

# UPLOADING PRESCRIPTIONS (ULSTER COUNTY)

(Updated February 2022)

### INTRODUCTIONS

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### TOPICS COVERED

- Unmatched Enrollments & Medicaid Documentation
- Uploading Prescriptions
  - Uploading a Prescription (Therapists)
  - Uploading a Prescription (Billing Admins)
  - Prescription Troubleshooting
- **☐** Verification Process for Prescriptions
- Upcoming Webinar Trainings
- McGuinness Medicaid-in-Education Contact Information
- Medicaid References

### UPLOADING HARD-COPY PRESCRIPTIONS (OT/PT/Psychological Counseling)

- ☐ Ulster County is only accepting paper prescriptions for OT/PT and Psychological Counseling.
  - Prescriptions should be completed on a county-approved Medicaid-compliant prescription template. The 2022-23 Prescription template is available through the Portal Knowledge Base and will be forwarded to you with the webinar follow-up. The previous prescription template should no longer be used.
  - The prescription should be scanned/saved to your computer (desktop or folder),
  - The prescription details (service, signature date, ICD Code, NPI/License Information, etc.) will be entered to the **Prescription Details Screen** in the Portal (Step 1).
  - The prescription image will be uploaded to the <u>Prescription Image Screen</u> in the Portal (Step 2).

### DIGITAL SPEECH RECOMMENDATIONS

- □ Ulster County is expecting that all SLPs discontinue the practice of preparing hard-copy prescriptions.
- □ Instead the County is requiring that all SLPs complete a digital speech recommendation in the Portal that coincides with the child's initial session (Effective 10/01/2021).
- □ Ulster County is also expecting SLPs to complete a digital speech recommendation even when a hard-copy prescription is received from a community medical practice, which means the SLP will complete digital recommendations for all children on their caseload.
- ☐ McGuinness will be conducting a separate webinar on how to complete digital orders (for SLPs) just prior to the 2022 summer session.

#### ENTERING TEMPORARY CHILDREN & ENROLLMENTS

- □ A child's "official" enrollment is not always created prior to the first day of a school session. Until the "official" enrollment is created providers can create an "Unmatched Child" and an "Unmatched Enrollment."
- These "unmatched" records are temporary placeholders; they exist so providers can complete session notes and upload Medicaid documentation contemporaneously.
- Let's take a look at this process.

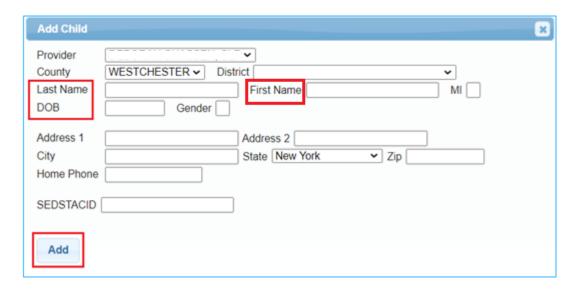
# Entering Temporary Children & Enrollments (Continued)

- 1. <u>Search the Portal</u> for the child to determine if you need to add an Unmatched Child record. If the child is already in the Portal, you can create the *unmatched enrollment*.
- 2. If the child is <u>not</u> in the Portal, you will need to add an <u>unmatched child</u> record before you can create the unmatched enrollment. Once the unmatched child is created, you will be able to create the <u>unmatched enrollment</u>.
  - Go to Caseload Maintenance>Unmatched Children>Add Child

Unmatched Ch	ildren A	dd Child											$\Omega$		
Child Number	Last Name	First Name	MI	DOB	County	District	Address1	City	State	Zip	HomePhone				
С		ı		11/10/2015			1		NY			Enrollments	Attempt Match	Edit	Delete
С				10/19/2016					NY			Enrollments	Attempt Match	Edit	Delete
С				1/18/2014					NY			Enrollments	Attempt Match	Edit	Delete
С				3/11/2016					NY			Enrollments	Attempt Match	Edit	Delete

# Entering Temporary Children & Enrollments (Continued)

- You can fill in the as much information as you have; however, you can create the record with as little information as the <u>county, child's name and DOB</u>.
- After you click ADD, the unmatched child record is created.



