount remaining).

Since case managers cannot make changes to the provider's record, the *provider* must contact the Minnesota Department of Human Services' (the department's) MHCP Provider Help Desk at 651 431 2700 or 1 800 366 5411 to update their record.

### **III. Impact on Service Delivery and Authorization**

**If the COS, specialty, or license code is not added or dates corrected on the provider's record and the recipient continues to need the service, the case manager will need to contract with a different provider beginning with the day following the code ending date.**

When the codes are reopened or added to the provider's record there may be a gap between when the code was ended and when it became effective again. If the recipient requires the service during this non coverage period, the line item must be ended prior to the code ending date (remove reason code 858 from the line item) and add a new line item for a different provider with the correct code.

### **IV. Americans with Disability Act (ADA) Advisory**

This information is available in alternative formats to individuals with disabilities by calling (651) 431-2500 (voice) or toll free at (800) 882-6262 or by using your preferred relay service. For other information on disability rights and protections, contact the agency's ADA coordinator.