ENTERCLAIMS DIGITAL SPEECH RECOMMENDATIONS

TOPICS COVERED

WHAT IS A DIGITAL ORDER/RECOMMENDATION?

It is a written order/recommendation *(for speech therapy services)* that is created on the computer and digitally signed, rather than written on paper and signed with a pen.

(The digital order follows all the requirements of a paper order except it is created and signed digitally.)

BENEFITS

What are the benefits of using the digital option rather than the paper option?

- *The digital order ensures that all the Medicaid-required elements on the order have been completed and expressed in accordance with the Medicaid regulations; **resulting in a Medicaid compliant order**.*

- *The resulting order **does not have to be uploaded** to the Portal; saving the SLP and/or their agency the time that it takes to print, scan, upload and type in the order details.*

- *There are eight (8) required elements of a Medicaid written order/recommendation. **Six of the required elements will auto-fill into the EnterClaims digital order template**. The SLP will only need to select the enrollments/ICD code(s) and sign with their digital Pin #.*
    - *The order is auto-filled with the child's name, service type and time period.*
    - *The ordering practitioner's credentials, contact information and license/NPI information, are auto-filled from a CLAIMS export.*
    - *The agency contact information is auto-filled from a CLAIMS export.*
    - *Any enrollments and ICD codes that fall within the current timeframe (school year) will be available for the therapist to select.*
    - *The signature date and signature are filled in when the therapist digitally signs with their Pin #.*

REQUIRED ELEMENTS OF A SPEECH RECOMMENDATION

What are the eight required elements of a speech recommendation?

1. *Child's full **name** (auto-filled)*
2. ***Term of Service**/Time Period of the Order (auto-filled)*
3. *The **Service** being ordered (Speech Therapy) (auto-filled)*
   *Including **frequency/duration** of the ordered service (auto-filled)*
4. ***Patient Diagnosis** (selected/added by therapist)*
5. ***Signature** (Digitally signed by therapist with PIN #)*
6. ***Signature Date** (Date the order is created becomes the signature date)*
7. *Ordering Practitioner's **NPI and/or License Number** (auto-filled)*
8. *Practitioner's **Contact Information** (auto-filled)*

TIMING OF THE DIGITAL ORDER

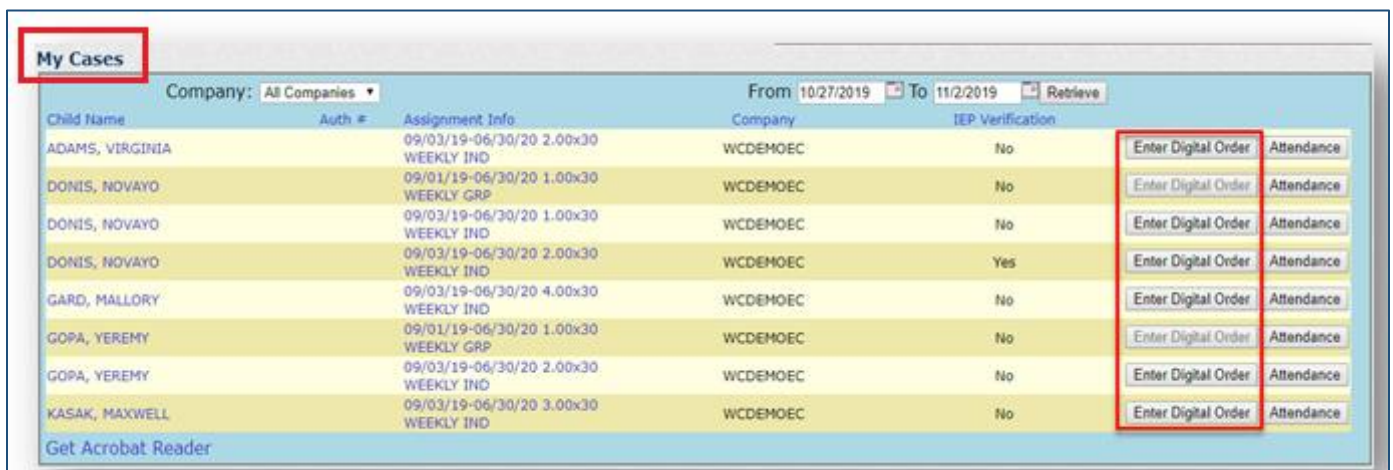**When should the speech recommendation be completed?**