### Editing an Unmatched Child

- The information you entered for the unmatched child may be different than what the county entered. (For example, the county may have entered Sean MacFee, but your unmatched record is for Sean McFee.) You can edit your unmatched child record to match the official record. If the County entered the county record incorrectly, contact the county so the enrollment can be edited on their end.
- ☐ Go to Caseload Maintenance>Unmatched Children
- Click Edit –

Unmatched Ch	nildren	dd Child													
Child Number	Last Name	First Name	MI	DOB	County	District	Address1	City	State	Zip	HomePhone				
C66000159808	HERRARA	KRISTIE		11/10/2015	WESTCHESTER	NEW ROCHELLE	600 PELHAM ROAD	NEW ROCHELLE	NY	10805		Enrollments	Attempt Maker	Edit	Delete
C66000152996	MENDEZ	KAMALU		10/19/2016	WESTCHESTER	NEW ROCHELLE	7 DAVENPORT AVE	NEW ROCHELLE	NY	10805	281 844 5019	Enrollments	Attempt Match	Edit	Delet
C66000075197	Pirzinger	Luke		1/18/2014	WESTCHESTER	NEW ROCHELLE			NY			Enrollments	Attempt Match	Edit	Delet
C66000159811	SEBASKI	WYETH		3/11/2016	WESTCHESTER	SCARSDALE	27 FERNCLIFF ROAD	SCARSDALE	NY	10583		Enrollments	Attempt Match	Edit	Delet

### Editing an Unmatched Child

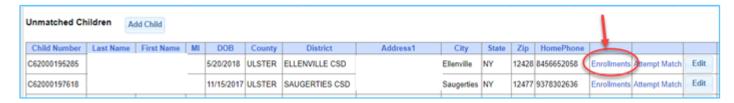
□ After you click the **Edit** button, the following screen will allow you to edit the unmatched child. Edit [only] the field(s) that are incorrect and then click **Update** at the end of the row.



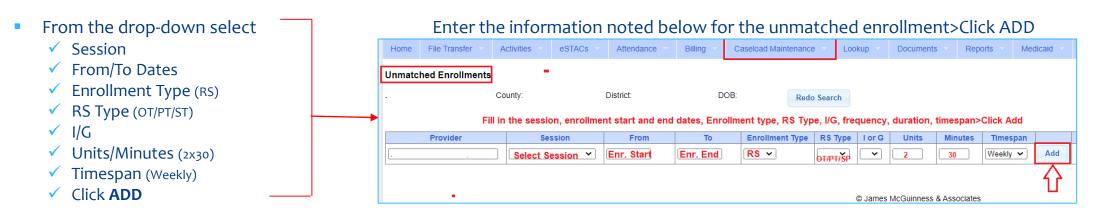
- ☐ The only fields that can be edited for the unmatched child are:
  - First & Last Name
  - DOB
  - District
  - Home Phone

# Entering Temporary Children & Enrollments (Continued)

Now that the "<u>unmatched child</u>" has been successfully created, you will be able to create the "<u>unmatched enrollment</u>." You can either click the "Enrollments" link from the Unmatched Children Screen or,



Go to Caseload Maintenance>Add/Edit Unmatched Enrollment



- The unmatched enrollment has now been added.
- You can now use this temporary enrollment to enter your session notes and upload documentation.

### DEMONSTRATION

Unmatched Child &

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### Questions?

We will answer any questions regarding Unmatched Children/Enrollments.

### Uploading a Prescription

(Two Options)

Option 1: Hard Copy Upload Process

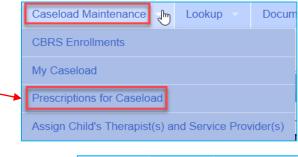
Option 2: Digital Speech Recommendation (for SLPs only)

This process will be addressed in a separate webinar.

### How to Upload a Paper Prescription

- Before you can upload a paper prescription to the Portal you must scan and save the prescription to your computer (Desktop).
- You can upload a prescription from two different menus in the Portal:

- Caseload Maintenance > Prescriptions for Caseload (for Therapists)
- 2. <u>Medicaid</u>>Prescriptions>Prescription Entry <u>Maintenance</u> (for Billing Admins)



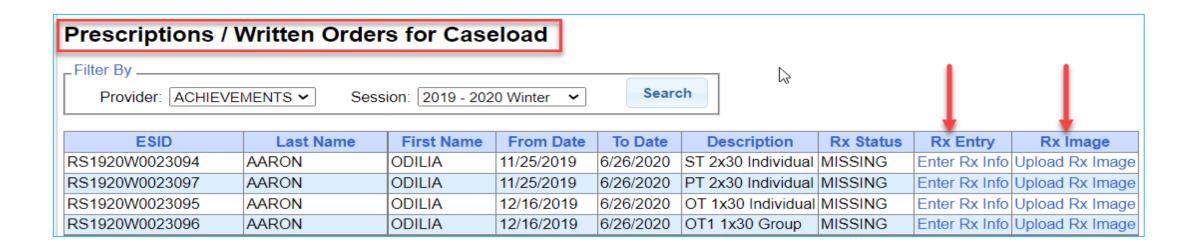


### MENUS TO UPLOAD PRESCRIPTION DETAILS

(Two Options – Therapist and Billing Admin)

#### Option 1: Therapist (Caseload Maintenance>Prescriptions for Caseload)

- Click the Rx Entry link to enter Prescription Details.
- Click Rx Image link to upload the Prescription Image.

