

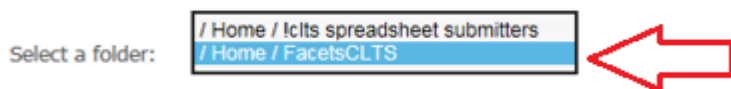
CLTS County Waiver Agency Authorization File Tips

This document provides helpful tips and reminders for County Waiver Agencies (CWAs) when submitting authorizations to WPS.

Authorization file tips:

- All questions regarding authorization files, notification emails, or authorization return files should be sent to authsupport@wpsic.com. This email address is for CWA use only and should not be shared with providers. All other questions should be directed to the CLTS Contact Center at 877-298-1258.
- All authorization files must be named as: Submitter ID_FA.Auth.In.csv (ex. 12345_FA.Auth.In.csv). All authorization files must be uploaded through the CWA's Move-It account to the /Home/FacetsCLTS folder.

Upload Files...



- Each file must be submitted in a **comma delimited (.csv) format**. When converting the file from Excel, the date/time field must be extended to show the full ccyyymmddhhmm date/time stamp format (ex. 201706070700) in both the header and trailer. If an incorrect date or format is provided in the header/trailer, the authorization file will fail and the CWA will not receive any notification.
- Only one authorization file can be submitted per day.
- Each CWA will be responsible for checking their **accepted, validation errors, and duplicate error return files**.
- CWAs must revise or cancel authorizations prior to a **child moving to a different county**. Any authorization that overlaps the eligibility dates of the child cannot be revised once the child has moved.
- Each CWA is responsible for authorizing the appropriate provider ID and provider qualifier (EIN/24 and SSN/34).
- All alpha authorization data **must** be submitted in all capital letters.

Authorization Frequencies:

- The chart below outlines the three types of Authorization Frequencies, the purpose of each, and the unique elements that can be revised after the authorization has been submitted and accepted.
- In addition to the unique revisable fields listed in the chart below, the following fields can be revised on **ANY** frequency type:
Auth Creator Name, Rendering NPI, Auth End Date, Revision Indicator, Revision Date, Exclusion Start Date, and Exclusion End Date

Frequency	Use For	Description	Unique Revisable Fields
TOTAL	<u>One-time authorizations</u>	CWAs will authorization one unit at a one-time cost. WPS will only process one claim/one unit per authorization. Example: Home Modifications	Auth Start Date
MEMBER	<u>Rate per unit</u>	CWAs will allow a total amount of units of service during a defined date span for a set dollar amount per unit. WPS will allow multiple claims to be considered until the total units have been used. Example: Transportation	Units Approved
AMOUNT	<u>Total dollar amount</u>	CWAs will allow a total dollar amount to be paid out during a defined date span. WPS will NOT edit on units. Multiple claims will be considered until the amount remaining has been used. Example: Durable Medical Supplies	Auth Start Date Rate Amount

Revising Authorizations Previously Submitted to WPS:

- Do not send duplicate authorizations (same child, same service code/modifier, same provider, and overlapping date(s)). Submitting a duplicate authorization will cause the authorization to reject and be returned on the duplicate error report.
- Revisions to an existing authorization, cancelling an authorization, and/or sending a new authorization on the **same day** for the same child and same service code/modifier with overlapping dates **will result in errors**. CWAs should wait until the following business day to send the new authorization.
- When revising an authorization, use the chart above to determine which data fields can be changed based on the frequency used on the original authorization. Revising any other data fields will cause the authorization to reject and be returned on the validation error report.

Cancelling Authorizations Previously Submitted to WPS:

- When cancelling an authorization, all data fields must match the original authorization and a 'C' must be included in the revision indicator field.
- An authorization should be cancelled when:
 - The authorization is no longer relevant.
 - A revision is needed that is not allowed for the original frequency type used on the authorization. If the authorization has not been used, cancel the authorization and create a new authorization with the correct data.

Using Modifiers on Authorizations:

- CWAs should **authorize a modifier based on the DHS code crosswalk**.
- CWAs may use up to four modifiers on one service line of their authorization.
- Claims should be billed with the authorized service code and modifier combinations in order for WPS to process the claim with the authorization received from the CWA.

Any additional questions regarding authorizations should be directed to authsupport@wpsic.com.