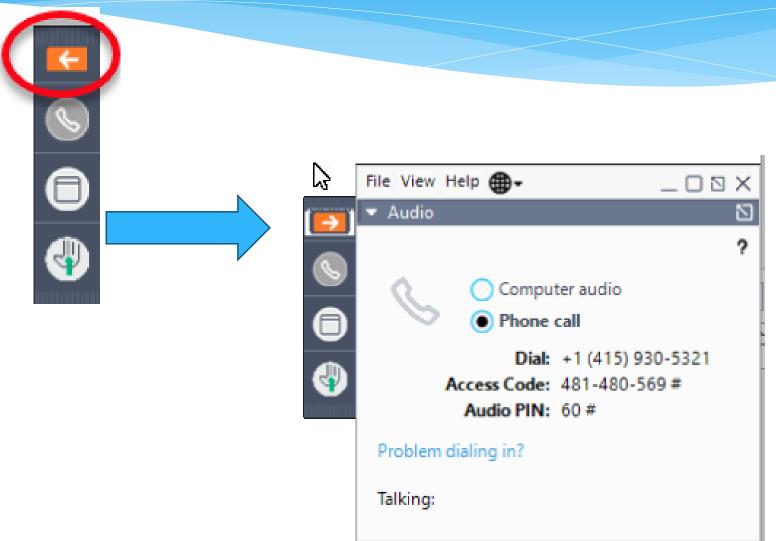


Using Go-to-Webinar

Go-to-Webinar Control Panel

* Control panel is on far right of screen.

* Orange button with white arrow expands and shrinks control panel.



Communicating with Presenter

- * All participants are on mute
- * Two ways to communicate with us
 - 1-Raise your hand
 - 2-Type in a question
- * You can raise your hand in response to a question we ask
- * You can type in question in the question box

Raising your Hand

- * On bottom left of the control panel is a button with a hand icon.
- * Click that button to raise your hand.

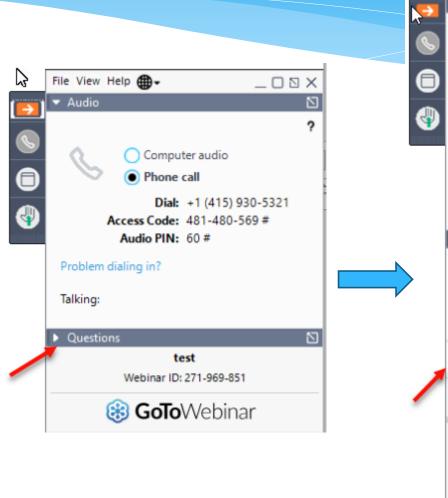


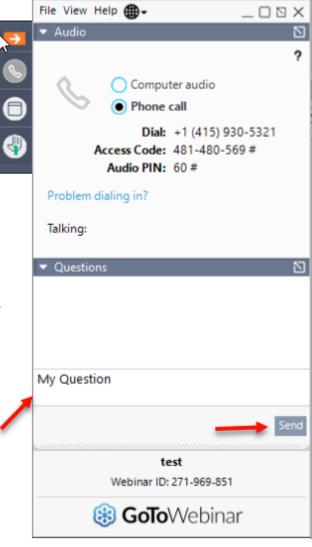
Typing in a Question

 Click the question bar to expand questions section

* Type in your question and click send

* Type in any questions you have into the Question Box and click Send. We will answer questions at designated points in the presentation.



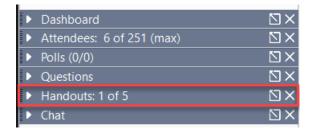


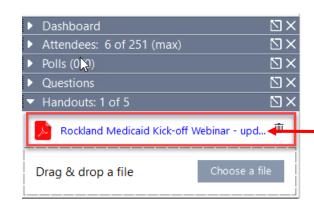
Questions? Contact Medicaid@CPSEPortal.com.

Handouts

If you would like to download the handout:

- * Click the "Handouts" icon on the control panel.
- * If there are more than one handout, click the link for the handout that you would like to download.





Certificates



Uploading Medicaid Documentation - 5/30/24 - 10:00

Thu, May 30, 2024 10:00 AM - 11:00 AM EDT

We hope you enjoyed our webinar.

Your certificate is available here:



Please send your questions, comments and feedback to: webinar@jmcquinness.com

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You should receive the certificate the day after the webinar.

If you do not receive a certificate, McGuinness will not issue one.

UPLOADING PRESCRIPTIONS

(2025)

INTRODUCTIONS

Deborah Frank, McGuinness Medicaid Specialist

- Kelly Knowles, McGuinness Medicaid/CPSE Portal/eSTACs
- Ellen Farney, Medicaid Client Relationship Manager
- Darcy McMullen, Medicaid Client Relationship Manager

TOPICS COVERED

- ☐ How to Upload a Prescription
 - Therapist Menu
 - Billing Admin Menus (Two Options)
 - PRESCRIPTION UPLOAD SCREEN (Four-Step Process)
 - 1) <u>Upload Image</u>
 - 2) Image Details Screen

Interactive Entry

- Child Name
- Time Period
- Ordering Practitioner Name & Credentials
- Signature Date

Manual Selection

- Practitioner's Address, Phone, Signature
- 3) Order Details Screen
 - Service, Frequency/Duration, ICD Code
- 4) Attach Enrollments to Details

MEDICAID COMPLIANCE FOR PRESCRIPTIONS

☐ Most contracts between counties and providers stipulates that the provider will comply with Medicaid regulations.

□ Since the written order is one of the key components that will allow the Medicaid claiming process to move forward, McGuinness has redesigned the upload process to coincide with the eight required items on a Medicaid prescription.

WHAT ARE THE EIGHT REQUIRED ELEMENTS OF A MEDICAID PRESCRIPTION?

