Insurance Authorizations

AWARDS INSTRUCTION SHEET

The Insurance Authorizations component of the Entitlements module's Certified Entitlements feature is an optional database enhancement that is designed to collect two types of authorizations. These authorizations each serve different purposes – as detailed below – enabling all agencies to maintain authorization data in AWARDS regardless of whether or not they are using the BillingBuilder.

- BillingBuilder Insurance Authorizations – Only used by agencies using the AWARDS BillingBuilder feature (located in the Fiscal/Program module). Agencies that use the BillingBuilder can configure procedures to require an authorization. If they have done so, AWARDS will not bill for a consumer for that procedure unless there is a current authorization record found in that consumer's entitlements. These billing-required authorizations must be recorded as BillingBuilder Insurance Authorizations. Authorizations entered in this way will interact with the BillingBuilder and service documentation entered in a consumer's record to track the utilization of each authorization.

  For more information on setting up billing procedures see BillingBuilder Setup in AWARDS Online Help.

- Non BillingBuilder Insurance Authorizations – Can be used by all agencies, regardless of whether or not they also use the AWARDS BillingBuilder. Authorizations recorded in this portion of a consumer's certified entitlements records are informational only; they do not interact with other data entered into AWARDS.

REQUIRED PERMISSIONS

Because the Insurance Authorizations functionality is optional, it is not automatically available in all databases. When requested (by contacting your Foothold Client Services representative or the Help Desk), it is turned on behind-the-scenes in AWARDS by Foothold Technology for all programs. Once it has been turned on, it is accessible from within the Entitlements module's Certified Entitlements feature, which can be accessed by staff with the following permissions:

- Program Chart Access – You must have chart access to the program associated with the consumer for whom certified entitlements are to be maintained.

- Data Entry / Access – You must have the "Display Any Chart Records Buttons" and the "Display Chart Records Entitlements Button" permissions in order to access the Entitlements module in which the Certified Entitlements feature is located. Additionally, unless you are in the "Entitlements Staff" or "Executive" user groups, you must have the "Entitlements Data Entry" permission in order to maintain certified entitlement records. You must have the "Entitlements Deletion" permission in order to delete certified entitlement records.

ABOUT THIS DOCUMENT

This document is intended to guide you through the process of entering and updating Insurance Authorization records. Specific topics covered are:

WORKING WITH BILLINGBUILDER INSURANCE AUTHORIZATIONS

In order to enter insurance authorization records to a consumer's record, he or she must have a current entitlement entered in the "Insurance/Subsidized Payments" section of the Certified Entitlements feature. Once an insurance record has been entered for the consumer, the "Insurance Authorizations" section will display and be available for entering insurance authorizations.

To enter, update, or delete an insurance authorization record, complete the following steps:

1. From the *AWARDS Home* screen, click **Charts** from the left-hand menu, and then click **Entitlements**. The *Entitlements Menu* page is displayed.

2. Click the **Program** drop-down arrow and select the program associated with the consumer for whom insurance authorization records are to be worked with.

3. Click the **Database** drop-down arrow and select "Data Entry."

4. To limit consumer selection by name, click the **A-Z** drop-down arrow and select the consumer's last name initial. An asterisk (*) in this field will include all consumers in the selection process.

5. Click **Certified Entitlements**. The *Certified Entitlements Consumer Selection* page is displayed.

6. Click the **Consumer** drop-down arrow and select the consumer for whom the insurance authorization records are to be worked with.

7. Click **CONTINUE**. The *Certified Entitlements* page is displayed.

8. Navigate to the "BillingBuilder Insurance Authorizations" portion of the page and do one of the following:

   - **To add a new insurance authorization record –** Click **Add New BillingBuilder Authorization**.

   - **To update or delete an existing insurance authorization record –** Click the underlined Insurance Type name of the record to be worked with.

   The *Certified Entitlements Update* page is displayed.

9. To add or update a record, configure the fields/options on this page as follows:

   *To delete this insurance authorization record entirely, click **DELETE** at the bottom of the page. (The "Entitlements Deletion" permission is necessary to delete entitlement records.) A confirmation page is displayed. Click **OK** to delete the record. The remaining steps in this procedure do not apply.*

   - **Insurance Type** – Click this drop-down arrow and select the insurance to which the authorizations being entered apply.

     Once the authorization record has been saved, this value is read-only and cannot be changed.

   - **Procedure(s)** – Click the **Billing Type** drop-down arrow and select the billing type associated with the insurance authorization being entered. This list contains the billing types configured in AWARDS for the selected insurance type. When a billing type is selected, the page refreshes to provide one or more additional options:

     *Once the authorization record has been saved, the procedure(s) information, including Billing Type, is read-only and cannot be changed. One exception is the associated **Allocated** units that are used when "Cascading Auth?" is set to "Yes" - those values can be updated as needed.*

     - **Procedures** – A list of the procedure(s) configured for the selected billing type that have been set to require an authorization. Click the check box next to each procedure associated with the insurance authorization being entered.

     - **Cascading Auth?** – Available if the selected billing type has the "Use Cascading Insurance Authorizations" option set for it under Fiscal > BillingBuilder > Configure Billing Types. When available, this option allows a single authorization record to have distinct authorization periods where specific units can be assigned to each period. Unbilled units from earlier authorization periods in the cascade can be used to bill invoices in subsequent authorization periods. Click this drop-down arrow and select "Yes" or "No" to indicate whether cascading authorizations should be used for this record.

       This option can only be set to "Yes" after the Authorization Number, Effective date, and Expires date have been entered.

       If "Yes" is selected, the page refreshes to provide the following additional options and information:

       - **Period Duration (days)** – In this field enter the number of days to be used for each authorization period, and then click **Generate Periods**.

