Employee Health and Occupational Medicine Authorization Tracking

Administration and User Guide, Version 11

May, 2021

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Overview

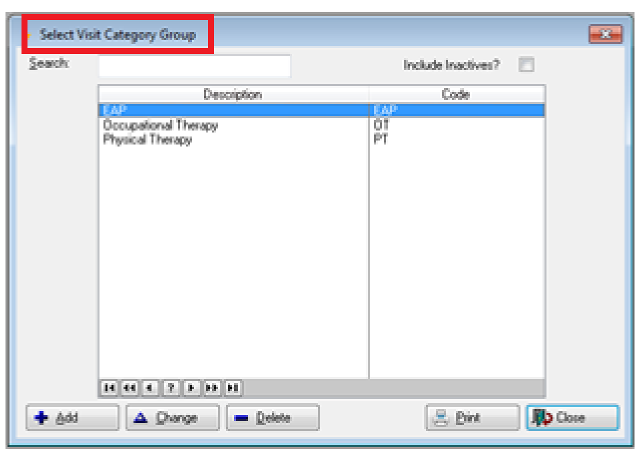
The software allows clients to enter an authorization, notify the user of how much of the authorization has been used, and alert the user when the authorization is nearly exhausted. An authorization is defined as the approved type of service with either a specific quantity of services allowed, and/or a specific period of time in which the client may provide services to an employee/patient.

Setup

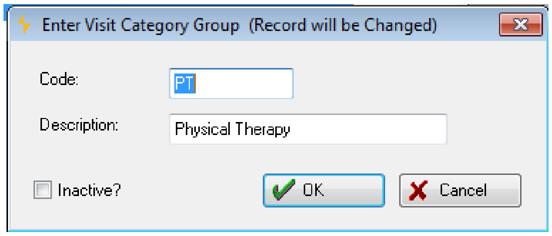
Group Visit Categories

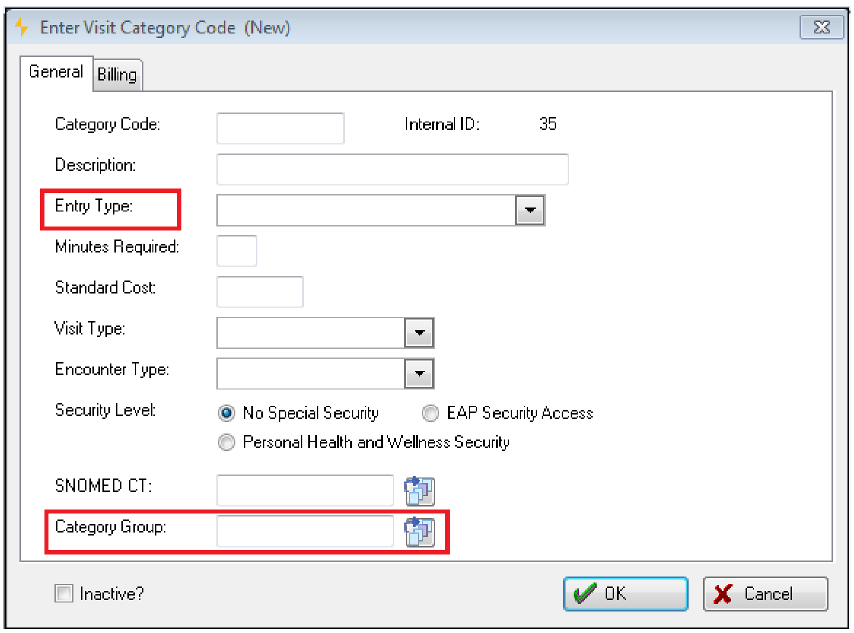
The application provides a way to group *Visit Categories* together when there is more than one *Visit Category* for a special skilled level. In some cases, a client will have multiple *Visit Categories* for *Physical Therapy* (PT initial, PT follow-up). For authorization tracking and reporting, there is a need to group these *Visit Categories* together. The software has been modified to allow a *Category Grouping code* to be defined and attach this code to the *Visit Category.*

From **Setup & Admin**, **Medical Codes**, a new option for *Visit Category Grouping Codes* has been added. Selecting the *Visit Category Grouping Codes* option presents the user with a window that displays all defined *Visit Category Grouping Codes* and will allow the user to select to *Add, Change, or Delete* codes.



When users select *Add* or *Change* a *Category Grouping Code* the following window will display. The code and description are required.



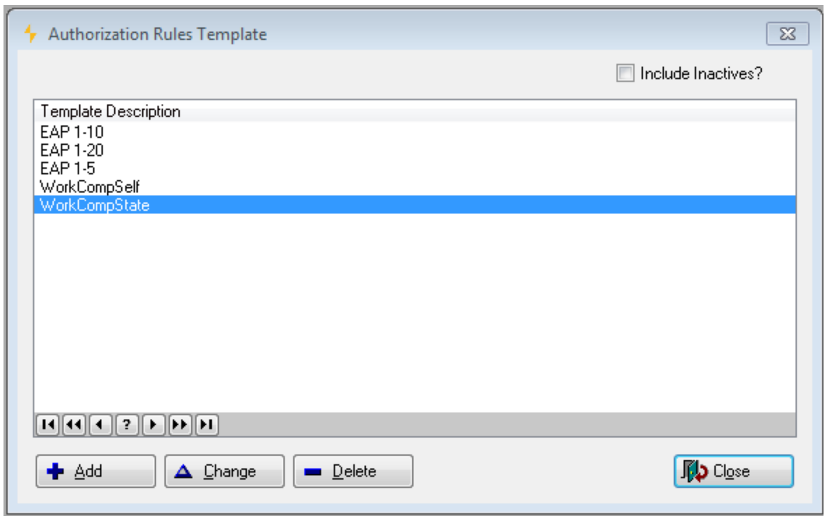


Once the Category Grouping has been defined, The *Visit Category Code* window will add a new data entry field for *Category Grouping* that will pull from the new table described above.

Define the Authorization Rules Template

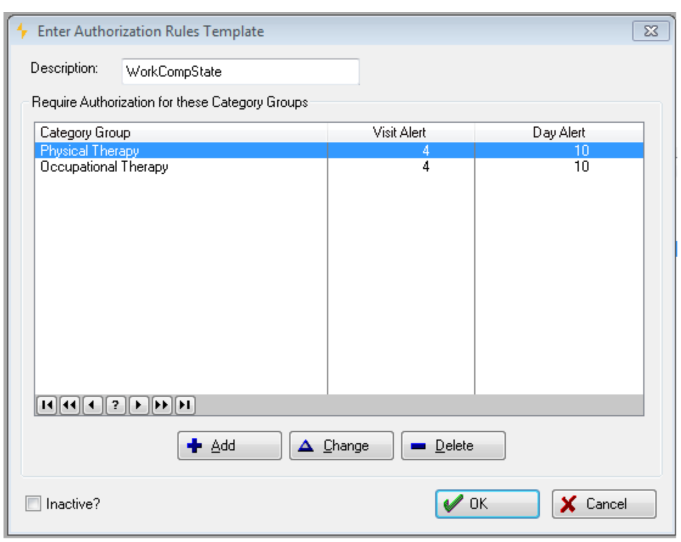
The application allows the user to define *Authorization Rules Templates* and then attach those to the *Payers* that require *Authorizations* so that the system knows what *Category Groupings* require *Authorizations* and what the number of visits and days threshold is.

<u>The Authorization Rules Template</u>

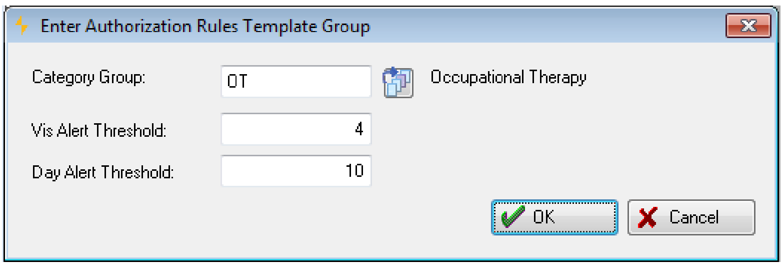


The initial window lists all the currently defined templates. The user may *Change* an existing template or *Add* a new template. Editing is done by selecting the desired template and selecting the *Change* button.

To add, select the *Add* button.

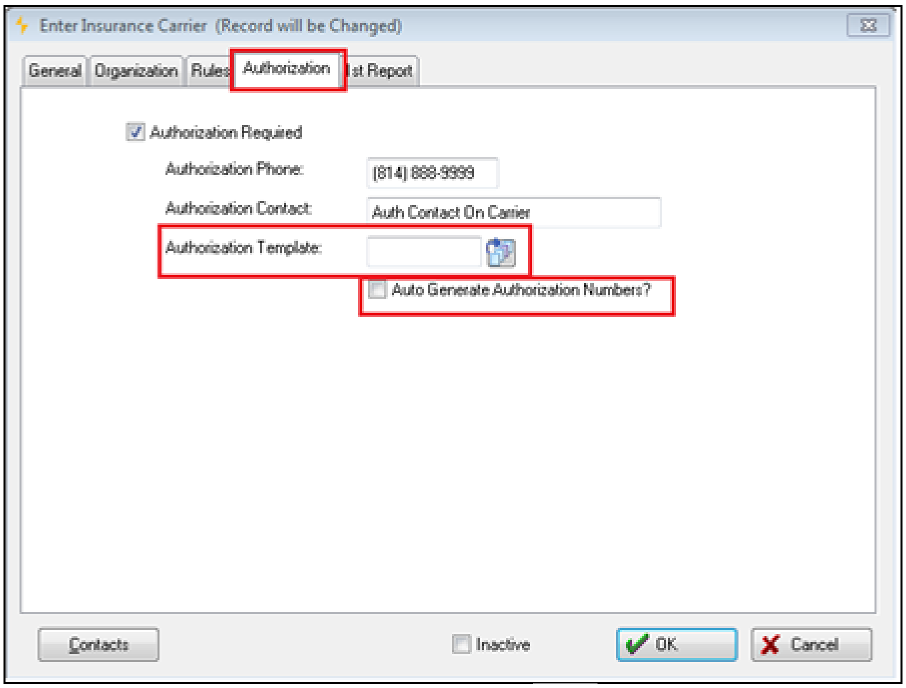


Add or *Change* buttons will open the same window. This window allows the user to add a new *Category Grouping* and associated thresholds or change an existing *Category Grouping* and associated thresholds.