Per the **Medicaid Provider Policy and Billing Handbook** (Update 9) Page 21, <u>www.oms.nysed.gov/Medicaid</u>, there are eight (8) required elements on a written order. The new screen correlates with this list.

- 1. Child's Name
- 2. Term of Service/Period of Service
- 3. Ordering Practitioner's Information
 - Name
 - Address/Phone
 - NPI #
- **Date** the order was written and signed
- 5. <u>Signature</u> of the ordering practitioner
- Service(s) being ordered (OT/PT/ST).
- 7. Frequency/Duration/Class Designation Or As Per IEP Reference
- 8. Patient diagnosis (ICD Code)

Items 1-5 will be entered on the Image Details Screen.

Items 6-8 will be entered on the Order Details Screen.

PRESCRIPTION MENUS

(Caseload Maintenance & Medicaid Menus)

- □ Prescriptions can be uploaded by therapists and/or billing admins.
- ☐ Therapists and Billing Admins will use different menus to upload the prescription.
- □While the menus will be different for Therapists and Billing Admins the upload process is exactly the same.
- □ First I will go over the different menu options and then we will look at the upload process.

PRESCRIPTION MENUS

(Therapists & Billing Admins)

Before you can upload a paper prescription to the Portal you must scan and save the prescription to your

computer (Desktop or folder).

A prescription can be uploaded from two different menus in the Portal:

- Caseload Maintenance > Prescriptions for Caseload (for Therapists)
- Medicaid >
 - 1) Prescriptions > <u>Prescription Entry Maintenance</u> &
 - 2) Prescriptions > <u>Upload Order Image</u>(for <u>Billing Admins</u>)





PRESCRIPTION MENU (Therapists)

Caseload Maintenance

Prescriptions for Caseload

Upload Image

My Caseload

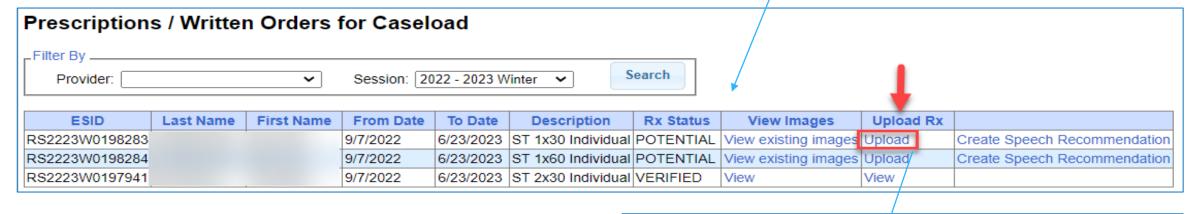
Supervision

Create New Order

For Therapists:

Caseload Maintenance > Prescriptions for Caseload

- Click the "Upload" link in the Upload Rx Column.
- ☐ The <u>Upload Document prompt comes up</u> To start the process you will upload the prescription image.



Upload Document

Choose File No file chosen

*Accepts .pdf, .docx, .doc, .jpg, .jpeg, .png, .gif file formats

PRESCRIPTION MENU

(Billing Admins – Option 1)

For Billing Admins – Option 1

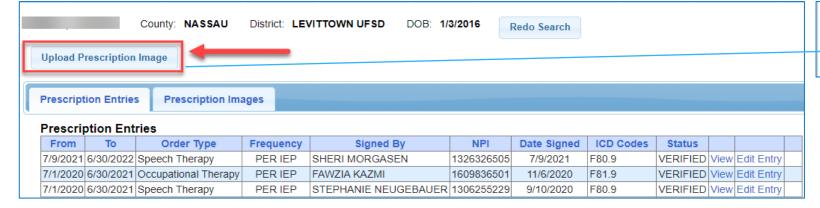
Medicaid> Prescriptions > Prescription Entry Maintenance

Enter Last Name, First Name and click SEARCH

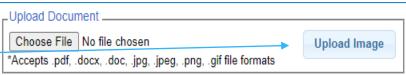
Click Select.



Click the "Upload Prescription Image" button. To start the process you will upload the prescription image.



Name (Last, First)



My Account

Upload Order Image

Prescription Entry Maintenance

Images Without Prescription Details

Parental Consent Entry
Missing Documents

IEP Documents

Medicaid Contact List

Knowledge B



PRESCRIPTION MENU

(Billing Admins – Option 2)

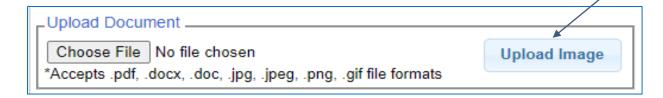
☐ For Billing Admins – Option 2

Medicaid> Prescriptions > Upload Order Image

As soon as you click on *Upload Order Image*, the prescription template comes up.

To start the process you will upload the prescription image.

Click Choose File, Browse to Rx Image, Click Upload Image.





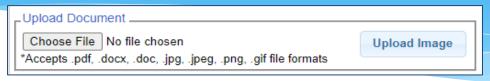
ge.	Upload Order Image Reupload File Order Image Details Child Name (Last,First) Search [Show Advanced Search options]							
	Child Number	Last Name	First Name	DOB	CIN	District	County	
Select 0	C28000166857	/		1/3/2016	FU92125M	LEVITTOWN UFSD		

QUESTIONS

Are there any questions about the different menu options?

HOW TO UPLOAD A PAPER PRESCRIPTION (Four-Step Process)

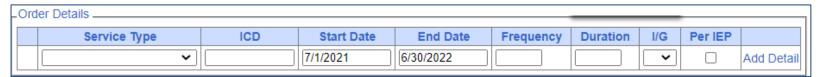
1) Upload the Order Image



2) Enter the Image Details Screen - Required Field Checklist (five of the eight required Medicaid items)



3) Select and/or Enter the Order Details Screen (Service Type, ICD Code, Frequency/Duration – the remaining three required Medicaid items)



4) Attach the enrollment to the prescription.



