

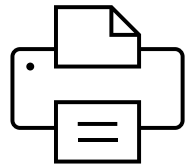
Kentucky Home Health Provider Submission Review

Utilization Management
August 30th, 2024

How do Authorizations Work in Essette?



Methods for Submission



Fax



Phone

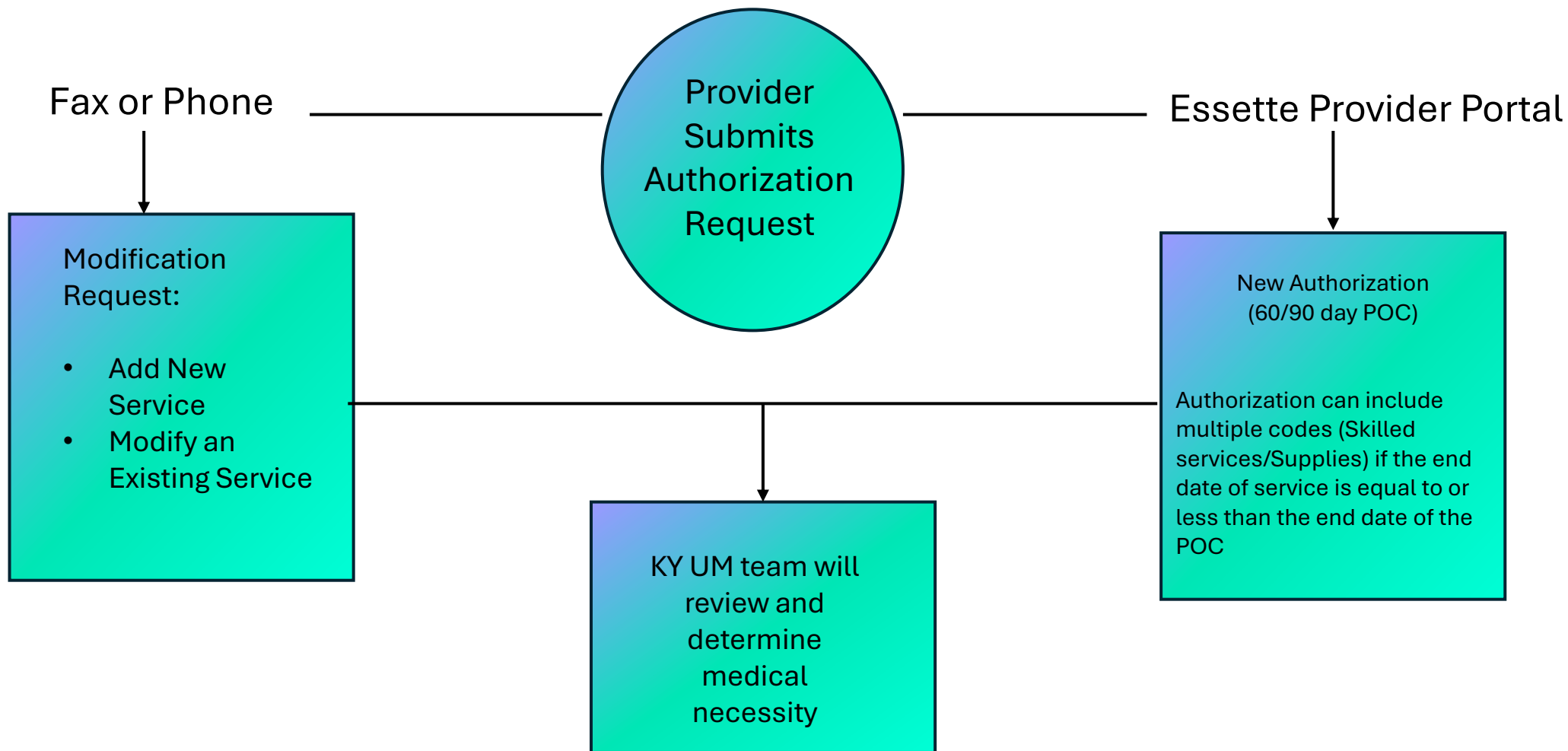


Portal

Documentation Needed Upon Request

- MAP 130,
- MAP 34,
- CMS 485
- Plan of Care (POC),
- MAP 248
- Clinical notes if additional information needed

High level Flow of Essette Process



All training Materials are located within the Kentucky Utilization Management Learning System (LMS) [Bit.ly/KYUMTraining](https://bit.ly/KYUMTraining).