**Question #94** _of the Medicaid Questions and Answers states that an SLP that has not seen the child cannot write a referral. McGuinness has reached out to the Medicaid-in-Education team at SED and received the following clarification regarding the timing of the speech referral/recommendation._

SLPs can write a speech recommendation "**directly following**" the initial session with the child under the following circumstances:

- _The SLP uses the results of the initial evaluation (which should be delineated on the IEP)._

- _The SLP can be assured that the ordered services will meet the child's needs._

- _The SLP can be assured that the child's level of function can be increased to the best possible outcome._

- _If the criteria is met, the recommendation can be written on the same day "after" the initial session and the session will be Medicaid eligible._

- _**The date of the speech recommendation must be the same date as the initial session with the child.**_

HOW TO CREATE THE DIGITAL SPEECH RECOMMENDATION

Digital orders* can be created from the <u>Home Page</u> in "My Cases" as illustrated below.

*Digital orders can be created for Early Intervention and Preschool children.

COMPLETING THE DIGITAL ORDER TEMPLATE

1. The **Agency Contact Information** is prefilled with the **name, address and phone number** for the agency and is exported directly from a CLAIMS.

2. The **Order Information** is prefilled with the **child's name, service type and time period**.

   Diagnosis: Any diagnoses already entered on the enrollment will be prefilled to the Diagnosis grid (for selection). You can add new codes to the order by clicking the "**Add**" link. Check all ICD codes that apply. *If the Diagnosis code is not checked, it will not apply to the prescription.*

3. Any **enrollments** that fall within the current timeframe (school year) will show up in the **Selected Therapies** section with check boxes for therapist selection.

4. The **Ordering Provider Information (Profession, NPI/License #s)** is prefilled from a CLAIMS export, which is pulled from the therapist's information in CLAIMS.

Click **SAVE**.

The **Create Digital Order** screen appears so you can sign the order.

Attestation: This box must be checked. The therapist is attesting that that they are authorized and qualified to recommend speech services.

Export to CPSE Portal check box: Check this box to send the digital order to the Portal.
If the child does not have an ESID #, you will not be able to send the digital order to the Portal. The agency will need to send it.

Enter your **Pin #**

Click **Sign**

Digital Order

Agency Contact Information ①
Name: SUPPORT_DEMO
Address: _____ Phone: _____

Order Information ②
Child Name: NERIS BAUTISTA REYES
Service Type: Speech Therapy
Time Period: 7/1/2020 through 6/30/2021
Diagnosis: ②

	ICD Code	Description	
☑	F80.2	Mixed receptive-expressive language disorder 315.32	
			Add

This order applies to these selected therapies ③

	Authorization Info	Service Type	Ind/Grp	Start Date	End Date	Frequency
☑		Speech Therapy	IND	09/08/20	06/30/21	2.00x30 WEEKLY
☐		Speech Therapy Group	GRP	09/08/20	06/30/21	2.00x30 WEEKLY

Ordering Provider Information ④
Profession: Speech Therapist
NPI: 1912322454   License Number: 563284

Save   Back To Therapist Home

Create Digital Order? ✕

My Signature: MAGARITA COLON   ★ Date Signed: 10/26/2020

☑ By checking this box and entering my PIN, I am attesting to:
   ▪ I am legally authorized and qualified to refer/recommend the above services/evaluation
   ▪ I am referring/recommending the above listed services/evaluation for the listed child in accordance with the Committee on Preschool Special Education

☑ Export To CPSEPortal
PIN: _____ Sign Cancel

Check both checkboxes, Enter PIN #, Click SIGN.