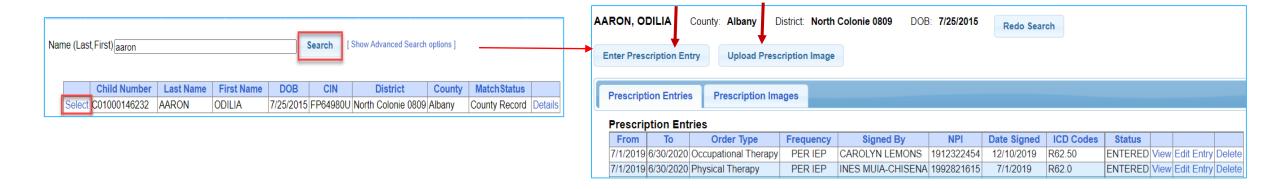


### MENUS TO UPLOAD PRESCRIPTION DETAILS

(Two Options – Therapist and Billing Admin)

#### Option 2: Billing Admin (Medicaid>Prescriptions>Prescription Entry Maintenance)

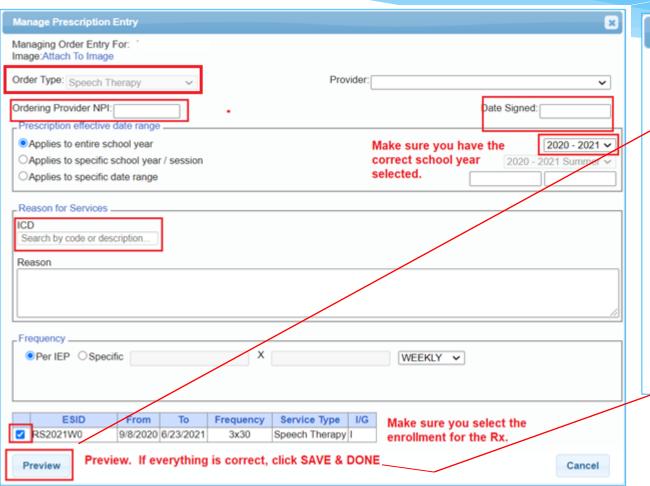
- Type in the Name of the Child>Select.
- Click the Enter Prescription Entry button to enter Details.
- Click Upload Prescription Image button to upload the image.



# How to Upload a Paper Prescription (Prescription Entry - Therapists & Admins)

#### **Step One**

- Select Order Type
- 2. NPI
- Date Signed
- 4. Date Range
- School Year
- 6. ICD
- Frequency
- 8. Select Enrollment
- Click Preview
- 10. Click Save & Done

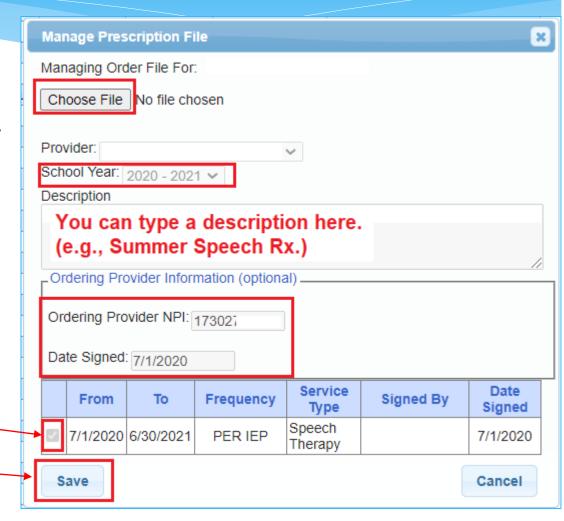


Manage Prescrip	otich Preview	
Child: Service: Dates Covered: Frequency:	Speech Ther 7/1/2020 - 6/3 Per IEP	
Reason: ICD Code(s):	ICDCode F84.0	<b>Description</b> Autistic disorder
Name: NPI: 1 Date Signed: 8	992821	
Save & Done	Cancel	

# How to Upload a Paper Prescription Image Entry – (Therapists & Admins)

#### Step 2

- Choose File and browse to the Rx image on your computer.
- Fill in the school year.
- 3. Optional You can type in a description.
- 4. Fill in the ordering practitioner's NPI #.
- 5. Fill in the **signature date** of the Rx.
- 6. Check the **eligible order**.
- 7. Click **Save**



### **THERAPISTS**

How can you tell if you successfully entered your prescription?