STEP 1 – UPLOADING THE ORDER IMAGE

(For Therapists & Billing Admins)

At this point in the process...

Therapists have clicked the "Upload" link (Prescriptions for Caseload) and are ready to upload the prescription image (Step 1).

Choose File No file chosen

- 1) Click Choose File
- 2) Browse to document on computer, and
- 3) Click **Upload Image**
- **Billing Admins** have entered the child's name into the name box and clicked Search (Prescription Entry Maintenance).

*Accepts .pdf, .docx, .doc, .jpg, .jpeg, .png, .gif file formats

- After the child was searched, the Select link was clicked.
- The <u>Upload Order</u> button was clicked and are ready to upload the prescription image (Step 1).

Upload Document -

- 1) Click Choose File
- 2) Browse to document on computer, and
- 3) Click <u>Upload Image</u>



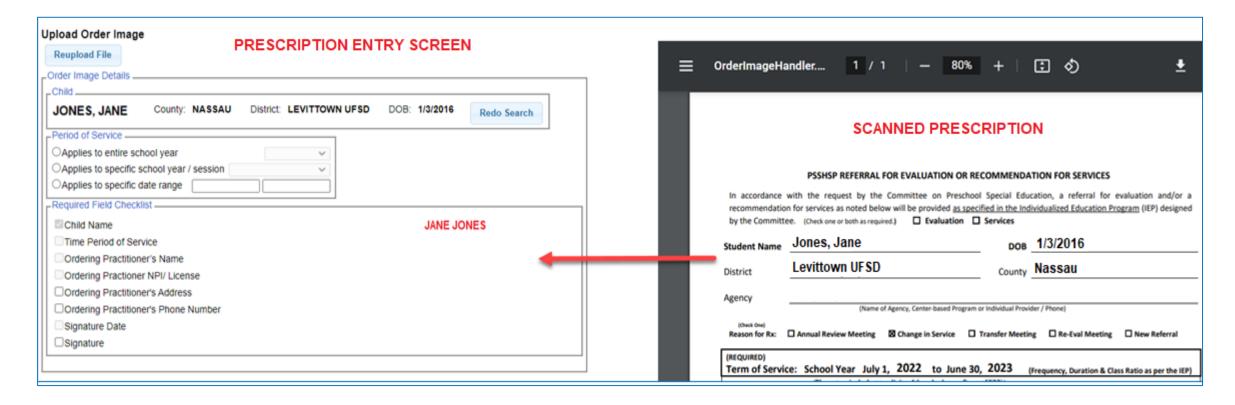
Upload Image

PRESCRIPTION UPLOAD SCREEN

(Upload Order Image Screen – Scanned Prescription)

The screenshot below shows you what you will see on the uploading screen.

- On left is the screen that you will use to enter five of the eight required elements of a Medicaid prescription.
- On the **right** is the <u>scanned prescription</u> where you will obtain the information to enter to the **Image Details** Screen.



Step 2 – IMAGE DETAILS SCREEN

(Two Parts: Interactive Entry & Manual Selection)

Interactive Entry - (Order Image Screen - Step 2)

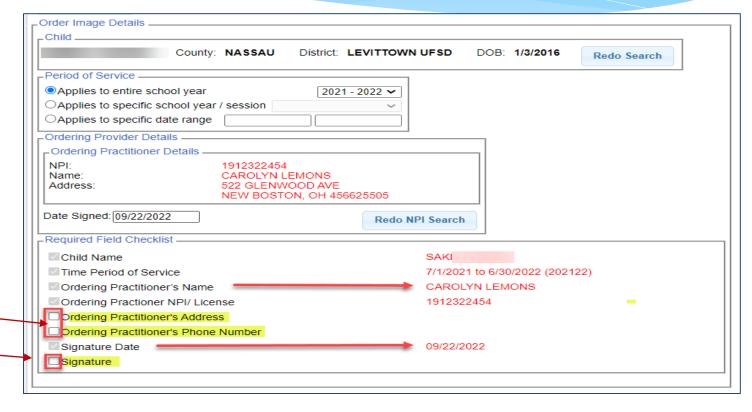
- Child's Name
- Term of Service/Period of Service
 Ordering Practitioner's Information:
- 3. Name, Address
- 4. NPI #
- 5. **Date** the order was written and signed

As you can see, the Medicaid elements shown in the Medicaid Handbook (this list) has been incorporated into the new screen.

Manual Selection - (Order Image Screen)

- Ordering Practitioner's Address
- 7. Ordering Practitioner's Phone #
- 8. Order Practitioner's Signature

Preview of New Image Details Screen



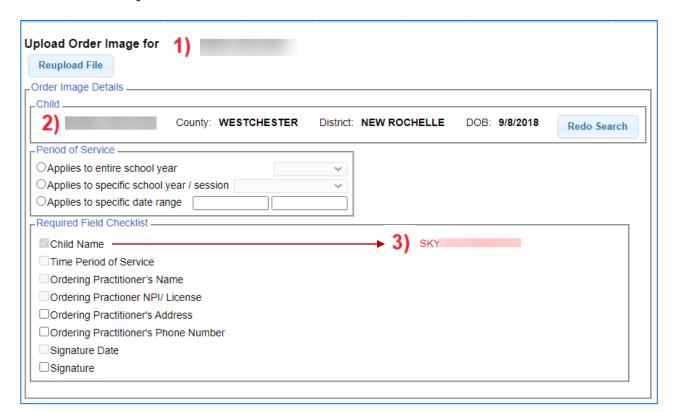
* Service, Frequency/Duration and Diagnosis Code will be entered on the next screen, Order Details Screen

(Child's Name – Fills in Automatically to Start the Process)

- The child's name auto-fills in three places on the template.
 - 1) At the top of the screen
 - 2) In the Child Box, and
 - 3) In the Required Field Checklist box.