★ The date that the digital order is created in EnterClaims becomes the signature date of the digital order, which is the first date that Medicaid can be claimed. Any provided services prior to the date of the digital order cannot be billed to Medicaid unless that period of time is covered by another prescription.

VIEW/PRINT/DELETE THE RESULTING ORDER

To **View/Print/Delete** the digital order, go to the **Therapist Menu>Digital Orders**.
- To **view and/or print** the digital order, click the "**View**" button,
- To **Delete** the digital order, click the "**Delete**" button.

How to Print the Digital Order

Click "**View**" from either the
Therapist>Digital Order or
Maintenance>Digital Order Screen.

When the image comes up, you can **Right
Click** on the image and click **Print**.

Important Note:

The **period covered** specifies the "entire"
time period (school year) that the
prescription "*could be*" valid.

**The signature date determines the first
date of coverage for the prescription.**
Services prior to the signature date **cannot
be billed** to Medicaid (unless there is a
Previous prescription).

*The signature date is the same date that
the digital order was created in
EnterClaims.*

07/01/20 through 06/30/21

Speech Recommendation for Services

A Speech and Language referral for services is recommended in accordance with the request by
the Committee on Preschool Special Education.

Services, when provided, will be in accordance with the Individualized Education Program
designed by the Committee.

Student Name	GERMANO BARRIOS
Date of Birth	01/16/17
Agency/Provider	SUPPORT_DEMO
CPSE District	OYSTER BAY-EAST NORWICH CSD
County	

ICD Code(s)   F84
F80.0

Reason for Services

Agency/Provider Contact information

Name: SUPPORT_DEMO
Address 1:
Address 2:
City, State, Zip: ,
Phone:

Licensed Speech and Language Pathologist information

Name: MAGARITA COLON
NPI: 1912322454
License: 563284

Digitally signed by:

MAGARITA COLON   10/26/20
Name   Date

MISSING DIGITAL ORDERS

How do you know if you are missing a prescription?

Go to **Therapist Menu>Digital Orders**, scroll down to the second table, "**Missing Digital Orders**." The children listed in this table have Missing Digital Orders. From here the SLP can click the "**Enter Digital Order**" button, to complete the missing digital order for the selected child.

Child Name	Agency	Program Type	Authorization Info	Service Type	Ind/Grp	Therapy Start Date	Therapy End Date	Frequency	
	SUPPORT_DEMO	PS		Speech Therapy Group	GRP	09/08/20	06/30/21	2.00x30 WEEKLY	Enter Digital Order
	SUPPORT_DEMO	PS		Speech Therapy	IND	09/08/20	06/30/21	3.00x30 WEEKLY	Enter Digital Order
	SUPPORT_DEMO	PS		Speech Therapy	IND	09/08/20	06/30/21	3.00x30 WEEKLY	Enter Digital Order
	SUPPORT_DEMO	PS		Speech Therapy	IND	09/08/20	06/30/21	3.00x30 WEEKLY	Enter Digital Order
	SUPPORT_DEMO	PS		Speech Therapy	IND	09/08/20	06/30/21	3.00x30 WEEKLY	Enter Digital Order
	SUPPORT_DEMO	PS		Speech Therapy	IND	09/08/20	06/30/21	2.00x30 WEEKLY	Enter Digital Order
	SUPPORT_DEMO	PS		Speech Therapy Group	GRP	09/08/20	06/30/21	1.00x30 WEEKLY	Enter Digital Order
	SUPPORT_DEMO	PS		Speech Therapy	IND	09/08/20	06/30/21	2.00x30 WEEKLY	Enter Digital Order
	SUPPORT_DEMO	PS		Speech Therapy Group	GRP	09/08/20	06/30/21	1.00x30 WEEKLY	Enter Digital Order
	SUPPORT_DEMO	PS		Speech Therapy	IND	09/08/20	06/30/21	2.00x30 WEEKLY	Enter Digital Order

CREDENTIAL VERIFICATION - ENTERCLAIMS

SLPs can now satisfy the Portal Credential Verification process through EnterClaims. If the SLP has completed this process in the Portal, they will notice that the screens look almost identical. The SLP will go to the Therapist Menu and select Credential Verification. The SLP will then click on the "VERIFY" link at the end of the row in the "LICENSE" row.