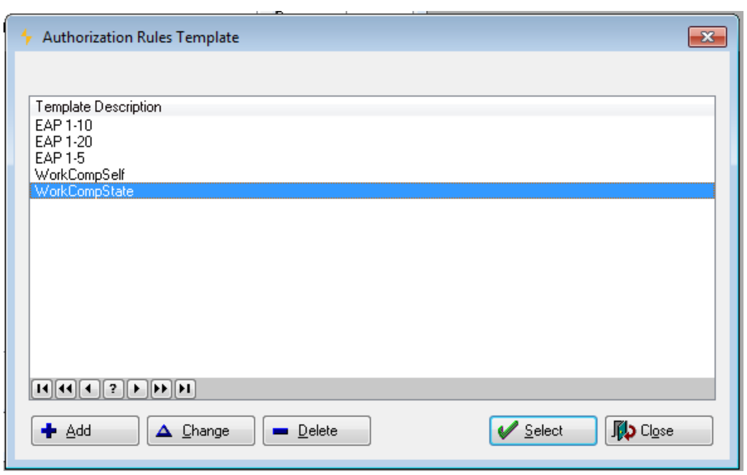


Attach the Template to the Carrier

Once all of the templates are defined, the next step is to attach that template to the *Carrier (Payer*). This is accomplished through a new tab called AUTHORIZATION. On this tab will be the *Authorization Required* checkbox (formerly on the RULES tab); if that checkbox is checked, the user may select a template.



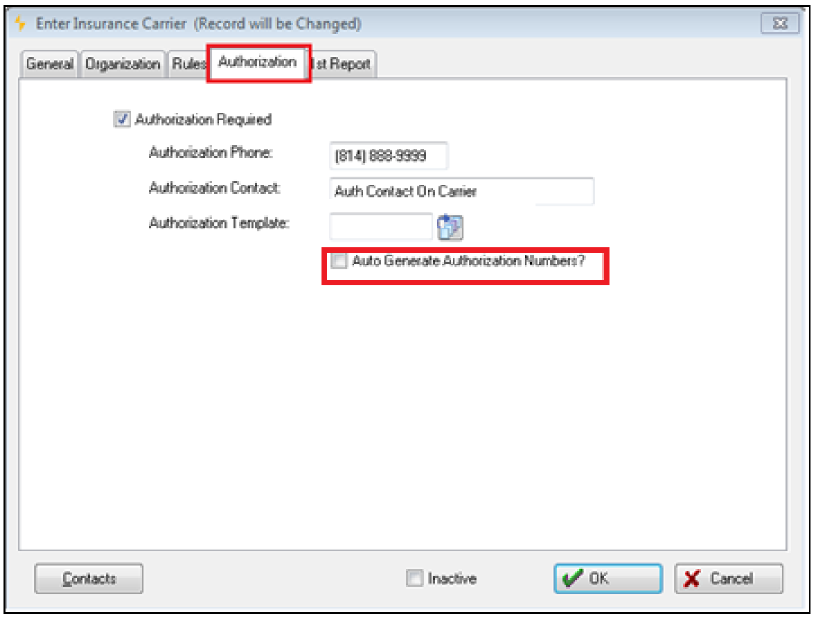
To select a template, the user will click the  icon which will launch the following window:



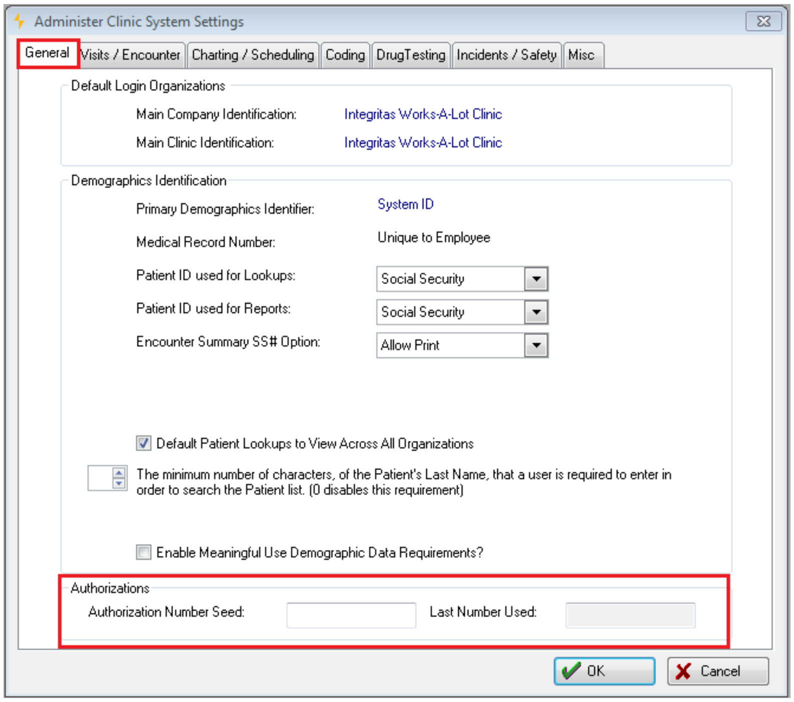
Users may select from the list to attach the *Authorization* to a *Carrier.*

Parameters

The application has a parameter that allows the system to be setup to auto-generate *Authorization ID's,* accommodating clients that issue Authorizations to contracted providers.



The software has an option on the [Enter Insurance Carrier] window that can be toggled off or on to control whether to auto-generate *Authorization Numbers*, when entering a new *Authorization.*



Authorization Number Seed - The system also allows the client to establish the next *Authorization Number* to assign. This is a system parameter. When generating the *Authorization Number*, the system will use the next available *Authorization Number* and will update the seed. This functionality is commonly used when a new client has been tracking *Authorization Numbers* prior to using the software and wants to continue with the established sequence.

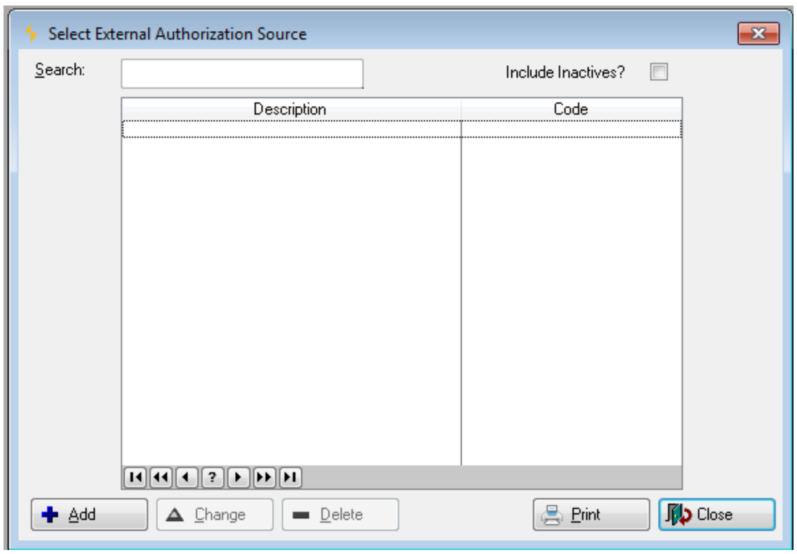
Last Number Used – This field is “Display Only” and reflects the last authorization number assigned in Agility

Define External Sources

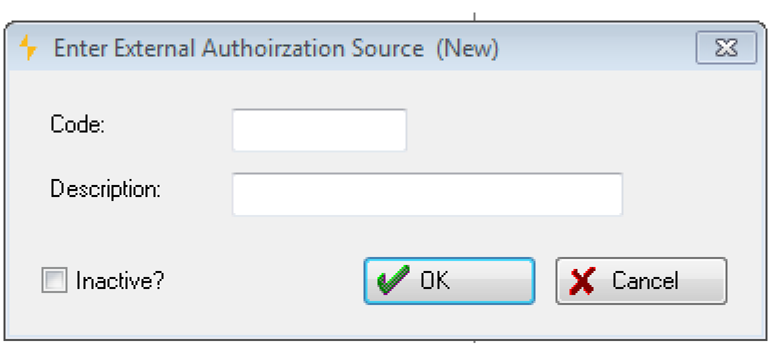
The software allows users to define external sources that issue Authorizations so that when recording the Authorization in the system the *External Source* is recorded as well.

To add an *External Source*:

Select **Setup & Admin**, **Protocols/Profiles.**
Select a new entry of **Authorization External Sources**.