Since you already <u>Searched</u> and <u>Selected</u> the correct child (Billing Admins) or clicked the link in the Prescriptions for Caseload grid (Therapists), the child's name is...

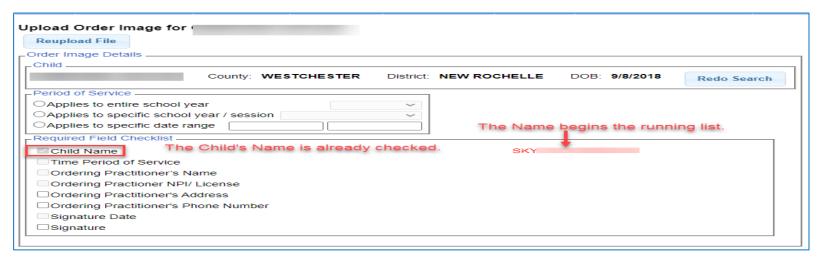
- Auto-filled in the template.
- The Child Check box has been auto-selected.
- The <u>Child's Name</u> appears in the <u>Required Field List</u>.



STEP 2 – IMAGE DETAILS SCREEN

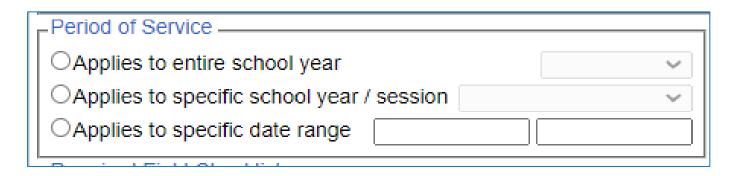
(Required Field Checklist – Interactive Entry)

- Now you will begin the Interactive Entry from the scanned prescription beginning with the Period of Service.
- Before we begin, please keep an eye on the "Required Field Checklist" box.
 - As you progress through the <u>entering process</u>, beginning with the <u>child's name</u>, each required Medicaid element will be auto-checked in the selection boxes to the left of the Medicaid item in the <u>Required Field Checklist</u>.
 - You will also you see a list of the <u>entered</u> information building (in red) to the right of the <u>Required Field Checklist</u>.



(Period of Service – Three Options)

- The first item that you will enter is the Period of Service (Term of Service) for the prescription.
- The Period of Service shows three options for the provider to select.
 - Applies to entire school year
 - 2) Applies to specific school year/session
 - 3) Applies to specific date range



What you enter in this section is pre-determined by what is written on the hardcopy prescription.

(Time Period of Service - Option #1 - Applies to Entire School Year)

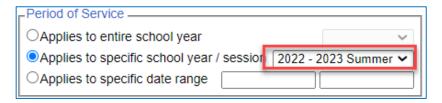
1) Applies to entire school year, will be selected if the term of service dates are delineated on the prescription as $\frac{7}{1}$ to $\frac{6}{30}$.

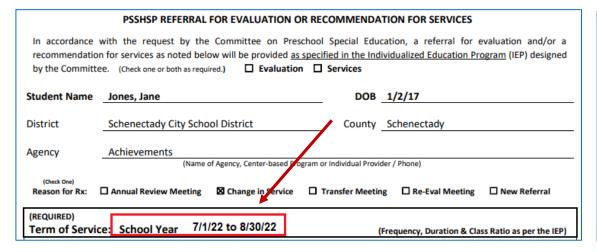
Period of Service —	
Applies to entire school year	2022 - 2023 🕶
OApplies to specific school year / session	~
OApplies to specific date range	

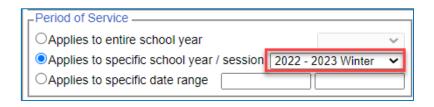
In accordance with the request by the Committee on Preschool Special Education, a referral for evaluation and/or recommendation for services as noted below will be provided as specified in the Individualized Education Program (IEP) design by the Committee. (Check one or both as required.) Evaluation Services				
Student Name	Jones, Jane	DОВ	1/2/17	
District	Schenectady City School District	County	Schenectady	
Agency	Achievements (Name of Agency, Center-based Pr	rogram or Individual Provi	der / Phone)	
(Check One) Reason for Rx:	☐ Annual Review Meeting	☐ Transfer Meetin	ng Re-Eval Meeting New Referral	

(Time Period of Service – Option #2 – Applies to Specific School Year/Session)

2) Applies to specific school year/session, will be selected if the term of service dates are delineated on the prescription as 7/1 to 8/30 or 9/1 to 6/30.





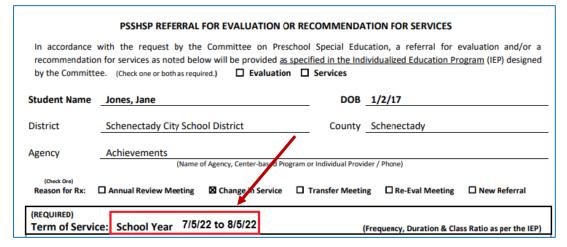


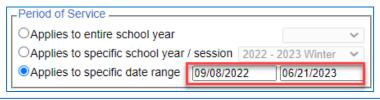
PSSHSP REFERRAL FOR EVALUATION OR RECOMMENDATION FOR SERVICES					
In accordance with the request by the Committee on Preschool Special Education, a referral for evaluation and/or a recommendation for services as noted below will be provided <u>as specified in the Individualized Education Program</u> (IEP) designed by the Committee. (Check one or both as required.) Evaluation Services					
Student Name	Jones, Jane DOB <u>1/2/17</u>				
District	Schenectady City School District County Schenectady				
Agency	Achievements (Name of Agency, Center-Mesed Program or Individual Provider / Phone)				
(Check One) Reason for Rx:	☐ Annual Review Meeting ☑ Change in Service ☐ Transfer Meeting ☐ Re-Eval Meeting ☐ New Referral				
(REQUIRED) Term of Service	ce: School Year 9/1/22 to 6/30/23 (Frequency, Duration & Class Ratio as per the IEP)				

(Time Period of Service – Option #3 – Applies to Specific Date Range)

Applies to specific date range, will be selected if there are "specific" term of service dates delineated on the prescription such as 7/5 to 8/5 or 9/8 to 6/21. These are specific dates that are more specific than session dates, which encompass the entire session. This option must be selected if the prescription has this type of specificity.