       - **Periods table –** Displayed after Generate Periods has been clicked. The number of periods and the effective date for each is based on the specified period duration, as well as on the effective and expires date for this authorization record. Enter or make changes to the units authorized for each period in the **Allocated** column of this table.

         IMPORTANT! *Keep in mind when working with an existing authorization record that the allocated values can only be updated if the new value is more than or equal to the Total Invoiced amount for the authorization period.*

         Once the cascading authorization record has been saved, additional read-only columns are also displayed in the cascading authorization periods table:

         - **Provided –** As services are provided within the period, this column will count up.
         - **Total Remaining –** As services as provided within the period, this column will count down.
         - **Total Invoiced –** As units are billed from a period, this column will count up.

- **Authorization Number** – In this field, type the authorization number associated with the consumer, if applicable.

  Once invoices have been generated with this authorization record, the authorization number is read-only and cannot be changed, and the authorization record cannot be deleted. If there is an error with the authorization number, please contact the Help Desk for assistance in correcting it.

- **Effective** and **Expires** - In these fields type the effective date and expiration dates for the authorization, or use the date pickers to the right. Check the corresponding **Estimated** check box for either date as necessary. (Users with the weekly "Entitlement Recertification Audit Messages" permission will receive reminder messages when an authorization is set to expire within 31 days based on value entered here.)

  Keep in mind that when working with an existing authorization record, these dates can only be updated if the new dates include the dates of all invoices associated with the authorization.

- **Required Credentials** - If specific credentials are required of the person delivering the billable service, check the necessary required credentials on the checklist. The list of required credentials displayed here is the same list that is displayed when billing procedures are configured.

- **Total Authorized** – In this field, type the total number of procedures authorized to be provided to the consumer. In the corresponding drop-down, select "Procedures" or "Units" for the item being authorized.

  IMPORTANT! *Keep in mind when working with an existing authorization record that the allocated values can only be updated if the new value is more than or equal to the "Total Invoiced" amount for the authorization period.*

  In authorization records where "Cascading Auth?" is set to "Yes," the value in this field will be read-only. It will be calculated based on the sum of units allocated to each period in the cascade.

The following read-only values are also included on this page when the cascading authorizations feature has been set to "Yes" for this record:

- **Cumulative Max Today** – The maximum number of units that can be billed/invoiced as of today.
- **Total Remaining Today** – The total number of undocumented units remaining as of today.
- **Total Remaining** – The total number of undocumented units for the entire authorization record.
- **Total Invoiced** – The total number of billed/invoiced units for the entire authorization record.

10. Click **UPDATE**. The insurance authorization record is saved and the updated *Certified Entitlements* page is displayed. The authorization record will display the insurance type, authorization number, required credentials, the billing type and specific procedure, the total authorized, the total remaining, and the effective and expiration dates of the authorization. Additional information is also displayed in this table for those records set to use the Cascading Authorizations functionality.

    The "Total Remaining" value is calculated by AWARDS based on documentation that meets the requirements of the authorized procedures.

    For configured billing types, a consumer may have separate authorizations for multiple procedures. To enter additional authorization records at this time, click Add New Authorization and repeat steps 8 through10 as needed.

The process of working with BillingBuilder insurance authorizations is now complete.

CALCULATING REMAINING AND INVOICED AUTHORIZED PROCEDURES/ UNITS FOR BILLINGBUILDER AUTHORIZATIONS

TOTAL REMAINING

AWARDS adjusts the total remaining figure for an authorization record when a service has been documented (entered), updated, or deleted. If the authorization record recalculation does not happen immediately, it means that it has been added to the recalculation queue in AWARDS and a "(Pending Calculation)" label will be added to the Total Authorized column until the process has finished.

For example, if a consumer is authorized for a procedure that requires a face to face progress note with a minimum duration of 30 minutes and a progress note is written that meets these requirements, AWARDS will subtract 1 from the total authorized.

This deduction will take place **even if no invoice is generated** for that consumer for that procedure. The purpose of this is to provide an accurate count of remaining authorized procedures as services are delivered, even if invoices for the services are not created until a later date.

If Units is selected as the item being authorized, the **Units of Service** field located on the second procedure configuration page is used to determine the number of used/remaining authorizations, along with services documented.

TOTAL INVOICED

AWARDS adjusts the total invoiced column data as invoices related to the consumer's authorization are posted to A/R. Invoices will no longer be generated, and the "Total Invoiced" value will stop incrementing, once the allowed number of procedures or units has been reached.

WORKING WITH NON BILLINGBUILDER INSURANCE AUTHORIZATIONS

The "Non BillingBuilder Insurance Authorizations" portion of Certified Entitlement records can be used to record authorization information that is not connected to the BillingBuilder. An agency may want to use this feature if they do not use the BillingBuilder, or if they have programs for which they are not using the BillingBuilder. Authorizations entered here do not connect to the BillingBuilder in any way, and the data entered here will not count down based on documentation entered into AWARDS. The process for entering and updating non BillingBuilder insurance authorization records is the same as that for other certified entitlements, including BillingBuilder Insurance Authorizations, as described here. During the data entry process, the content of each record should be configured as follows:

- **Insurance Type –** Click this drop-down arrow and select the insurer associated with the authorization.

- **Authorization Number –** In this field type or make changes to the prior authorization number provided by the insurer/payer.

- **Effective** and **Expires** - In these fields type the effective date and expiration dates for the authorization, or use the date pickers to the right.

  Users with the weekly "Entitlement Recertification Audit Messages" permission will receive reminder messages when an authorization is set to expire within 31 days.

- **Total Authorized –** In this field enter or make changes to the total number of authorized units or procedures for the authorization record.