Users may *Add*, *Change*, or *Delete* an *External Authorization Source* code. For the *Add* or *Change* function, use the following window:

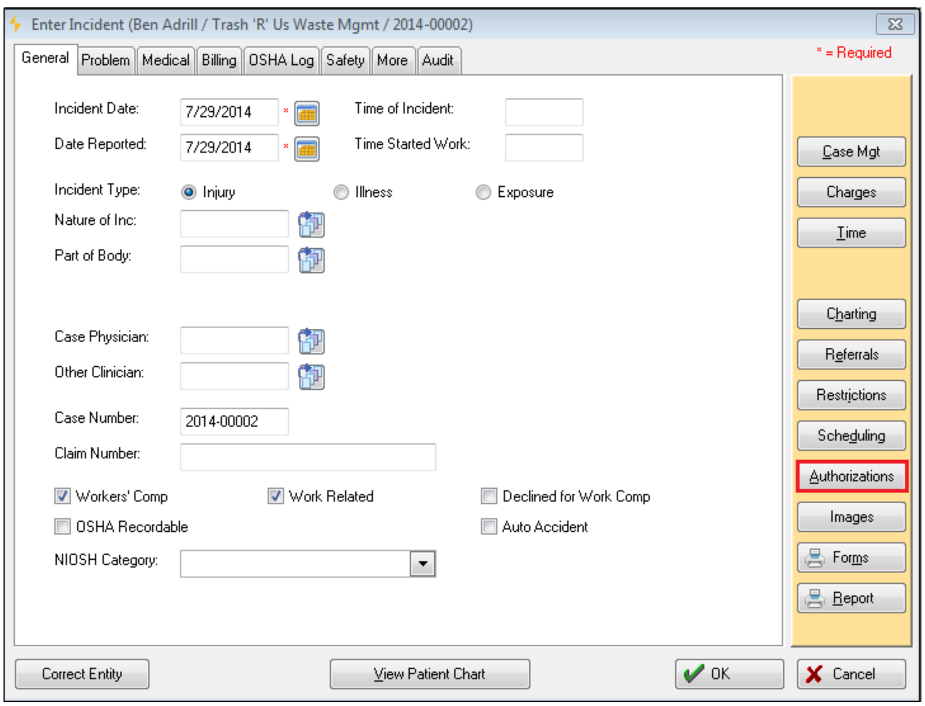


Authorization Entry

Enter the Authorized Number of Services and the Authorized Date Range

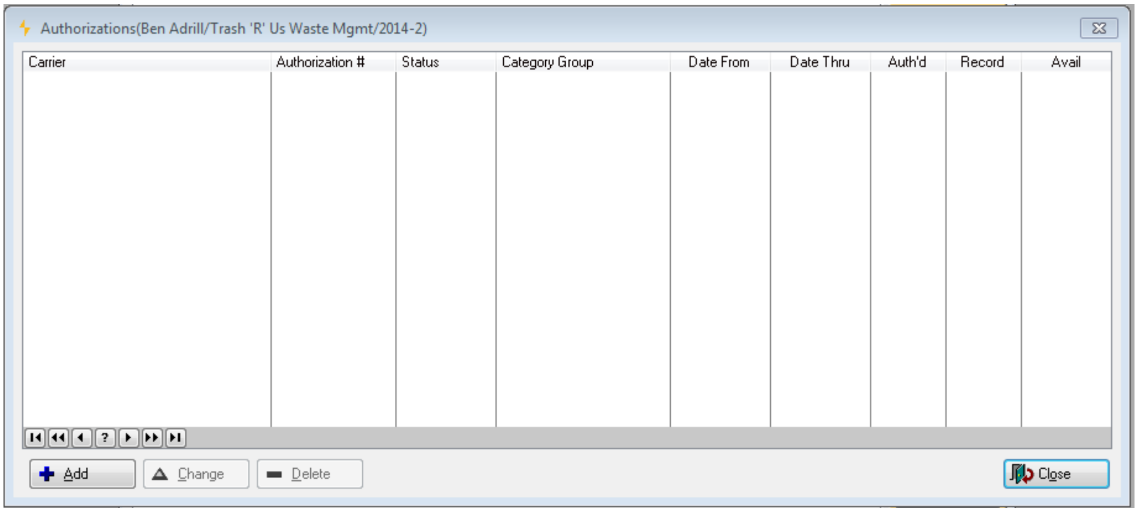
The software now allows users to enter the *Authorized Number of Services and the Authorized Date Range* so that the system may notify the user regarding *Authorization* usage and the alert the user when that usage is exhausted or near exhaustion so that the client is providing only services that are contracted.

Incident Entry Window



The *Authorization* button will display a window that lists all of the *Authorizations* for the selected employee/patient, for the selected company.

Authorization Window



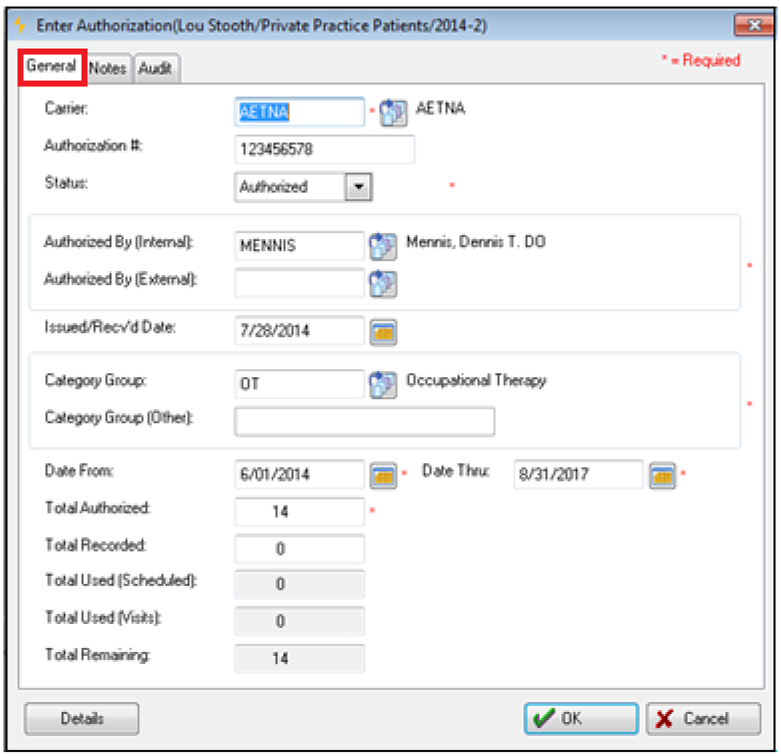
- The list box displayed on the window displays the **Authorization** rows for the selected employee/patient incident, for the selected company. The default sort order on the list box is by *Carrier*, *Category Grouping*, *Date From.* Users may re-order the rows in the list box by clicking on the *Column Header.*
- The first column in the list box displays the **Carrier Description**.
- Next column displays the **Authorization ID**.
- Next column displays the **Authorization Status Description** (not the code).
- Next column displays the **Category Grouping** description. If the **Category Grouping** is blank, the system will display a blank value in this column.
- Next column displays the **Authorization From Date** in MM/DD/YYYY format.
- Next column displays the **Authorization Thru Date** in MM/DD/YYYY format.
- Next column displays the **Total Number of Authorized Services.**
- Next column displays the **Total Authorizations Recorded.**
- Next column displays the **Total Number of Services Available.**
- The **Add** button is always enabled. Selecting the *Add* button will cause the [Enter Authorization] window to display.
- The **Change** button is only enabled when a row is selected in the list box. Selecting the *Change* button causes the [Enter Authorization] window to be displayed with the selected row visible and abled to be edited.
- The **Delete** button is only enabled when a row is selected in the list box. Selecting the *Delete* button will cause a *Delete Confirmation* window to be displayed and will force the user to confirm that they want to delete a particular *Authorization*. If the

Delete is confirmed, the *Authorization* will be removed, and all scheduled appointments and visits will have the link to the *Authorization* removed.

Enter Authorization Window

To enter a new *Authorization*, users must select Add in the [Authorization] window and the [Enter Authorization] window will display.

To change an existing Authorization, users must select the row to change and then select *Change* on the [Authorization] window and the [Enter Authorization] window will display.

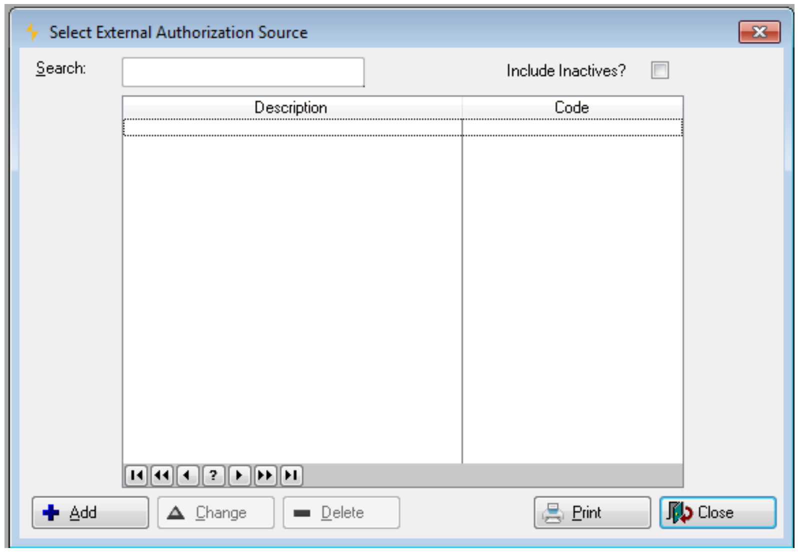


Note: the window bar contains the *Patient Name*, *Company Name*, and the *Incident Number*.

<u>Enter Authorization - GENERAL tab</u>

- **Carrier**– This field is required, and users may choose to select the *Carrier* from a lookup that contains all of the *Carriers* defined. If there is only one *Carrier* defined on the *Incident*, the software will default to that *Carrier*. Users may change the defaulted value.