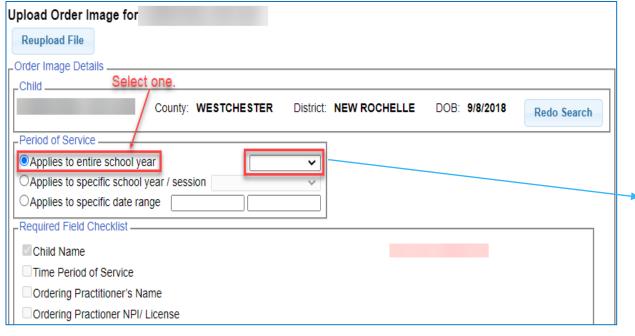


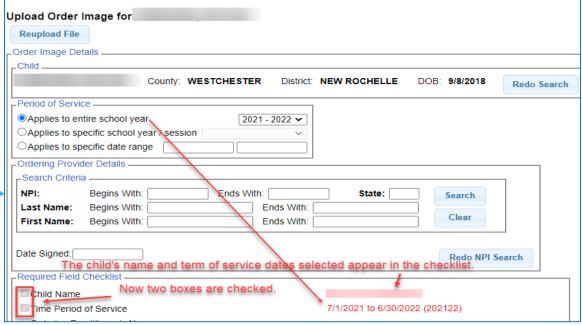


PSSHSP REFERRAL FOR EVALUATION OR RECOMMENDATION FOR SERVICES					
In accordance with the request by the Committee on Preschool Special Education, a referral for evaluation and/or a recommendation for services as noted below will be provided as specified in the Individualized Education Program (IEP) designed by the Committee. (Check one or both as required.)					
Student Name	Jones, Jane	DOB	1/2/17		
District	Schenectady City School District	County	Schenectady		
Agency	Achievements (Name of Agency Contr. based Program of	r Individual Provi	dar / Bhana)		
(Name of Agency, Center-based Program or Individual Provider / Phone) (Check One) Reason for Rx:					
(REQUIRED) Term of Service: School Year 9/8/22 to 6/21/23 (Frequency, Duration & Class Ratio as per the IEP)					

(Time Period of Service)

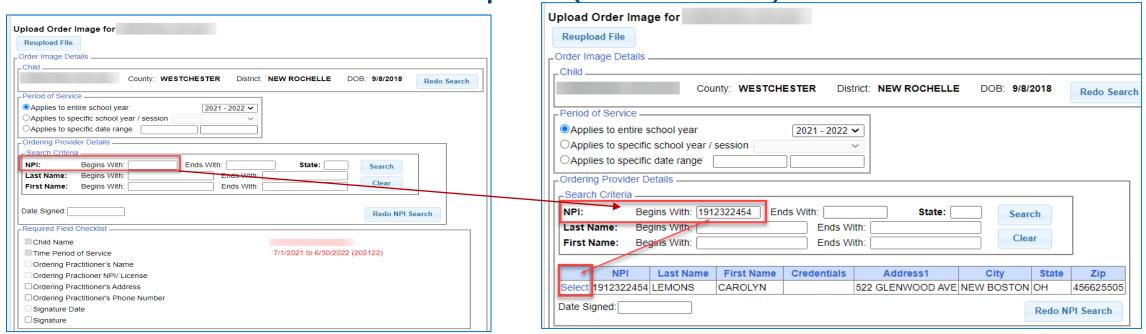
□ After you select the appropriate term of service option (as indicated on the hardcopy prescription), you will need to enter the school year. When you select the school year, the next section of the entry screen populates, The Ordering Practitioner's Name, Address and NPI #. (See next slide.)





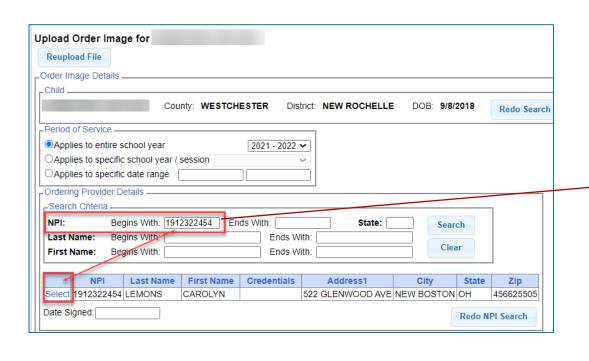
(Ordering Practitioner's Name, Address & NPI #)

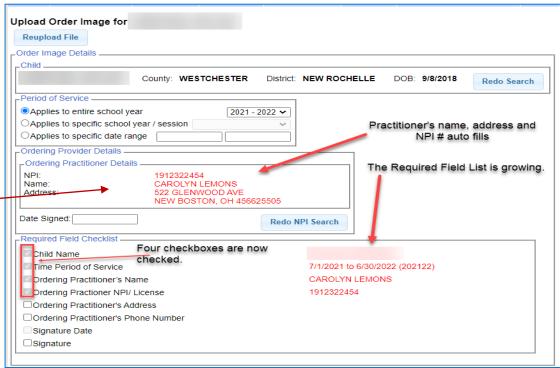
- You will now see that the <u>Ordering Provider Details</u> box has filled in with the NPI search criteria. You can enter the NPI # for the ordering practitioner from the scanned prescription <u>or</u> if you cannot read the NPI # on the prescription you can enter the practitioner's name (and click Search).
- When you click Search, the name, address and NPI # for the ordering practitioner appears below the NPI search. Click Select in the list for the correct person (if more than one).



