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Number: APD-AR-16-086

Issue date: 12/16/2016

Topic: Developmental Disabilities

Due date:

eXPRS POC Service Prior Authorization updates for FMAS Payroll Vendor

Subject: Transition

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Aging and People with Disabilities | <input checked="" type="checkbox"/> Office of Developmental
Disabilities Services(ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input checked="" type="checkbox"/> ODDS Children's Intensive
In Home Services |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> ODDS Children's
Residential Services | <input checked="" type="checkbox"/> Other (<i>please specify</i>): DD Brokerages |
| <input type="checkbox"/> Child Welfare Programs | |

ACTION REQUIRED:

- CDDP, Brokerage and CIIS program staff shall be aware of actions and system changes being taken in eXPRS related to, and in support of, the FMAS payroll vendor transition. Specific details are outlined below.
- CDDP, Brokerage and CIIS program staff shall use extreme diligence and caution when authorizing PSW services in eXPRS Plan of Care to ensure that the correct PSW provider record is authorized for individuals and prevent security breach incidents related to access to confidential individual information being made available to inappropriate PSW providers, if authorizations are not completed correctly.

REASON FOR ACTION:

In support of the FMAS payroll vendor transition from TNT FI to Public Partnerships LLC (PPL), the "pay to" provider listed on eXPRS POC Service Prior Authorizations (SPAs) for PSW providers will be updated to reflect PPL as the new "pay to" provider for FMAS payroll processing effective Dec 16, 2016.

The SPA update process will be run in eXPRS in two phases. First on **Dec 9, 2016**, and then again on **Dec 15, 2016** in conjunction with the scheduled eXPRS system

release to update any SPAs not captured in the first process. On those dates, the eXPRS IT team will initiate a system process script to update PSW SPAs.

The SPA update processes will run according to the below criteria.

PSW SPAs that cross the Dec 15th/16th date break:

For all current PSW SPAs in the system with a start date prior to 12/15/2016 and an end date on/after 12/16/2016 (ie: the SPA date range crosses the Dec 15th / 16th date break):

- All **accepted** SPAs will be updated with an end date of 12/15/2016. These will remain with TNT as the “pay to” provider.
 - A new **draft** SPA will be created with a start date of 12/16/2016 listing PPL as the “pay to” provider.
 - Those new **draft** SPAs will be submitted by ODDS. PSWs likely will not see these new SPAs on their SD billing page in eXPRS until they are submitted to **accepted** status.
- All **pending** SPAs will be updated with an end date of 12/15/2016. These will remain with TNT FI as the “pay to” provider.
 - A new SPA will be created with a start date of 12/16/2016 listing PPL as the “pay to” provider. These will be moved to **pending** status, to align with the status of the original SPA.
- All **draft** SPAs with date range crosses the Dec 15th / 16th dates **will be excluded** from the update process. They can be manually updated by the authorizing CME, as needed.
- All **void** and **withdrawn** SPAs will be excluded from the update process; they cannot be updated.

PSW SPAs with future start dates of 12/16/2016 and later:

For all current PSW SPAs in the system that have an existing start date of 12/16/2016 or later:

- All SPAs in **accepted**, **pending** or **draft** status will be updated to change the “pay to” provider from TNT FI to PPL. The SPAs will remain in their original status.

- All **void** and **withdrawn** SPAs will be excluded from the update process; they cannot be updated.

New PSW SPAs created/submitted by the CME AFTER the update process is completed:

- Once the SPA update processes are completed, CMEs can continue their POC work, as needed.
- For all new PSW SPAs that are created and/or submitted in eXPRS by the authorizing CME **after 12/15/16** (ie: after the last update process has been run):
 - If the PSW SPA date range crosses the Dec 15th /16th date break, when submitted, the system will return the error message:
“Your request could not be completed because: Date range may not crossover the FMAS cutoff of 12/15/16. Split line at 12/15/16.”
 - The SPA must be broken into date ranges to align with the FMAS vendor “pay to” provider change, and then resubmitted.

Additional System Changes completed to support the FMAS Transition

As of **12/16/2016**:

- The Employment Relationship (ER) verifying the payroll relationship between the individual and their PSW(s) (fka: the “EOR” link) **will not be validated** as part of the SPA submission process for the individual. This ER check feature on SPA submissions will be temporarily disabled for the FMAS transition. This means that SPAs for PSWs can move to **accepted** status without the ER (ie: EOR) being completed.
 - **IMPORTANT:** Disabling of the ER check as part of the SPA submission process could potentially create a security issue if the incorrect PSW is selected on a SPA for an individual. ***It is vital that CMEs authorizing PSW services in POC use extreme diligence and caution to ensure they have selected the correct PSW record to be authorized for an individual’s services.*** Inaccurate selection of a PSW record on an individual’s SPA could potentially allow that incorrect provider to have access to the individual’s confidential information.
- PSW with SPAs in **accepted** status without ER confirmation can still **create and save draft** SD billing entries for dates/times for worked, however those SD billing entries **will not** successfully submit to **pending** status until the ER confirmation is received from PPL by eXPRS.

- PSW providers who do not have a confirmed ER from PPL for an individual will receive a warning message on their **Create Service Delivered** page in eXPRS for that individual's SPA(s).

The warning message displayed will be:

“WARNING: There is a problem with Employment Relationship between <INDIVIDUAL NAME> and <PSW NAME>. No payments will be issued to <PSW NAME> for this authorization until the problem is resolved. Please contact PPL at 1-888-419-7705 for more information.”

- The ER from PPL between the individual and their PSW(s) **will be validated** during the SD billing submission and claims aggregation processes.
 - When SD billings are submitted for/by the PSW:
 - If the ER from PPL is confirmed, the SD billings will process through remaining system validations edits to move to **pending** status.
 - If the ER from PPL is **not** confirmed, the SD billings will suspend with the following error message:

Overridable	Rule Description	Exception Text	Overridden
N	No confirmed employer-PSW relationship association.	There is a problem with the Employment Relationship between <individual> and <PSW> . No payment can be issued for this billing until the problem is resolved. Please contact PPL at 1-888-419-7705 for more information.	false

- When **approved** SD billings for the PSW are aggregated into claims for payment processing, the system will again validate for a confirmed ER.
 - If the ER with PPL is confirmed, the aggregated claims will process through remaining system validations for payroll processing by PPL.
 - If the ER with PPL is **not** confirmed, the aggregated claims will suspend, showing a similar error message as for suspended SD billings.

Field/stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s):	Jess Cline, ODDS FMAS Project Lead Julie Harrison, FMAS ODDS Communications Lead		
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OBSOLETE