

## MEDICAID-COMPLIANT WRITTEN ORDERS WEBINAR

(June 10 and 11, 2019)

### Questions and Answers

#### Change in Service or Provider

- Q** When there is a change in service, is a new order required for all services on the IEP or just the service that changed?
- A** A new order is required only for the service that changed. (i.e., In September the child was receiving OT 1x30 (I), PT 1x30 (I) and Speech 2x30. In November there was a review meeting and the child's Speech frequency changed to 3x30 (I).) A new order is required for the Speech Service only because the OT/PT frequencies/duration did not change. A new order would also be required if the class size
- Q** If a script for speech services is written by the treating SLP and then a new SLP is assigned to the child (frequency/duration remains the same), does the new treating SLP need to complete a new prescription?
- A** No. The previous prescription will still be valid; however, the new SLP may want to write a new prescription, which is the option of the new therapist.

#### Amending a Written Order

- Q** If the child meets his IEP goals and discharge is recommended before the end of the school year, should the order be changed to reflect discharge date?
- A** No. A written order should not be revised after it is submitted or uploaded to the Portal. For this example, the order can remain in effect even if the child no longer receives services.
- Q** Is it ok to make clarifications on the NPI/license numbers on the order?
- A** Only the ordering practitioner can make corrections/revisions to a written order. If you notice something that requires updating on a written order, it should be sent back to the ordering practitioner or a new order should be requested.
- Q** If the handwriting for the NPI/License number is not clear, can I write it legibly next to or underneath on the form?
- A** As mentioned previously, only the ordering practitioner can amend a prescription. If the order needs updating, you should send the order back to the practitioner or request a new order. Regarding the NPI/license number. When you enter the "Order Details" into the Portal, you can type in the correct NPI number. *Note: If the NPI number is incorrect on the order, the order will remain valid if the practitioner's license number is listed on the order and is legible.*

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#### ICD Codes

- Q** Where can I find codes for Parent Training? My agency is starting to take on parent training but we are having difficulties finding ICD-10 and CPT codes for it.
- A** The CPSE Portal has a lookup feature for both CPT Codes and ICD Codes (**Lookup>CPT Code Lookup**); however, Parent Training is not a Medicaid related service. For purposes of billing in the Portal for Parent Training, you will want to check the "Does Not Meeting Medicaid Requirements" check box.
- Q** What if a doctor writes an order for OT, PT and ST using one ICD code, but an SLP writes a script for that same child with a different diagnosis code?
- A** The prescription with the most current date will be the valid prescription. *(i.e., Received a doctor's prescription for OT/PT/SP that was dated 9/5/2018, the SLP's initial session with the child is on 9/7/2018 and before the session, writes a new prescription. The prescription dated 9/7/18 will be the prescription used for servicing the child.)*
- Q** If only a reason/need for service is listed on the order, does the narrative have to be the written equivalent of the ICD code explanation?
- A** The narrative that explains the reason/need for service should describe the "medical necessity" for the ordered service. It does not have to be the narrative that explains the ICD code. There should be enough information written for the reason/need for service to understand why the child needs to receive the therapy.
- Q** What if the student receives OT and Speech, the prescription template lists different ICD codes and the order states, "as per IEP." Is this Medicaid Compliant? Example: The prescription has more information for a service than is represented on the IEP.
- A** ICD codes do not have to be listed in the IEP. The diagnosis is a required item for the written order, which determines the medical necessity for the service. The additional information on the written order does not need to be listed in the IEP.

#### Same Day Orders

- Q** For written orders, what does "prior" mean? Can the orders be signed/dated the same day services start?
- A** Since an SLP can write an order on the same day as servicing the child, the order can be written on the same day. However, Medicaid wants the order to be written **before** the child's first session - not after.

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#### Uploading

- Q** If speech orders are handwritten and dated on or before the start of services, can they be uploaded (soon) AFTER the start of services?
- A** They can be uploaded as soon as they are created.
- Q** If the practitioner puts an incorrect/incomplete NPI number on the prescription and we are uploading to the Portal, is it okay to upload the order with the incorrect NPI number as long as we enter the correct number into the Portal when entering the Order Details?
- A** Yes. Only the ordering practitioner can change the written order. When you complete the "Order Details" for the prescription in the Portal you can enter the correct NPI number. If the NPI number and the license number are both delineated on the prescription, the order will still be valid. Medicaid only requires one; either the NPI or the License number. Having both numbers on the prescription will reduce the chance of potential issues. If the NPI is on the order without the license number, you should send the order back to the practitioner for updating or request a new order.

#### Counseling Services

- Q** Does a child that is receiving counseling services need to have a script written by the treating LCSW - (similarly to how an SLP orders)?
- A** Yes. Psychological Counseling is the only counseling service that can be billed to Medicaid and a written referral must be written by one of the following: \*...physician, physician assistant, nurse practitioner, or a written referral from an appropriate school official or other voluntary health or social agency (school officials are not allowed or required to enroll in NYS Medicaid.) (*\*Medicaid Provider Policy & Billing Handbook.*)

#### Auditing Written Orders

- Q** What is the best way to audit prescriptions that have been entered into CPSE portal so that I know if something is missing/noncompliant?
- A** We will be providing a "Medicaid-Compliant Written Orders Checklist" to all webinar attendees as well as posting the checklist to the Portal Knowledge Base. The checklist has Valid and Invalid items listed for each "required" category on the written order. For missing items, you would just scan the document to see if all the required items have been completed (no blanks). If there are any blanks, request a new order.

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#### Sign Date on Order

**Q** Is it okay if the "Date Signed" is typed?

**A** You will not find anything written regarding this. However, McGuinness currently has staff that have been through OMIG audits and the auditors recommend that the date be handwritten. I would say that "best practice" would be to handwrite the date.

#### IEP Dates

**Q** If the IEP period changes because the PT level of service changes but the Speech service remains the same do I (as the SLP) need to complete a new written order because the dates of the IEP changed?

**A** No. In your example, the PT service would require a new written order due to the change in frequency/duration. If the Speech service level did not change, a new order is not required. The "implementation date" on the IEP are not the dates that coordinate with the written order. The school year dates are the dates that need to coordinate with the written order (i.e., 7/1/2018 - 6/30/2019).

#### Digital Orders

**Q** How will the agency know whether an SLP has entered the digital order into the Portal?

**A** There is a report that can be run in the Portal. We will discuss this during the Digital Speech Recommendations Webinar on June 25th.