(Ordering Practitioner's Name, Address & NPI #)

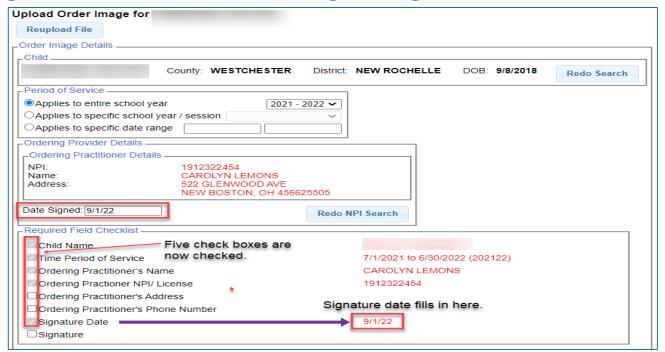
- After you click Select, you will see that the Ordering Practitioner Details box has filled in with the Ordering Practitioner's information (Name, Address and NPI #).
- ☐ You will also see that four checkboxes are now checked and the NPI number for the ordering practitioner is now listed in the growing list of Medicaid elements to the right.





STEP 2 – IMAGE DETAIL SCREEN – REQUIRED FIELD CHECKLIST (Signature Date)

- Next you will enter the signature date from the scanned prescription.
 If the signature date is not on the prescription, you will need to secure a replacement prescription.
- After you enter the signature date, the Signature Date field is auto-checked in the Required Field Checklist and the signature date appears in the growing list of fields on the right.

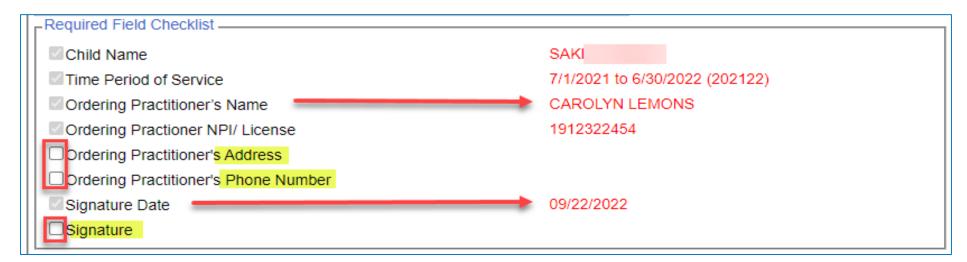


(Manual Selection)

- Five check boxes have auto-filled throughout the entering process so far.
- Three checkboxes remain unchecked.

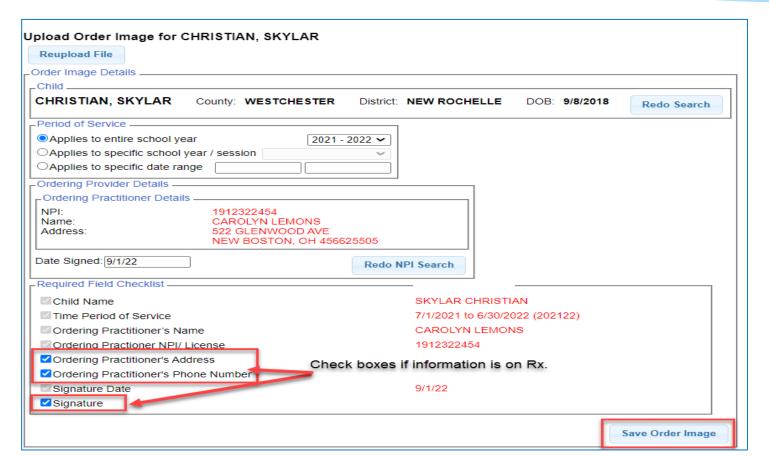
These fields will require the person uploading the prescription to view the scanned prescription for the Ordering Practitioner's address, phone number and signature.

- If the Ordering Practitioner's contact information and signature is listed on the prescription, you will check these (3) boxes.
- ☐ If these items are not listed on the prescription, you will not be able to proceed any further and you should secure a replacement prescription.



(Saving the Required Field Checklist - Image Details - Save Order Image)

After you check the three remaining boxes, the Save Order Image Button populates to the screen. you will click the Save Order Image button.

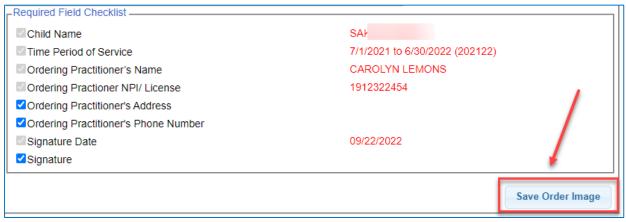


(Saving The Required Field Checklist)

☐ You will notice in screenshot #1 that the last check box (Signature) remains unchecked. You will also notice there is no SAVE button at the bottom of the screen.