Home	Therap...	Therapist	Billing	...ance	Exit

Credential Verification

Profession	Credential Type	Status	
Special Education	CERTIFICATION	Verified	VERIFY
Speech Therapist	LICENSE		VERIFY

On this screen the therapist will be reviewing their…

- Name
- Signature
- Profession
- Credential Information

At the end of each row is a red box with "Verify" noted after a checkbox. The SLP will simply check all the boxes if the information is correct. When the "Verify" box is selected, the red turns to green.

If the information is not correct, the information should be updated with the correct information. The SLP can update the license number, date of licensure and registered through date from this screen. If the SLPs name and signature is incorrect, it will need to be updated in CLAIMS. If the NPI information is incorrect, the SLP should contact the NPI registry to have it changed. The SLP should not verify their information if all the lines are not correct.

The screenshot below shows what the Credential Verification screen looks like when everything has been verified with one exception. Please note that the License field is still in red. This screenshot was taken from a training database. Since the information was not for a real person, the license information could not be updated.

DIGITAL ORDER MANAGEMENT FROM ENTERCLAIMS - AGENCY

Enter your Admin User Name and Password>Click Login.

Go to Maintenance>Digital Orders

Admin Digital Orders Screen (Maintenance>Digital Orders)

On this screen you will be able to see if digital orders has been sent to either **CLAIMS** or the **Portal** (last two columns of table).

If the SLP **did not** check the box to send the digital order to the Portal when the order was created, or if the child did not have an ESID# when the SLP created the digital order,
the agency can send the order to the Portal from this screen by clicking the "**Export to CPSEPortal**" button at the end of the row.

Filtering is also available on this screen. Your office staff will be able to filter to:
- Include Orders Sent to the CPSE Portal
- Include Order Sent to CLAIMS
- Exclude Un-exported Orders

The digital order can be **viewed and/or printed** from this screen by clicking the "**View**" button at the end of the row.

Reports

Reports>General>Select Report>Enter From/To Dates>Run

From the Reports menu, there is a report that can be run to show:

- Completed Digital Orders, and
- Missing Digital Orders

From the Report Drop-Down Box, select the appropriate report, filter for dates and click Run. Please see screenshots below.

Missing Digital Orders

Completed Digital Orders

What are the things that you will monitor through CLAIMS?

- The **Agency Contact Information** – This information is pulled from a CLAIMS export. If the agency contact information needs to be updated, you should contact your client relationship manager. This cannot be done by the agency.

- The **Order Information (and diagnoses)** are prefilled from the child's enrollment screen in CLAIMS. The child's diagnoses (ICD codes) are pulled from the Child's Enrollment Screen; however, **all the pertinent ICD code(s) for the child must be entered to the child's information screen (Find Child) first** or the ICD code(s) will not be available for selection from the child's enrollment screen.

- Any enrollments that fall within the current timeframe (school year) will fill into the **Selected Therapies** section of the digital order (which pulls from the Enrollment screen in CLAIMS). The therapist can select the appropriate enrollment(s) when completing the order.

- The **Ordering Provider Information** is prefilled from the therapist's information in CLAIMS (***Find Therapist**: Therapist's profession, NPI, License # and credentials for the therapist's signature*). This is pulled from a CLAIMS export.

  If the "**Title**" for the therapist (MA/CCC SLP) is not filled in on the Find Therapist screen, the therapist's credentials will not accompany their signature on the digital order.

This therapist's title was not filled in on the therapist's screen (Find Therapist). As a result, the SLP's credentials do not appear with the digital signature.

❋ See next page.

✱ The "**License Field**" on the Therapist Screen is where the license number is currently "displayed;" however, the **Profession Screen** is where the information is pulled for the digital order. If the therapist's information is not completed/updated with the current license information, the therapist will not be able to create the digital order. The option to create the digital order will be greyed out. Please see screenshots below.