- **Authorization #**: This field is a 20-character identifier for the *Authorization*. When users are adding an *Authorization* on this window, the system will auto-generate the *Authorization Number* based on a system parameter (described above) which is set to "on" and a *Seed* value that specifies the last used number. The user may NOT edit the auto-generated *Authorization Number*. This number does not need to be unique, and it is not required.
- **Status** – this is a dropdown list that contains the following values: *Pending, Authorized, Withdrawn, Denied,* and *Locked*. Status is required. When editing this information on the window, if the user changes the status to *Withdrawn* or *Denied* and there are **appointments** assigned to this authorization, the system will display an alert to the user stating *"Warning. Appointments are scheduled against this Authorization. Appointments may need to be cancelled."* If there are **visits** assigned to this *Authorization*, the system will display an alert to the user stating: *"Warning. Visits recorded against this Authorization. Visits will need to be reviewed."* If there are **both appointments and visits** assigned to this *Authorization*, the system will display an alert to the user stating "*Warning. Appointments are scheduled against this Authorization. Appointments may need to be cancelled. Also, visits recorded against this Authorization. Visits will need to be reviewed."* A status of *Locked* will cause the *Authorization* to "freeze". The software will not remove the *Authorization* from any appointments/visits that have this *Authorization* assigned to it.
- **Authorized By (internal)** - This is a lookup associated with the *Provider* table which will allow the user to select a *Provider*. The user must enter either an *Authorized By Internal*, or an *Authorized By External* if the authorization status is not "*Pending*".
- **Authorized By (external)** - This is a lookup associated with the *Provider* table which will allow the user to select a *Descriptor* of who provided the *Authorization*. This table needs to be constructed by the client and is described in the section **Define External Sources**. When selecting the table lookup icon, the following window will display showing the *Defined External Sources* and will allow the user to select from the list.



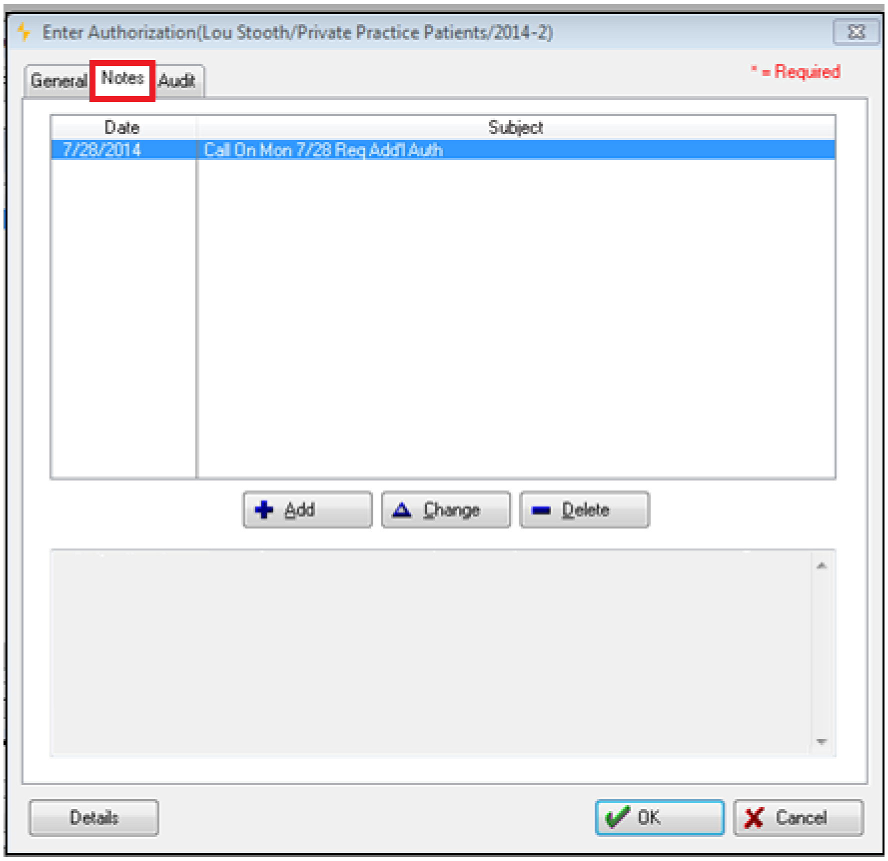
The user must enter either an *Authorized By Internal*, or an *Authorized By External* if the authorization status is not *"Pending"*.

- **Issued/Recv'd Date** –This field represents the date when the *Authorization* was recorded. It will default to the current date and it is required.
- **Category Grouping** – This field is the *Visit Category Grouping,* and it **is not required.** The user may click the lookup table icon to select the *Category Grouping*. To the right of the icon the description of the *Category Grouping* is displayed. The user must enter either a *Category Grouping* or must enter something in the *Category Group* (*Other)* field. When the *Category Grouping* is empty, the system will not record this *Authorization* to a visit, and therefore the *Total Used (Scheduled) and the Total Used (Visits)* fields will not be updated.
- **Category Group (Other)** – This field is meant to describe *Authorizations* that are not related to a *Visit Category Grouping.* These types of *Authorizations* could be for tests (MRI), or a change to diagnosis. When the *Category Grouping* is empty, the system will not record this *Authorization* to a visit, and therefore the *Total Used (Scheduled)* and the *Total Used (Visits)* fields will not be updated. The user must enter either a *Category Grouping* or must enter something in the *Category Group (Other*) field.
- **Date From** –This field represents the date that the *Authorization* starts. The system does not default a value. The *Date From* must be a valid date and must be less than or equal to the *Date Thru* value. It is a required field.
- **Date Thru**–This is the date that the *Authorization* ends. The system does not default a value. The *Date Thru* must be a valid date and must be greater than or equal to the *Date From* value. It is a required field.
- **Total Authorized** – This field is the *Number of Services* that are covered by this *Authorization.* Valid values are 1 – 999999. This field can be edited. It can be

increased or decreased. However, if there is an appointment or a visit associated with this authorization, then this number cannot be decreased. It is a required field.

- **Total Recorded** –This field should only have a value entered when there are authorized visits occurring outside of the product, and the user wants to record that. This number will decrease the *Number of Services* that can be covered in the software with this *Authorization*. The number entered here cannot be greater than the *Total Remaining*. It is a not required field.
- **Total Used – Sched'd** – Users cannot enter/edit this value because it is calculated. This represents the *Number of Scheduled Appointments* that have not been completed that are covered by this *Authorization.*
- **Total Used – Visits** - Users cannot enter/edit this value because it is calculated. This represents the *Number of Completed Visits* that are covered by this *Authorization.*
- **Total Remaining** – Users cannot enter/edit this value because it is calculated. This number can become negative if the Total Recorded authorizations is greater than the Total Authorized.

Enter Authorization - NOTES tab



The NOTES tab is a list box that allows multiple notes to be attached to an *Authorization*. The list box will contain a column for *Date* (represents the date the note was entered), a column for *Subject* (entered by the user). It will list all attached notes in *Date* descending order.

- **The Preview Panel** at the bottom will display the complete message so that the user may review by selecting the *Note* in the top list box.
- **Add button** – This button will allow the user to enter a new *Note* attached to the *authorization*. The [Enter Authorization Notes] window is displayed when a note is selected to be added and the user clicks *Add.*
- **Change button** – This button is enabled only when a specific row in the list box is selected. The [Enter Authorization Notes] window is displayed when a note is selected to be updated and the user clicks *Change*.
- **Delete button** – This button is enabled when a specific row in the list box is selected. Selecting the *Delete* button will cause a *Delete Confirmation* window to be displayed and will force the user to confirm that he wants to delete a particular *Authorization Comment*.

- **Details Button** – This button will display a window which allows the user to view all of the schedules/visits that are covered by this *Authorization* (see [Manage Authorization Appointments and Visits] window). This button is enabled only when an *Authorization Note* is being updated.
- **Ok button** – This button will validate the entered data and save it to the database, if no errors are found. When the user adds/updates/deletes an *Authorization*, the system updates appointments and visits that already exist in the database to either assign or un-assign (in the case of a change or delete action) the *Authorization*. If the user changes the status of the *Authorization* to *Denied* or *Withdrawn* <u>and</u> there are appointments and/or visits assigned to this *Authorization*, the system will remove the *Authorization* from those appointments and visits.
- **Cancel button** – This button closes the window and returns to the calling window.

NOTE:

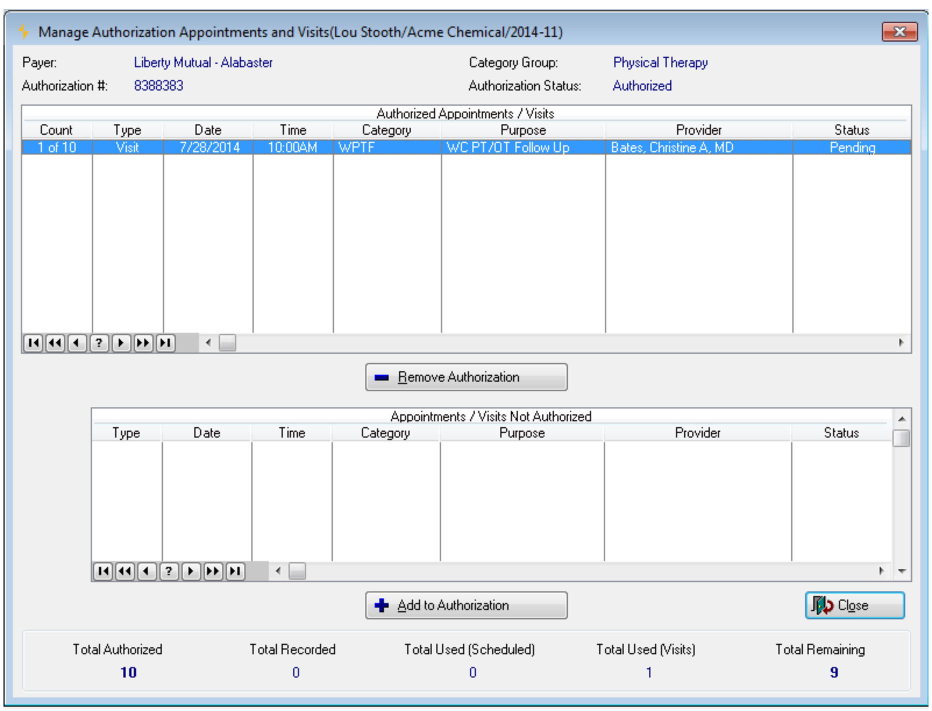
- For edits involving an *Authorization* where the *Authorization* exists and has been assigned to schedules and/or visits, users may increase the *Number of Authorizations* but may not decrease them. Additionally, users may change the *Date Thru* to an extended period but may not change the *Date From*.
- If a visit or appointment is added and saved as a scheduled one, but not yet authorized, the system will determine if the visit falls within the criteria of the *Authorizations.* If it does, the software will automatically authorize the visit.
- If the *Status* of an appointment is changed to *Canceled*, *No Show*, or *Walk Out*, the *Authorization* is re-cycled, and the number remaining is increased by one.