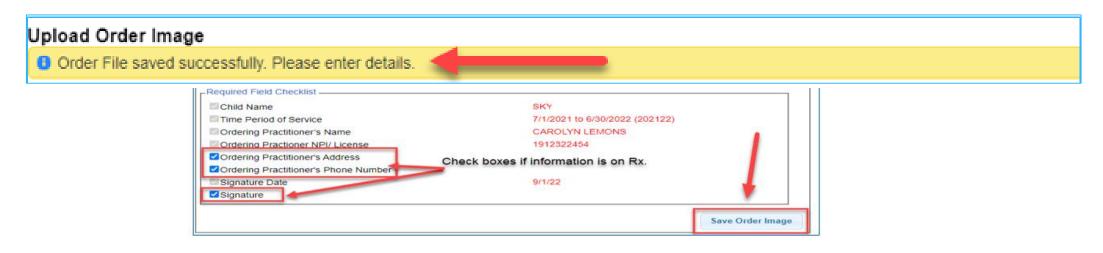


- □ Screenshot #2 shows all the boxes checked, which will now allow you to SAVE.
- □ All eight items must be checked and/or entered or you will not have the option to SAVE.



(Saving the Required Field Checklist – Image Details – Save Order Image)

After you click the Save Order Image button, you will receive a message indicating that the Order File saved successfully (Yellow bar/top of screen).



QUESTIONS About the Order Image Screen

STEP 3 – ENTERING THE ORDER DETAILS

- The following items (Order Details) needs to be completed.
 - The Service Type (OT/PT/ST/PSY)
 - 2) The ICD Code
 - 3) The Frequency, Duration, Class Designation (I/G) (Only choose one option below Not Both.)
 - a) If the prescription has narrative that states that the <u>frequency and duration will be delivered</u> "As per the IEP," you will check the <u>Per IEP</u> box on the Order Detail Screen.



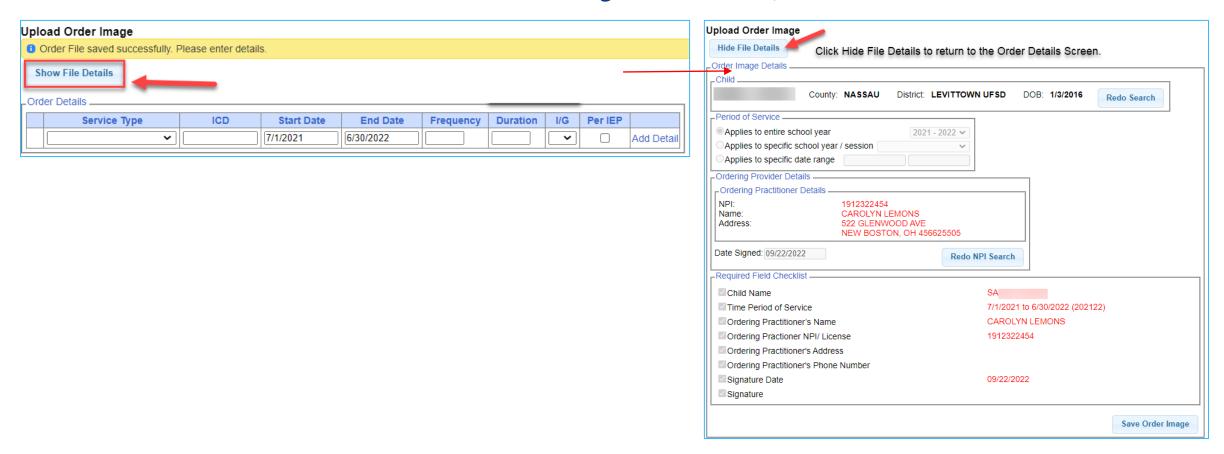
- b) If the prescription has the **specific frequency/duration and class designation (I/G)** delineated on the prescription, you will enter that information into the respective boxes on the Order Detail Screen.
- * The **Start** and **End** Dates auto-fill with the period of service dates that were entered on the Image Detail Screen.



Click the Add Detail link. (The link changes from Add Detail to Edit/Delete.)

SHOW FILE DETAILS BUTTON

- Once you get to the <u>Order Details</u> screen, you can check the <u>Image Details</u> by clicking the <u>Show File Details</u> button.
- To return to the <u>Order Details</u> screen from the <u>Order Image Details</u> Screen, click the <u>Hide File Details</u> button.

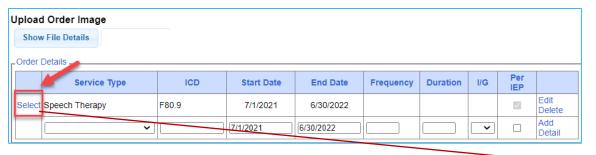


STEP 4 – ATTACHING THE ENROLLMENT – FINAL STEP

- After you enter the (Service Type, ICD Code Frequency/Duration) and click the Add Detail link, you will see the following screen.
- The next step is attaching the enrollment(s) to the prescription Step 4 of the process.
- Click Select for each therapy shown on the screen.

(which will bring up all the enrollments for the selected service type within the selected period of service).

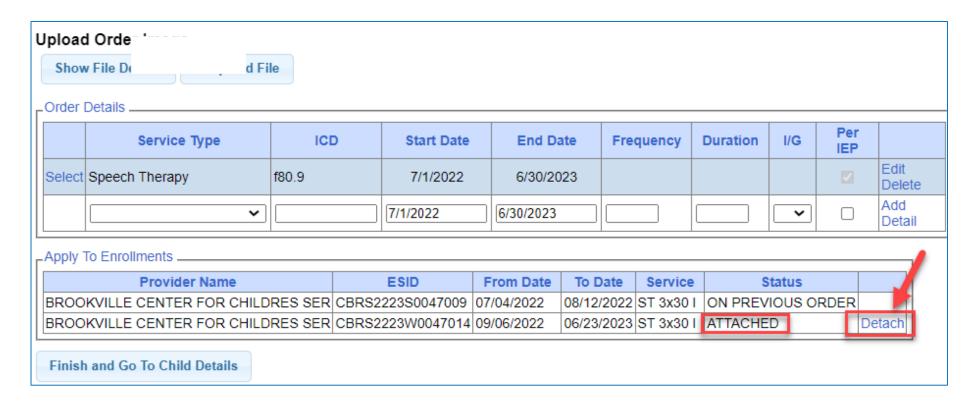
Click the "Attach" link to <u>link</u> the enrollment(s) to the prescription.





