

How Case Management Client Prior Authorizations Affect the Plan of Care

Did you know that your Case Management Entity must have an active Case Management Client Prior Authorization for an individual in order to see their Plan of Care? Additionally, only Plan Lines and Authorizations that have a date range which are covered by or overlap the date range of the Case Management Client Prior Authorization will display.

Because of this, users may encounter the following error message when attempting to enter Plan Lines and/or authorizations: ***Your request could not be completed because: Plan lines for same service cannot overlap.***

This occurs when the Plan Line or Authorization being entered overlaps an existing Plan Line or Authorization that cannot be seen. In these cases, check the end date of the individual's Case Management Client Prior Authorization.

Process for Ending a Plan of Care Early

When ending a Plan of Care early, such as when an individual transfers between Case Management Entities, the last thing the sending Case Management Entity should do is end the individual's Client Prior Authorization.

Plans of Care are generally created in this order:

- 1) Create and submit a Case Management Client Prior Authorization first
- 2) Create the Plan of Care
- 3) Create the Plan Lines and Service Prior Authorization within the Plan of Care

When ending a Plan of Care early, you must do that work in reverse.

- 1) End any Plan Lines or Service Prior Authorizations within the Plan of Care
- 2) End the Plan of Care

3) End the Case Management Client Prior Authorization

If the Case Management Client Prior Authorization for an individual is ended, then you will lose the permission to view that individual's Plan of Care in the system and will not be able to make changes to it. You may then have to contact ODDS for assistance.

Remember:

- When starting eXPRS services, creating the Case Management Client Prior Authorization is the first thing to do.
- When ending eXPRS services, ending the Case Management Client Prior Authorization is the last thing to do.