Manage Authorization Appointments and Visits

This window is initiated by the user selecting the *Details* button on the **[Enter Authorization]** window, NOTES tab. The list box on the top portion of the window will display all schedules (that are not linked to visits) and visits that have been assigned this *Authorization*. No changes can be made to the data on this window; it is for display purposes only. The list box on the bottom portion of the window will display all appointments/visits that have not been assigned an *Authorization* number, but fit the criteria of this authorization (I*ncident, Category Grouping* and *Date*). Users will have the ability to remove *Authorizations* and assign *Authorization* (if the total remaining is greater than zero).

Removing the *Authorization* from an appointment or the visit does not mean that the software will not try to assign an *Authorization* to it in the future.

Removing an *Authorization* using this screen simply removes it from the selected appointment in the top list box; the *Authorization* is recycled and available to be used again, assuming the approved number is not exhausted, and the date range is valid.



NOTE: the window bar contains the *Patient Name*, *Company Name*, and the *Incident Number*.

- **Payer** – This field displays the *Payer* selected on the *Authorization*
- **Authorization #** - This field displays the *Authorization number.*
- **Category Grouping**– This field displays the *Category Grouping Description*.
- **Authorization Status** – This field displays the *Status* of this *Authorization*.

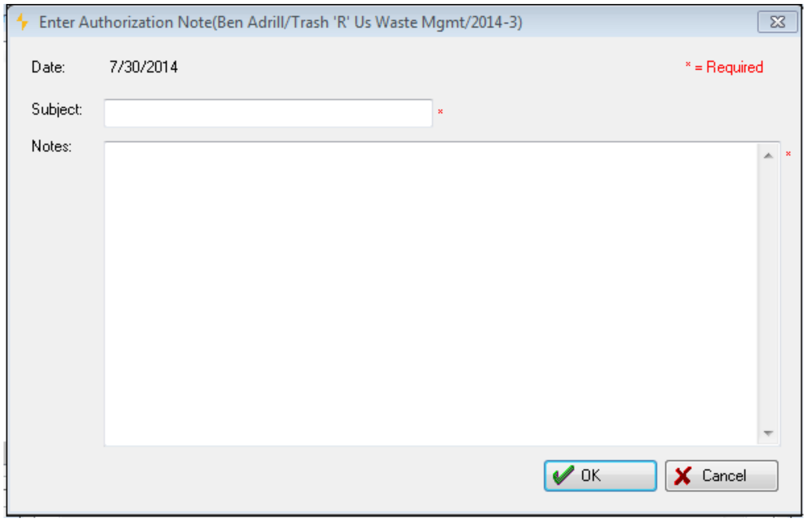
<u>Upper List Box</u>:

- The upper list box will show all schedules (that are not linked to visits) and visits that have been assigned this Authorization. Data is ordered by the *Visit Date* and *Start Time* of the visit.
- First column displays *x of y,* where *x* is a counter that starts with 1 and y is the *Total Authorized* count on the *Authorization.*
- **Type** – This column displays if the item is a scheduled or actual visit.
- **Date** - This column displays the *Date* of the scheduled/actual visit in MM/DD/YYYY format.
- **Time** - This column displays the *Start Time* of the scheduled/actual visit in HH:MMxx format, where xx is either AM or PM.
- **Category** - This column displays the *Category* on the scheduled/actual visit.
- **Purpose** - This column displays the *Purpose* from the scheduled/actual visit
- **Provider** - This column displays the name of the *Provider* on the scheduled/actual visit in First, MI, Last format.
- Status - This column displays the *Status* of the scheduled/actual visit.
- **Remove Authorization** button – This button allows the user to select a row from the top list box and remove the *Authorization*. This will cause the scheduled/actual visit to be removed from the top list box and to be placed in the lower list box. Also, the number of *Total Used* will be decreased by 1 and the number of *Total Remaining* will be increased by 1.

<u>Lower List Box</u>:

- The lower list box will display any schedules/appointments that have not been authorized which could be covered by this *Authorization*. "Covered by" in this context means visit falls within the defined *Date Range* and matches the *Incident* and *Visit Category Grouping*.
- **Type** - This column displays if the item is a unauthorized scheduled or actual visit
- **Date** -This column displays the *Date* of the unauthorized scheduled/actual visit in MM/DD/YYYY format
- **Time** - This column displays the *Start Time* of the unauthorized scheduled/actual visit in HH:MMxx format, where xx is either AM or PM.
- **Category** - This column displays the *Category* on the unauthorized scheduled/actual visit.
- **Purpose** - This column displays the *Purpose* from the unauthorized scheduled/actual visit.
- **Provider** - This column displays the name of the *Provider* on the unauthorized scheduled/actual visit in First, MI, Last format.
- **Status** - This column displays the *Status* of the unauthorized scheduled/actual visit
- **Add to Authorization** button – This button allows the user to manage which scheduled/actual visit will be assigned an *Authorization* number. This is done by selecting the row and then selecting the scheduled/actual visit that should receive the *Authorization*. This will cause the scheduled/ actual visit to be removed from the bottom list box and be placed in the upper list box. Also, the number Total Used will increase by 1 and the Total Remaining to decrease by 1.
- **NOTE:** This number can become negative if the Total Recorded authorizations is greater than the Total Authorized.
- **Close** button – This button will *Close* the window and pass control back to calling window.

Enter Authorization Note



Note: the window bar contains the *Patient Name*, *Company Name*, and the *Incident Number*.

This window is initiated by the user selecting the *Add* or *Change* button on the [**Enter Authorization]** window on the NOTES tab. If the user selects *Add*, the system will allow the entry of a new note. If the user selects *Change*, the system will allow the user to edit the subject and notes.

- **Date** – This field cannot be changed; it is the *Date* that the note was added. It is displayed in MM/DD/YYYY format.
- **Subject** – This field describes the *Subject* of the note and it is required. Users may enter up to 50 characters of text.
- **Note** – This field allows users to enter the *Notes* that are pertinent to the *authorization.*
- **OK button** – This button will validate that all required data is present and will save the data to the database, if no errors are found.
- **Cancel button** - This button will discard any changes made to the data and will return control back to the calling window.

Authorization Notification

Notification of Authorization Usage when Entering New or Modifying Appointments /Visits

The software notifies the user of the *Authorization* usage when entering new appointments/visits or modifying appointments/visits. The system also alerts the user when the *Authorization* usage is exhausted or near exhaustion to ensure that the client is providing only services that are contracted. This affects all windows where an appointment can be scheduled and maintained and all windows where a visit can be scheduled and maintained.

- When users enter the information for a new visit or new appointment, as soon as they have entered a *Date, Time*, and a *Category,* the system will verify if an *Authorization* is required. If an *Authorization* is required, the system will then calculate to see if there is an *Authorization* that covers this visit/appointment. The calculation considers all *Authorizations* that are authorized for the *Date* of the visit, and for the *Category Grouping* of the visit.
- *Authorizations* that have a status of *Withdrawn* or *Denied* are ignored and are not assigned to the appointment/visit.
- When entering a new visit/appointment, the system ignores any *Authorizations* that have a *Status* of *Locked*. When editing a visit/appointment, if the currently assigned *Authorization* has a *Status* of *Locked*, the *Locked Authorization* will be examined further to verify if it still covers the edited visit/appointment. If the *Authorization* is still valid for the visit/appointment, then the *Authorization* will stay assigned. If it is no longer valid, the *Authorization* will be removed, and the software will look for another *Authorization* to cover it.
- Any *Authorization* (regardless of *Status*) that has a blank *Category Grouping* is ignored and is not assigned to the appointment/visit. For each of those *Authorizations*, the application will ensure that all scheduled/actual visits meet the definition of the *Authorization*. It is possible that there is a scheduled visit that could go from authorized to unauthorized when adding this visit.

Special Handling for Overlapping Authorizations

It is possible to have overlapping *Authorizations* (i.e. same *Payer*, same *Category Grouping*, overlapping dates). If the visit/appointment could be covered by multiple *Authorizations*, the system will use the *Authorization* with the earlier issued/received date.

For the *Authorization Alert Checking*, the system will review only the *Authorization* that the appointment/visit is associated with. The *Visit x of y Counts* will only be reflective of that one Authorization and not multiple *Authorizations* – that is, if the appointment/visit falls within overlapping *Authorizations*.

- Once it is known whether the visit/schedule will be authorized, the system will set the new *Authorization* button to RED if the visit requires an *Authorization* and one is not found, or one is found but has been exhausted (*Authorization Count* used up). If an *Authorization* is not required, the *Authorization* button will be invisible. For all other conditions, the button will appear as all other buttons. If the user selects the *Authorization* button, the ***A**uthorization* window (shown above) will display and will allow the user to add/update/view the *Authorizations* that exist.
- If the visit/appointment does not require an *Authorization*, no message will be displayed, and the system will set the *Authorization* button invisible.
- If the visit/appointment does require an *Authorization* and one is found and is not exhausted, the system will determine if it is within the alert thresholds defined on the *Carrier.* The system will look at the Number of Remaining Visits. If the Number of Remaining Visits is less than or equal to the *Threshold Limits* on number of visits defined by the *Carrier* (factoring in *Effective Dates* and *Category*) an alert message must be displayed (see table below for details on the message).

  The system will now consider the remaining days on the *Authorization*. If the difference between the *Current Date* and the Thru Date of the *Authorization* is less than or equal to the *Threshold Limits* on number of days defined by the *Carrier* (factoring in *Effective dates* and *Category*) an alert message will be displayed (see table below for details on the message).