STEP 4 – ATTACHING THE ENROLLMENT – FINAL STEP

After you click the Attach link, the link changes to show "Detach." The prescription is now uploaded and is attached to the child's enrollment(s).



FINISH AND GO TO CHILD DETAILS

☐ If you click the "Finish and Go To Child Details" button, you can check the Portal details for the uploaded prescription from the Written Orders Tab.

Provider Name	ESID	From Date	To Date	Service	Status
BROOKVILLE CENTER FOR CHILDRES SER	CBRS2223S0047009	07/04/2022	08/12/2022	ST 3x30 I	ON PREVIOUS ORD
BROOKVILLE CENTER FOR CHILDRES SER	CBRS2223W0047014	09/06/2022	06/23/2023	ST 3x30 I	

REVIEWING THE PRESCRIPTION DETAILS

(Written Orders Tab)

After you click the "Finish and go to Child Details" button, this screen comes up.

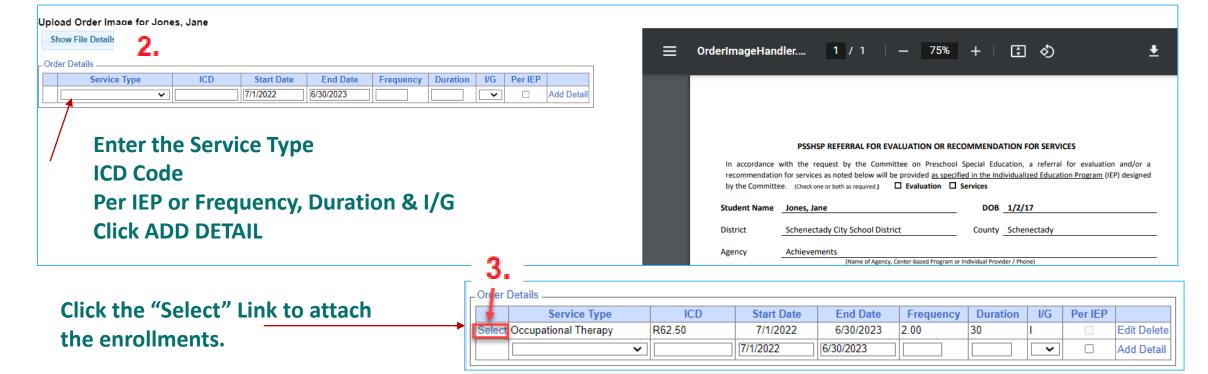
- Click on the Written Orders Tab to view Prescriptions.
- You can see that a prescription was entered and includes the following information:
 - The school year for the prescription
 - Who signed the prescription
 - Signature date of the prescription
 - The date the prescription was uploaded



FINISHING AN INCOMPLETE PRESCRIPTION

(Written Orders Tab)



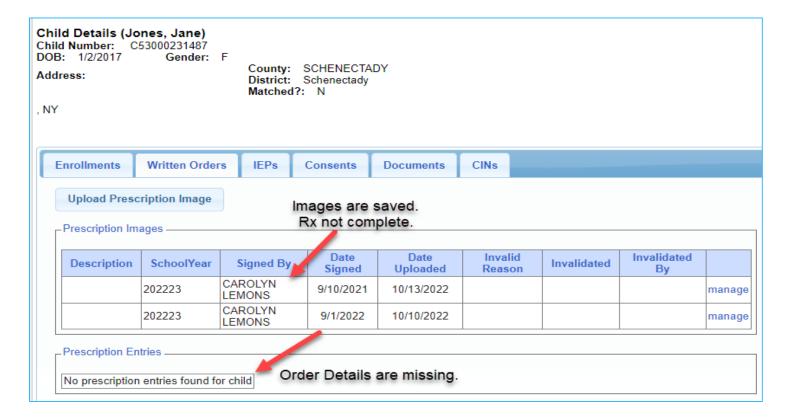


FINISHING AN INCOMPLETE PRESCRIPTION (Written Orders Tab)

As you can see from the screenshot below, there are two prescriptions that have Image Entries, but do not have any Prescription Entries.

To finish entering the <u>Order Details</u> and <u>Enrollment Details</u>, just click the "<u>Manage</u>" link at the end of the row.

After you complete the prescription, you should see an entry in the *Prescription Entries* Table that corresponds with the entry in the *Images* Table.



LIVE DEMONSTRATION

QUESTIONS About Entering the Order Details Attaching the Enrollment

McGuinness Medicaid-in-Education Contact Information

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Deborah Frank, McGuinness Medicaid Specialist – <u>dfrank@jmcguinness.com</u> – Extension #41 **Kelly Knowles**, McGuinness Medicaid Team – <u>kknowles@jmcguinness.com</u> – Extension #28 **Ellen Farney**, McGuinness Medicaid Team – <u>earney@jmcguinness.com</u> – Extension #50 **Darcy McMullen**, McGuinness Medicaid Team – dmcmullen@jmcguinness.com – Extension #34

Follow-up

- ☐ This presentation will be recorded and the PowerPoint presentation will be uploaded to the Portal Knowledge Base for future reference.
 - Search for help in our Knowledge Base: http://support.cpseportal.com/Main/Default.aspx
 - Portal Support Email: <u>Support@cpseportal.com</u>
 - Medicaid Support Email: <u>Medicaid@CPSEPortal.com</u>
 - Questions/Guidance regarding Medicaid compliance:

Contact Deborah Frank dfrank@jmcguinness.com, 518-393-3635, Ext. #41

HELPFUL LINKS

CPSE Portal Knowledge Base Links for Medicaid
http://support.cpseportal.com/kb/a231/medicaid-knowledge-base-links.aspx