☐ How do you print the prescription?

# How do you know if you completed your Rx? (For Therapists – Prescriptions for Caseload)

☐ How do you know if you successfully completed your prescription?

The Rx Status Column on the Prescriptions for Caseload screen will let you know whether the prescription has been Entered, Verified, Missing\* or Invalidated. If invalidated, you will see the reason why it has been invalidated.

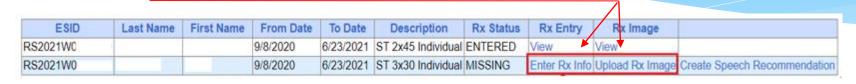
\* If the prescription was not entered correctly, the status will show as "missing."

ESID	Last Name	First Name	From Date	To Date	Description	Rx Status	/	Rx En	try	Rx In	nage	
CBRS2021S0		•	7/6/2020	8/14/2020	ST 3x30 Individual	ENTERED		View	٧	iew		
CBRS2021S0	Ī		7/6/2020	8/14/2020	ST 3x30 Individual	INVALIDATED: Computer-generated	signature stamp used.	Enter Ro	(Info U	pload R	ex Image	Create Speech Recommendation
CBRS2021S0	Ī		7/6/2020	8/14/2020	ST 3x30 Individual	MISSING		Enter Ro	(Info U	pload R	x Image	Create Speech Recommendation

The link will change to "View" when the Rx has been successfully uploaded.

# How to print the Prescription from Prescriptions for Caseload - (<u>Therapists</u>)

☐ Click the "View" link in either the Rx Entry or Rx Image column.



- ☐ From the **Rx Entry** column, click "**View**."
- Click the "View Image" link. –
- Right Click>Print

\*\* OR \*\*

Back
Forward
Reload
Save as...
Print...



×

Manage Prescription File

Managing Order File For:

Image:View Order File

- ☐ From the **Rx Image** column, click "**View**."
- ☐ Click the "View Order File" link.
- ☐ Right Click>**Print**

### **ADMINS**

■How can you tell if you successfully entered your prescription?

☐ How do you print the prescription?

# How do you know if you completed your Rx? (For Admins – Prescription Entry Maintenance)

☐ How do you know if you successfully completed your prescription?

Prespiption Entries

7/1/2018 6/30/2019 Speech Therapy

- There are two tabs on the <u>Prescription Entry Maintenance Screen</u>
  - 1) Prescription **Entries**, and
  - Prescription Images

    Each tab has a "Status" column
- The <u>Prescription Entries Tab</u> will show you whether the prescription was **Entered, Verified,** Invalidated or **Missing**.

• The <u>Prescription Images Tab</u> will show you whether the image is "**Attached**" or "**Unattached**" to the Prescription Image.

Prescription Entries Prescription Images

Prescription Images

School Year Description Signed By Date Signed Date Uploaded Image Status

201920 Speech 7/11/2018 7/11/2019 ATTACHED TO ORDER View Edit Image Delete

201819 Order File created from CPSE Portal 7/11/2018 12/5/2018 UNATTACHED TO ORDER View Edit Image Delete

1730278607 7/1/2018

INVALIDATED: Signed with a signature stamp.

/iew Edit Entry Delete

iew Edit Entry

# How to print the Prescription from Prescription Entry Maintenance - (Admins)

☐ Click on the Prescription Entries or Prescription Images Tab. Click the "View" Link. The Rx image will appear. Right click on the Rx image and click **Print**. Enter Prescription Entry **Upload Prescription Image** Back Forward Prescription Images **Prescription Entries** Reload **Prescription Entries** Order Type Frequency Signed By NPI Date Signed ICD Codes Status Save as... F80.0.F80.2 VERIFIED View Edit Entry 7/1/2019 6/30/2020 Speech Therapy PER IEP 1609183052 12/3/2019

Print...