  If both conditions described above exist (over *Threshold Limits* for days and visits), an alert message will be displayed (see table below for details on the message).

  If the visit/appointment requires an *Authorization* and one is found and the *Alert Checks* above were not met, the system will display a message that informs the user of the *Visit Number* and the *Total Number of Authorized Visits* (see table below for details on the message).

Authorization Tracking

• Condition	Authorization Button	Alert Message	Alert Color
No Authorization Required	Invisible	No Message	N/A
Authorization Required, but no authorization found	Enabled - Red	NOT AUTHORIZED (Red)	Red
Authorization required and authorization exists with a status of “Authorized” and authorized visits and remaining visits greater than defined visit alert and date difference between today and authorization thru date greater than defined days alert	Enabled Gray w/ black lettering	Authorized - xxx of yyy (Green)	Green
Authorization required and authorization exists with a status of “Authorized” and with authorized visits and remaining visits less than or equal to defined visit alert and data difference between today authorization thru date less than or equal to defined days alert	Enabled Gray w/ black lettering	Authorized - xxx of yyy (9 visits / 99 days Remaining)	Red
Authorization required and authorization exists with a status of “Authorized” and with authorized visits and remaining visits less than or equal to defined visit alert and data difference between today authorization thru date greater than defined days alert	Enabled Gray w/ black lettering	Authorized - xxx of yyy (9 visits Remaining)	Red
Authorization required and authorization exists with a status of “Authorized” and with authorized visits and remaining visits greater than defined visit alert and data difference between today authorization thru date less than or equal to defined days alert	Enabled Gray w/ black lettering	Authorized - xxx of yyy (99 days Remaining)	Red
Authorization required and authorization exists with a status of “Pending” and authorized visits and remaining visits greater than defined visit alert and date difference between today and	Enabled Gray w/ black lettering	Pending Authorization - xxx of yyy (Green)	Green

authorization thru date greater than defined days alert			
Authorization required and authorization exists with a status of "Pending" and with authorized visits and remaining visits less than or equal to defined visit alert and data difference between today authorization thru date less than or equal to defined days alert	Enabled Gray w/ black lettering	Pending Authorization - xxx of yyy (9 visits / 99 days Remaining)	Red
Authorization required and authorization exists with a status of "Pending" and with authorized visits and remaining visits less than or equal to defined visit alert and data difference between today authorization thru date greater than defined days alert	Enabled Gray w/ black lettering	Pending Authorization - xxx of yyy (9 visits Remaining)	Red
Authorization required and authorization exists with a status of "Pending" and with authorized visits and remaining visits greater than defined visit alert and data difference between today authorization thru date less than or equal to defined days alert	Enabled Gray w/ black lettering	Pending Authorization- xxx of yyy (99 days Remaining)	Red

NOTE: If the *Status* of an appointment is changed to *Canceled*, *No Show*, or *Walk Out*, the *Authorization* is re-cycled and the number remaining is increased.

Alert Messages, depending on the condition, will display at the bottom of the [Enter Visit] window and the [Enter Appointment] window.

Notification of Authorization Usage when Entering Follow-Up Appointments/Visits

The software will notify the user of the *Authorization* usage when entering a *Follow-Up Appointment* so that the system alerts the user when the *Authorization* usage is exhausted or near exhaustion. This is to ensure that the client is providing only services that are contracted.

- When users enter the information for a *Follow-up Appointment*, as soon as they have entered a *Date*, *Time*, and *Category*, the application will verify if an *Authorization* is required. If an Authorization is required, the system will then calculate to verify there is an *Authorization* that will cover this appointment.
- The calculation will need to consider all *Authorizations* that match on the expected *Payer* which are authorized for the *Date* of the visit, and for the *Category* of the visit. *Authorizations* that have a status of *Withdrawn* or *Denied* are ignored and are not assigned to the appointment/visit.
- Any *Authorization* (regardless of *Status*) that has a blank *Category Grouping* is ignored and is not assigned to the appointment/visit. For each of those *Authorizations*, the application will ensure that all schedules/visits meet the definition of the *Authorization*. It is possible that there is a schedule that could go from authorized to unauthorized when adding this visit.

Special Handling for Overlapping Authorizations

It is possible to have overlapping *Authorizations* (i.e. same *Payer*, same *Category Grouping*, overlapping dates). If the visit/appointment could be covered by multiple *Authorizations*, the system will use the *Authorization* with the earlier issued/received date.

For the *Authorization Alert Checking*, the system will review only the *Authorization* that the appointment/visit is associated with. The *Visit x of y Counts* will only be reflective of that one Authorization and not multiple *Authorizations* – that is, if the appointment/visit falls within overlapping *Authorizations*.

- Once it is known whether the actual visit/scheduled visit will be authorized, the system will set the new *Authorization* button to RED if the visit requires an *Authorization* and one is not found, or one is found but has been exhausted (*Authorization Count* used up). If an *Authorization* is not required, the *Authorization* button will be invisible. For all other conditions, the button will appear as all other buttons. If the user selects the *Authorization* button, the ***A**uthorization* window (shown above) will display and will allow the user to add/update/view the *Authorizations* that exist.

- If the visit/appointment does not require an *Authorization*, the system will display no messages and set the *Authorization* button invisible.
- If the visit/appointment does require an *Authorization* and one is found and is not exhausted, the system will determine if it is within the alert thresholds defined on the *Carrier.* The system will look at the number of remaining visits. If the *Number of Remaining Visits* is less than or equal to the *Threshold Limits* on *Number of Visits* defined by the *Carrier* (factoring in *Effective Dates* and *Category*) an alert message must be displayed (see table below for details on the message).

  The system will now consider the remaining days on the *Authorization*. If the difference between the *Current Date* and the Thru Date of the *Authorization* is less than or equal to the *Threshold Limits* on number of days defined by the *Carrier* (factoring in *Effective dates* and *Category*) an alert message will be displayed (see table below for details on the message).

  If both conditions described above exist (over *Threshold Limits* for days and visits), an alert message will be displayed (see table below for details on the message).

  If the visit/appointment requires an *Authorization* and one is found and the *Alert Checks* above were not met, the system will display a message that informs the user of the *Visit Number* and the *Total Number of Authorized Visits* (see table below for details on the message).

• Condition	Authorization Button	Alert Message	Alert Color
No Authorization Required	Invisible	No Message	N/A
Authorization Required, but no authorization found	Enabled - Red	NOT AUTHORIZED (Red)	Red
Authorization required and authorization exists with a status of "Authorized" and authorized visits and remaining visits greater than defined visit alert and date difference between today and authorization thru date greater than defined days alert	Enabled Gray w/ black lettering	Authorized - xxx of yyy (Green)	Green
Authorization required and authorization exists with a status of "Authorized" and with authorized visits and remaining visits less than or equal to defined visit alert and data difference between today authorization thru date less than or equal to defined days alert	Enabled Gray w/ black lettering	Authorized - xxx of yyy (9 visits / 99 days Remaining)	Red
Authorization required and authorization exists with a status of "Authorized" and with authorized visits and remaining visits less than or equal to defined visit alert and data difference between today authorization thru date greater than defined days alert	Enabled Gray w/ black lettering	Authorized - xxx of yyy (9 visits Remaining)	Red
Authorization required and authorization exists with a status of "Authorized" and with authorized visits and remaining visits greater than defined visit alert and data difference between today authorization thru date less than or equal to defined days alert	Enabled Gray w/ black lettering	Authorized - xxx of yyy (99 days Remaining)	Red
Authorization required and authorization exists with a status of "Pending" and authorized visits and remaining visits greater than defined visit alert and date difference between today and authorization thru date greater than defined days alert	Enabled Gray w/ black lettering	Pending Authorization - xxx of yyy (Green)	Green
Authorization required and authorization exists with a status	Enabled Gray w/ black lettering	Pending Authorization - xxx	

of "Pending" and with authorized visits and remaining visits less than or equal to defined visit alert and data difference between today authorization thru date less than or equal to defined days alert		of yyy (9 visits / 99 days Remaining)	Red
Authorization required and authorization exists with a status of "Pending" and with authorized visits and remaining visits less than or equal to defined visit alert and data difference between today authorization thru date greater than defined days alert	Enabled Gray w/ black lettering	Pending Authorization - xxx of yyy (9 visits Remaining)	Red
Authorization required and authorization exists with a status of "Pending" and with authorized visits and remaining visits greater than defined visit alert and data difference between today authorization thru date less than or equal to defined days alert	Enabled Gray w/ black lettering	Pending Authorization- xxx of yyy (99 days Remaining)	Red

NOTE: If the *Status* of an appointment is changed to *Canceled*, *No Show*, or *Walk Out*, the *Authorization* is re-cycled, and the number remaining is increased.

Alert Messages, depending on the condition, will display at the bottom of the [Follow-Up Schedule] window.

Remove Authorizations from Appointments

The software will remove *Authorizations* from appointments when the *Status* on an appointment is updated to *Canceled*, *No Show* or *Walk-Out* because services were not rendered. An *Authorization* will not be assigned when the *Status* of the appointment is any of those listed.

NOTE: If the *Status* of an appointment is changed to *Canceled*, *No Show*, or *Walk Out*, the *Authorization* is re-cycled, and the number remaining is increased.