Provider Portal Standard Operating Procedure is available in the LMS which provides a step-by-step guide on utilizing the Essette Provider Portal.

Additional education is available on the LMS to provide targeted education

Tips For Request



When using the portal attach clinical to request



When using fax include Associated PA# on cover and update requested (example "add visits")



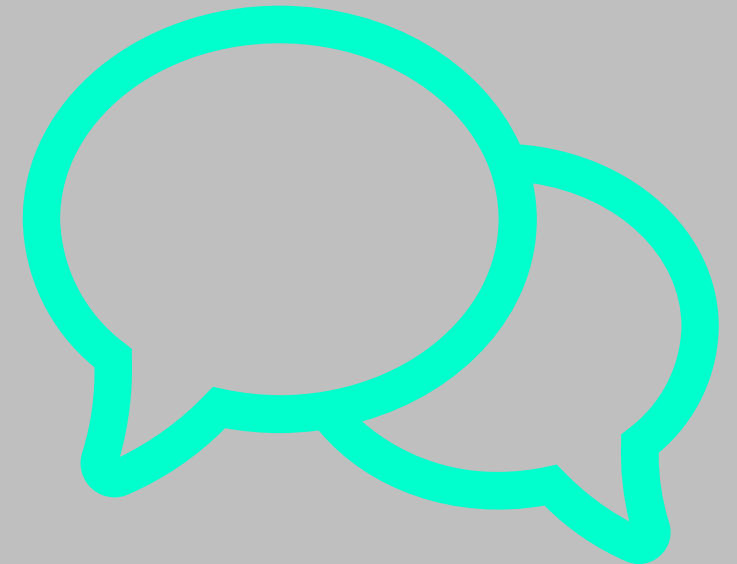
PA for only Assessment Visit Only not required
Include Assessment Visit in the total number of visits request on the PA



POC must be included for PT, OT, ST
POC valid for 60/90 days
New PA needed every 60/90 days to align with POC

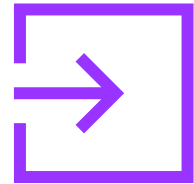


Assessment, PT, OT, ST, Supplies can all be on the same request



LOI

Common Reasons:



A Request is entered into the portal without a clinical



Necessary documents not received (MAP, POC)

Managing Overlapping and Duplicate Prior Authorization Requests

1

Duplicate Requests

Issue: New PA requests for the same services and date range as an existing one are cancelled.

Solution: Submit all services together or contact via phone/fax for updates.

2

Modification Requests

Request Method:

Use phone or fax for changes, as portal updates are not supported

3

Approval Criteria

Condition:

New requests for different services are approved.

4

Cancellation Reasons

Condition:

Overlapping requests with the same services and date range are cancelled.

5

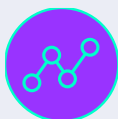
Submission Best Practices

Tip:

To avoid duplication, ensure all services are included in a single PA request or use phone/fax for modifications.

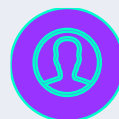


Is there a current way to do a modification?



Current Modification Process

Action: For modifications, use phone or fax to request changes.



Upcoming Portal Update

Enhancement: The portal will soon support direct modifications to requests.



Transition Plan

Plan: Continue using phone or fax until the portal update is complete.

Resources

Learning Management System (LMS)

KY website:

[Department for Medicaid Services - Cabinet for Health and Family Services \(ky.gov\)](#)

KY Fee Schedule:

[Fee Schedule](#)

Home Health Manual:

[HomeHealthManual2014.pdf \(ky.gov\)](#)

Regulations:

[907 KAR 3:130](#)

[907 KAR 1:030](#)

[907 KAR 1:031](#)

Thank you!

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