

How to Authorize 2:1 Attendant Care Services in eXPRS Plan of Care

CDDPs/Brokerages/CIIS

(updated 11/28/2016)

There are some situations where an individual receiving services has been assessed as eligible to receive 2:1 attendant care supports from **2 different** providers supporting/providing service to a single individual at the same or overlapping times.

To accommodate these 2:1 attendant care service need situations, eXPRS has implemented a specific service modifier (**ZE**) for the attendant care service codes to facilitate the successful authorization and billing of **different providers** supporting the individual during the same or overlapping times.

Services billed under authorizations using the **ZE** modifier will be allowed to overlap (without suspending) other attendant care services authorized with modifier **NA**, as long as the billings are from different providers. This will facilitate 2:1 services being billed successfully from different providers without suspending for ODDS override.

Please remember - billing for the **ZE-2:1** will only allow overlapping billings from a 2nd, **different** provider.

For example: Two different PSW providers, 2 different agency providers, or a PSW & agency provider. Agency providers are considered as a single provider by eXPRS. A single agency provider would not bill a second (overlapping) time for additional staff utilized under **ZE 2:1** modifier. Any single agency's billing for regular attendant care hours + overlapping ZE 2:1 billed hours is considered a duplicate/overlapping service billing by the same provider, and will be denied by the system. If an agency is providing additional staff to support the individual's increased support needs, the cost for that additional staff is included/should be reflected in the agency's hourly rate authorized for attendant care.

This assistance guide will outline examples of "**Best Practice**" approaches to authorizing 2:1 attendant care supports in POC.

1. The individual's **Monthly Assessed Attendant Care Hours** limit (from ANA or CNA) must include **ALL** the attendant care hours needed in a month, including any additional hours for the 2nd staff in a 2:1 supports situation.

For example: If an individual has 250 hours/month of attendant care + an additional 50 hours/month for the 2nd staff for 2:1 services, their Monthly Attendant Care total (top of the POC) would = 300 hours/month.

Monthly Assessed Attendant Care/Skills Training Hours	
Dates	Hour Limit
1/1/2015 - 12/31/2015	300.00

2. When setting up the service Plan Lines/SPAs in POC to include 2:1 services, it is important to allocate the individuals' attendant care hours using the appropriate service procedure and modifier codes.

When authorizing attendant care services in a 2:1 supports situation, the individual's regular/primary attendant care services hours (the majority of the hours identified by the ANA/CNA) should be authorized under attendant care service procedure codes using the "NA" modifier (see examples below).

- OR100/**NA**
- OR101/**NA**
- OR526/**NA**

Then any additional hours needed from a SECOND, different provider needed to make up the 2:1 staff during the same hour of services (the additional hours for 2:1 identified from the ANA/CNA), those hours should be authorized under attendant care service procedure codes using the "ZE-2:1 staff" modifier (see examples below).

- OR100/**ZE**
- OR101/**ZE**
- OR526/**ZE**

Here's an example:

Using the Attendant Care hours breakdown shown above, (250 hours/month of attendant care + an additional 50 hours/month for the 2nd provider for 2:1 coverage = 300 hours/month), the services authorized in POC would look like this:

- Service Plan Line & provider SPAs for:
 - **OR526/NA = 250 hours/month** for a date range (the primary/regular attendant care service).
- Additional Service Plan Line & provider SPAs for the 2nd providers' to provide the 2:1 coverage:
 - **OR526/ZE-2:1 staff = 50 hours/month** for the same date range as above.

49 OR526 - Attendant Care, home or comm		NA	250.00 Hours per Month					
Auth Id	Provider	Units	Rate	Pay To Provider	Dates	Condition	Status	
6 *****9	Provider #1	125.00	\$13.75		12/1/2015 -	8.75	Accepted	
6 *****0	Provider #2	125.00	\$13.75		12/1/2015 - 12/31/2015	No	\$1,718.75 Accepted	
49 OR526 - Attendant Care, home or comm		ZE	50.00 Hours per Month					
Auth Id	Provider	Units	Rate	Pay To Provider	Dates		Status	
6 *****2	Provider #3	50.00	\$13.75		12/1/2015 - 12/31/2015		Accepted	

The 2 service Plan Lines together will equal ALL the monthly hours available in the individual's monthly Attendant Care Hours limit amount above (300 hours/month) and includes the hours allocated for the 2nd provider to provide the 2:1 services.

The authorization breakdown as shown above allows (for example) Provider #1 and Provider #3 (**different providers**) to bill for the same or overlapping dates/times and both providers' billings will process without "suspending" as suspected duplicates.

→ **IMPORTANT TO REMEMBER:** only billings providers for services authorized under codes with the **ZE** modifier are allowed to overlap same date/times as other **NA** modifier attendant care services provided by **a different provider** without suspending.

For example:

- Billings for **OR526/NA** + **OR526/ZE CAN** overlap same dates/times from different providers.

- Billings for **OR100/NA** + **OR526/ZE CAN** overlap same dates/times from different providers.
- Billings for **OR526/NA** + **OR101/ZE CAN** overlap same dates/times from different providers.
- Billings for **OR526/NA** + **OR526/NA** cannot overlap same dates/times; these will suspend as duplicates.
- Billings for **OR526/ZE** + **OR526/ZE** cannot overlap same dates/times; these will suspend as duplicates.
- Billings for **OR100/NA** + **OR526/NA** cannot overlap same dates/times; these will suspend as duplicates.