Calendar view

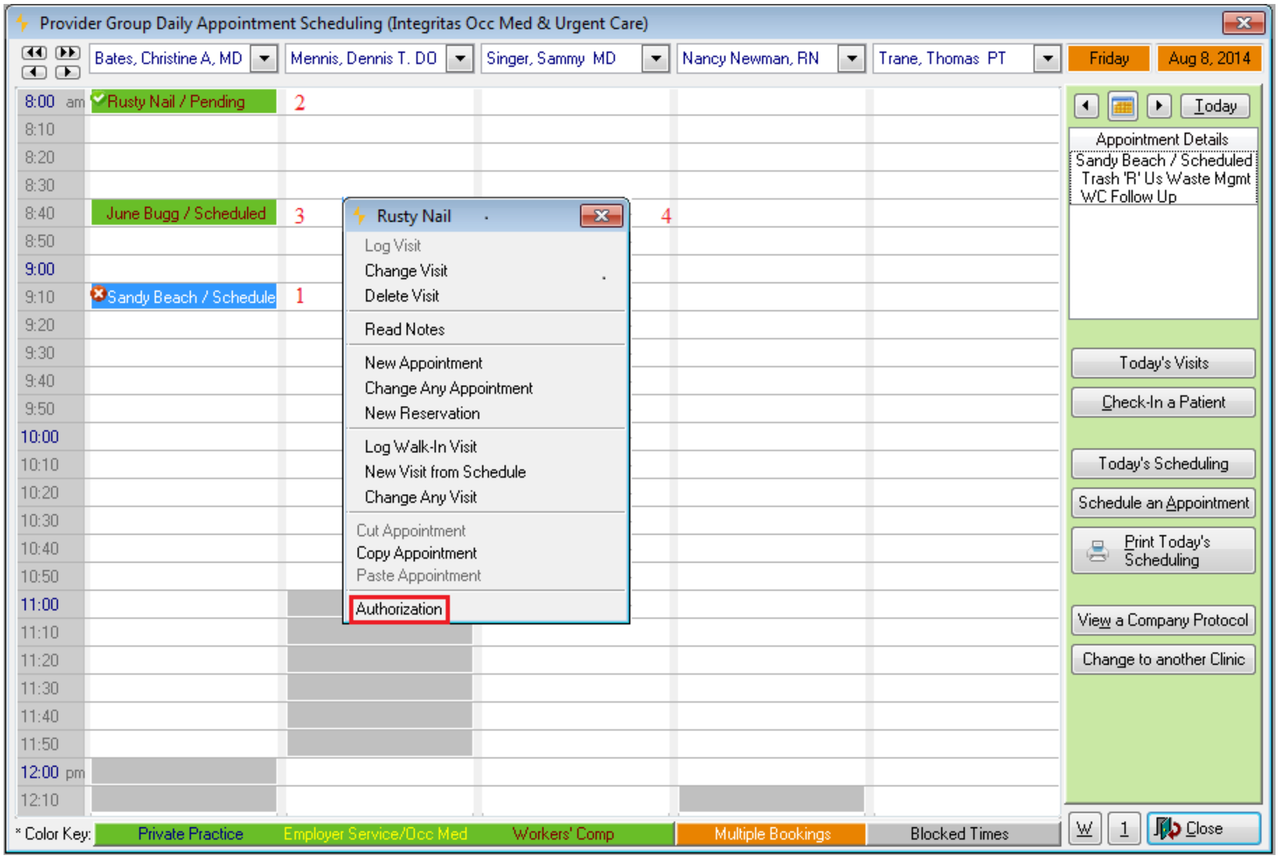
The application has indicators on the Calendar view to show when a scheduled appointment requires an authorization and there isn't an authorization to cover it, and also when a scheduled appointment requires an authorization and there is an authorization to cover it.

In the screen display below:

- Example 1: Illustrates a scheduled appointment that requires an *Authorization,* yet an *Authorization* does not exist or one exists but has been exhausted. A red circle-X icon is shown to indicate no *Authorization* found
- Example 2: Illustrates a scheduled appointment that requires an Authorization, and an Authorization does exist to cover the appointment. A green check icon is shown to indicate an Authorization was found.
- Example 3: Illustrates a scheduled appointment that does not require an Authorization therefore no icon is displayed.
- Users may right-click on an appointment to select an option to create or edit an *Authorization*. When selected, the [**Authorization] window** is opened (previously shown). This will allow the user to add/update/view all the *Authorizations* for this patient.

NOTE: If the *Status* of an appointment is changed to *Canceled*, *No Show*, or *Walk Out*, the *Authorization* is re-cycled and the number remaining is increased.

Authorization Tracking



Calendar Print

The software has the capability to print Authorization indicators on the 5-up and 1-up Calendar to show when a scheduled appointment requires an authorization and subsequently whether or not an authorization is available to cover the visit.

In the report example below:

- Example 1: Illustrates a scheduled appointment that requires an *Authorization,* yet an *Authorization* does not exist or one exists but has been exhausted. A red circle-X icon is shown to indicate no *Authorization* found
- Example 2: Illustrates a scheduled appointment that requires an Authorization, and an Authorization does exist to cover the appointment. A green check icon is shown to indicate an Authorization was found.
- Example 3: Illustrates a scheduled appointment that does not require an Authorization therefore no icon is displayed.

NOTE: If the *Status* of an appointment is changed to *Canceled*, *No Show*, or *Walk Out*, the *Authorization* is re-cycled and the number remaining is increased.

Date: 8/08/14

Integritas Occ Med & Urgent Care
Practitioner Scheduling for 8/08/14

Page: 1

Times	Bates, Christine A, MD	Mennis, Dennis T. DO	Singer, Sammy MD	Nancy Newman, RN	Trane, Thomas PT
8:00AM	Rusty Nail Trash 'R' Us Waste Mgmt WC Follow Up/Pending	2			
8:10AM					
8:20AM					
8:30AM					
8:40AM	June Bugg Trash 'R' Us Waste Mgmt WC Follow Up/Scheduled	3			
8:50AM					
9:00AM					
9:10AM	Sandy Beach Trash 'R' Us Waste Mgmt WC Follow Up/Scheduled	1			

Authorization Tracking

Date: 8/05/2014

Integritas Occ Med & Urgent Care
Practitioner Schedule

Page: 1

Scheduled Appointments for Bates, Christine A, MD on 8/08/2014

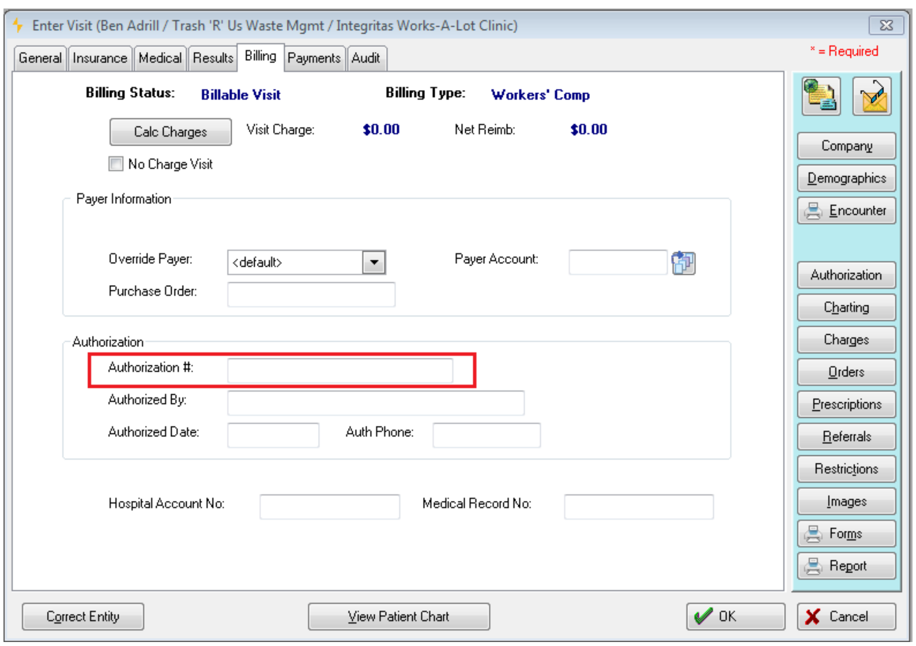
Time	Visit Category	Purpose or Description	Patient / Company	Status
8:00AM 10 Min	WC FOL	WC Follow Up	Rusty Nail Trash 'R' Us Waste Mgmt	Pending
8:40AM 10 Min	WC FOL	WC Follow Up	June Bugg Trash 'R' Us Waste Mgmt	Scheduled
9:10AM 10 Min	WC FOL	WC Follow Up	Sandy Beach Trash 'R' Us Waste Mgmt	Scheduled

Authorization Assignment

When a visit is recorded, saved to the database, and it is priced out with the *Payer* established, the software assigns the *Authorization* to the visit so that if the *Payer* requires the *Authorization* to be included on the bill, it will be available.

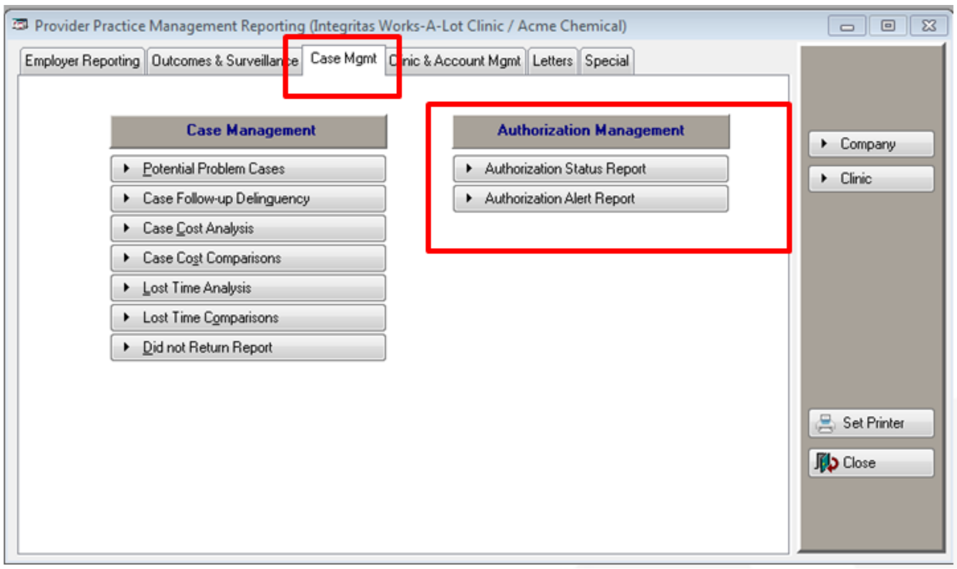
Currently, on the [Enter Visit] window under the BILLING tab there are data entry fields for the *Authorization Number*, the *Authorized By*, the *Authorized Date* and the *Authorized Phone*.