Find Therapist Screen > Click the Professions Icon:

Professions Screen

- To add the SLP's profession, select "Speech Therapy" using the drop-down arrow and then click the "**Add**" button. CLAIMS will ask you, "***Would you like to fill in the credential information from the Therapist?***" Click **YES**.

    1. **Fill in the Credential Information* on the right side of the screen**:
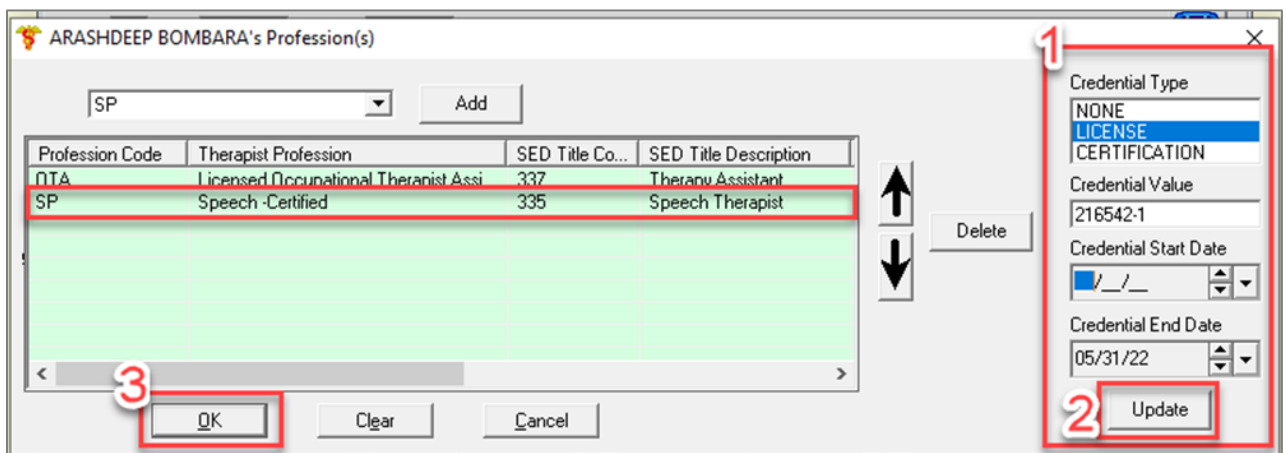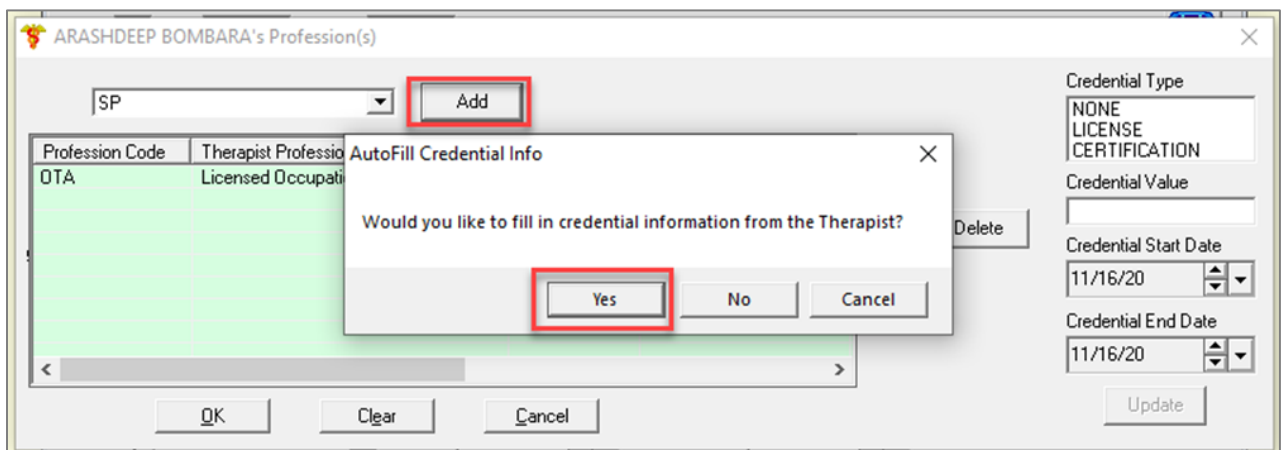   - Select Credential Type (License),
        - Enter License Number
        - Enter Credential Start Date,
        - Enter Credential End Date
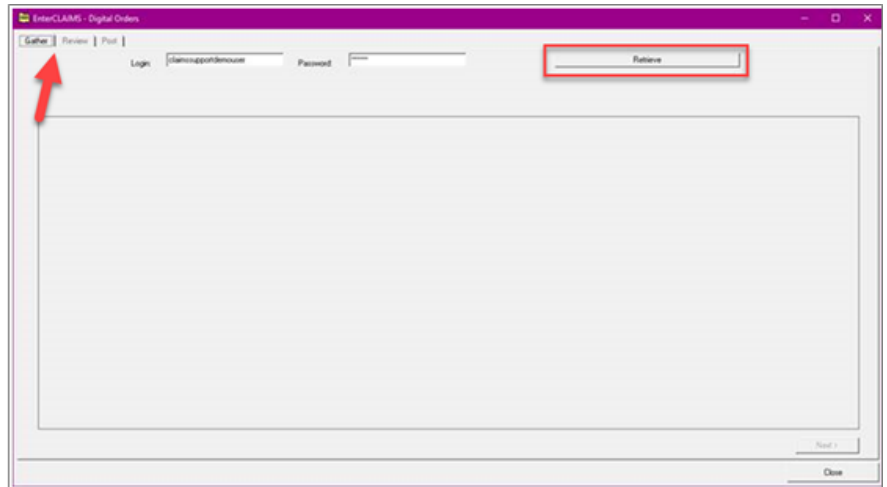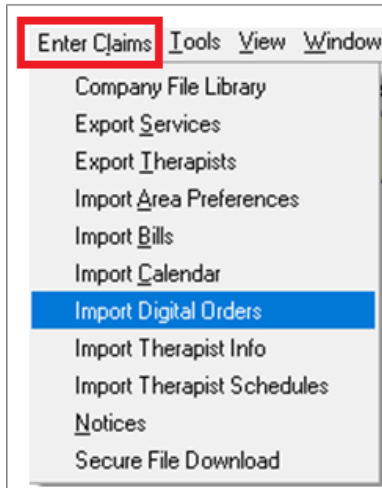   2. Click **Update**
    3. Click **OK**

**After the credential information has been entered/updated, you will need to "Export Therapists."*

Professions Screen

How is the Digital Order information (that is entered by the therapist) **sent to CLAIMS?**

From the **Import Digital Orders Screen** (**EnterClaims>Import Digital Orders**). Same process as Import Bills *(Gather, Preview Post).*

If your SLPs use the digital order in EnterClaims, your office staff will **not** have to enter speech scripts manually into CLAIMS on the Prescription Screen. The script information *(that is currently entered manually on the Prescription Screen)* will be sent to CLAIMS during the **Digital Order Import Process** from EnterClaims.

Find Child>Services>Prescriptions

As you can see from the screenshot below, the two speech prescriptions (digital orders) show the "*Created User*" as "*EnterClaims*" and shows the date/time that the digital order was created.

FOLLOW-UP

Medicaid References:

- **Medicaid Provider Policy & Billing Handbook (Update 9)**
  http://www.oms.nysed.gov/medicaid/handbook

- **Medicaid Questions & Answers**
  http://www.oms.nysed.gov/medicaid/q_and_a/q_and_a_combined_revised_12_9_16.pdf

- **Medicaid compliance questions can be directed to Deborah Frank, Medicaid Specialist at:**
  dfrank@jmcguinness.com

- **If you require additional clarification regarding this process, please contact your Client Relationship Manager.**