Within the [Enter Visit] window, if an *Authorization* is found to cover the visit, the *Authorization #* field will populate with the correct *Authorization Number* and the field will become “Display Only”. All other functionality remains the same. The *Authorized By*, *Authorized Date*, and the *Auth Phone* fields will be available for update.



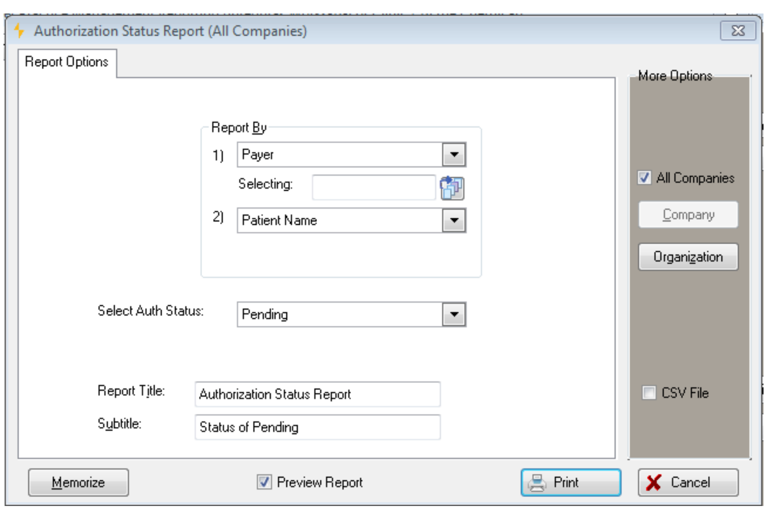
Reports

The software Reporting includes a report that shows all authorizations that are in a selected status.
The *Authorization* reports are located in the Report Launchpad under *Provider Practice* within the *Case Management* tab.



The report is called the *Authorization Status Report*

The report window to collect report options is displayed below:



Report Criteria:

- First *Report By* will include *Payer* and *Patient Name*
- Second *Report By* will include *Payer*, *Patient Name* and *<None>*
- Select Auth Status – User selects the *Authorization Status* to filter the data contained within the report.
- Users may enter a *Report Title* and a *Report Subtitle.* The Report Subtitle will default to the selected *Authorization Status* in the window above.
- Selections of More Options:
    - Companies,
    - Organizations,
    - Selection of.CSV File

- The *Memorize* button will store the report options for future use. If the client is using the Software Automations Service, the batched reports can then be automated as well.
- To create report and/or the .csv file, users may select the *Print* button.

Other report considerations:

- Users have the ability to *Schedule* report to run unattended.
- Users have the ability to *Preview* the Report.
- Users have the ability to direct the output to *Print.*
- Users may cancel the report without printing.
- The *Authorization Status Report* includes *Security Filtering for (EAP, HIV*); the same as other *Incident* reports.
- It also includes *Default Clinic and Company Filtering*. No clinic.
- There is no *Clinic* button on the Report Request as is the case with all *Incident/Case Based* Reports.

Sample of Report layout and data content:

Authorization Status Report
Net Health Altoona Development Team
Status of Authorized

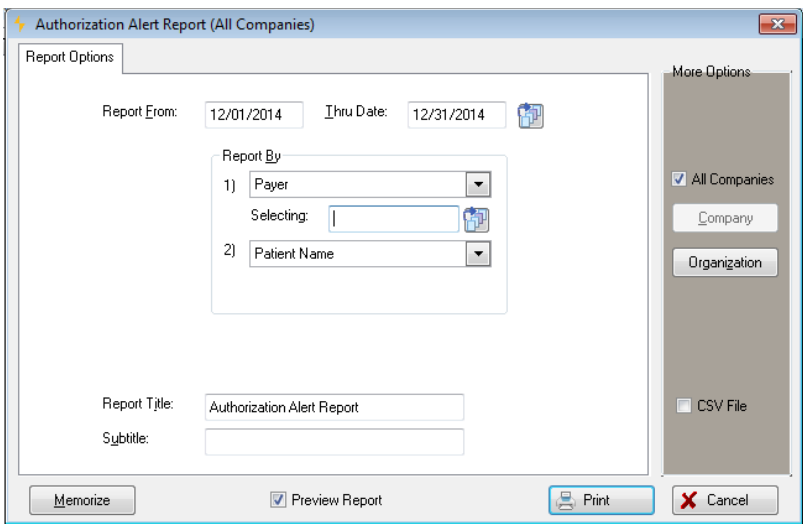
Reporting as of Date: 1/19/2015
Reporting by Patient Name, Payer

Patient	DOI	Authorization #	Payer	Grouping	From Date	Thru Date	Authorized	Remaining
Adrill, Ben	7/18/2014		Liberty Mutual- Johnson	WC	7/28/2014	7/31/2014	999,999	999,999
Adrill, Ben	7/18/2014		Liberty Mutual- Johnson		7/28/2014	7/28/2014	5	5
Adrill, Ben	7/11/2014	10004	StayHealthy Group Health	PT	7/01/2014	7/27/2014	10	7
Borax, Robert	7/30/2014	10013	Liberty Mutual - Alabaster	WC	8/01/2014	8/31/2014	5	5
Day, Sonny	7/30/2014		Travelers		7/15/2014	7/31/2014	5	5
Grizzlewit, Gertrude	8/01/2014	123456	TPA Claims Management	WC	8/01/2014	8/31/2014	5	0
Kirk, James Tiberius	7/21/2014	123456	Liberty Mutual- Johnson	WC	7/01/2014	7/31/2014	5	4

The software Reporting includes a report that shows all scheduled appointments/visits that require an authorization, but there currently is not an authorization to cover it. The *Authorization* reports are located in the Report Launchpad under *Provider Practice* within the *Case Management* tab.

The report is called the *Authorization Alert Report.*

The report window to collect report options is displayed below:



Report Criteria:

- *From/Thru* date range
- First *Report By* will include *Payer* and *Patient Name*
- Second *Report By* will include *Payer*, *Patient Name* and *<None>*
- Users may enter a *Report Title* and a *Report Subtitle.*
- Selections of More Options:
  - Companies,
  - Organizations,
  - Selection of.CSV File

- The *Memorize* button will store the report options for future use. If the client is using the software Automations Service, the batched reports can then be automated as well.
- To create report and/or the .csv file, users may select the *Print* button.

Other report considerations:

- Users have the ability to *Schedule* report to run unattended.
- Users have the ability to *Preview* the Report.
- Users have the ability to direct the output to *Print.*
- Users may cancel the report without printing.
- Because the *Authorization Alert Report* displays Appointment and *Visit data* related to *Incidents,* it includes *Security Filtering for (EAP, Wellness*) the same as other *Visit and/or Scheduling* reports.
- The *Authorization Status Report* includes *Default and Company Filtering*.
- There is no *Clinic* button on the Report Request as is the case with all *Incident/Case Based* Reports.
- The *Authorization Alert Report* is sorted according to the "*Report By*" drop down lists on the request window and then by *Date/Time* within the "*Report By*" sort.

Sample of Report layout and data content:

Authorization Alert Report

Net Health Altoona Development Team

Reporting for the Period: 1/01/2014 Thru 12/31/2014
Reporting by Patient Name, Payer

Patient	DOI	Grouping	Type	Date	Time	Payer	Clinician
Adrill, Ben	07/11/2014	WC	Visit	07/10/2014	12:33PM	AETNA	
Adrill, Ben	07/11/2014	WC	Visit	07/11/2014	12:38PM	AETNA	
Adrill, Ben	07/11/2014	WC	Appt	07/25/2014	11:00AM	AETNA	
Adrill, Ben	09/10/2014	WC	Appt	09/10/2014	09:40AM	AETNA	
Adrill, Ben	09/10/2014	WC	Visit	09/10/2014	10:00AM	AETNA	Patty Porter, RN
Adrill, Ben	09/10/2014	WC	Visit	09/10/2014	11:00AM	AETNA	Patty Porter, RN
Adrill, Ben	09/16/2014	WC	Visit	09/16/2014	02:09PM	AETNA	Patty Porter, RN
Adrill, Ben	09/16/2014	WC	Visit	10/01/2014	12:26AM	AETNA	Patty Porter, RN
Agra, Vi	07/15/2014	WC	Visit	07/15/2014	05:13PM	AETNA	
Agra, Vi	07/15/2014	WC	Visit	07/15/2014	07:19PM	AETNA	
Agra, Vi	07/31/2014	WC	Visit	07/31/2014	12:22AM	AETNA	
Agra, Vi	07/31/2014	WC	Visit	07/31/2014	12:28AM	AETNA	
Agra, Vi	07/31/2014	WC	Visit	07/31/2014	07:02PM	AETNA	
Agra, Vi	07/31/2014	WC	Visit	08/14/2014	06:00PM	AETNA	
Almond, Candy	12/19/2014	WC	Visit	12/19/2014	07:37AM	Travelers	Patty Porter, RN
Drest, Natalie	10/20/2014	WC	Visit	10/20/2014	06:21PM	Travelers	Patty Porter, RN
Grizzlewit, Gertrude	08/01/2014	WC	Appt	08/01/2014	10:20AM	TPA Claims Management	
Kirk, James Tiberius	07/15/2014	WC	Visit	07/15/2014	10:00AM	Travelers	
Kirk, James Tiberius	07/15/2014	WC	Visit	07/21/2014	05:05PM	Travelers	

Summary

We hope that this guide has been helpful in setting up and utilizing Agility's Authorization Tracking feature. If you have questions or need assistance, please contact Net Health Support at: 844-464-9348, Option 3 or ehoccmed-support@nethealth.com