### DEMONSTRATION

Live demonstration: How to Upload a Prescription

- 1) From Prescriptions for Caseload (Therapists)
- 2) From Prescription Entry Maintenance (Billing Admins)

### TROUBLESHOOTING (Prescription Uploading)

- ☐ The following issues will prevent you from completing your prescription successfully.
  - ✓ <u>Prescription ENTRY Details were not completed and/or saved (Preview/Save & Done).</u>
  - The enrollment that applies to the Rx was not selected on the Prescription ENTRY Details Screen.

    Scre
  - ✓ <u>Prescription IMAGE was not uploaded</u> or was uploaded and <u>not attached to the Prescription</u>

    <u>Details</u> Screen. 

    | Managing Order Entry For: Jones, Jane | Image: Attach To Image: Attach To

7/1/2020 6/30/2021

7/1/2020

- ✓ The **Eligible Orders** on the **IMAGE** Details Screen was **not selected**.
- ✓ The <u>correct school year</u> was not selected so the correct ESID # is not associated with the prescription. 

  2021 2022 ▼
- ✓ The <u>prescription was invalidated</u> because one of the eight mandated criteria did not meet Medicaid requirements. As a result, billing cannot move forward. INVALIDATED: Script has one Dr's info and the name of another.
- ✓ All the items noted above will result in the following error message, which will halt billing, "Details of Prescription/order not entered for enrollment."

### QUESTIONS?

We will answer any questions regarding Uploading Prescriptions.

# DOCUMENT VERIFICATION Prescription

- □ The <u>agency or therapist</u> will be responsible for <u>obtaining</u> and <u>uploading</u> the prescription.
- □**Q&A** #114 ... It is recommended that written orders ... be monitored for completeness and that any necessary replacement documentation is requested as soon as possible. This should be done **prior to uploading** prescriptions.
- □ It is important to note that the therapist/agency must have a copy of the prescription "in hand" before providing the service. The district will not be uploading the prescription.

### Document Verification Prescription - Continued

☐ What is McGuinness looking for when they verify a prescription?

The Medicaid Provider Policy & Billing Handbook (page 21) lists (8) eight elements that are required on a Medicaid prescription.

- The complete <u>name</u> of the child
- 2. The complete date the order was written and signed (MM/DD/YY)
- 3. The **service(s)** being ordered (OT/PT/ST)

Frequency/duration of the ordered service must be either specified on the order itself (2x30 I)

\*\* OR \*\*

The order can explicitly adopt the frequency/duration of the service by IEP reference (As per IEP)

- 4. Ordering **provider's contact information** (Street, City, State, Zip, Phone Including Area Code.)
- 5. <u>Signature</u> of the ordering practitioner (Stamps are not permitted; including computer-generated signatures)
- 6. The <u>time period</u> for which the services are being ordered (Specific Dates 7/1/xx-6/30/xx -<u>or</u>- School Year 2020-2021)
- 7. The ordering practitioners **NPI and/or license number**
- 8. Patient <u>diagnosis</u> and/or reason/need for ordered service(s) (ICD Code)

### Customizable Medicaid-Compliant Prescription Template

### Available through the CPSE Portal Knowledge Base

Link to Knowledge Base Customizable Medicaid-Compliant Prescription Template: http://support.cpseportal.com/kb/a172/medicaid-compliant-prescription-template.aspx

#### SPACE FOR SCHOOL/AGENCY INFORMATION

(You can list your company address and phone number here to be sure that it is included on the order.)

#### 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)   Evaluation  Services												
Student Name John Smith		DOB	1/2/15									
District Optional		County	Optional									
Agency Optional (Agency, Center-based Program or Individual Provider)/Phone												
(Dack One)  Reason for Rx: Annual Review Meeting Change in Service Transfer Meeting Re-Eval Meeting New Referral												
(Required)												
Term of Service: School Year July	y 1, <u>2019</u> to J	une 30, 2020	(Frequency, Duration & Class Ratio as per the IEP)									
Evaluation/Service	(Required) ICD CODE for EVALUATION(S)	(Required) ICD CODE for SERVICE(S) *	Medical Diagnosis/Purpose of Treatment									
Audiological												
Occupational Therapy												
Physical Therapy												
Speech		F80.2	Mixed receptive-expressive language disorder.									
Psychological/Psychological Counseling												
Skilled Nursing (Requires a Physician's Order)												
-		is required for each e place prior to the initio	valuation/service. ation of evaluations/services.									
		must be completed for each i uring an IEP period results in	IEP period.  a change in service (i.e., frequency/duration/ratio).									
Signature Handwritten Signature o			gned Date is Required									
Original Signature Required -	Stamps Not Permitted) (R	REQUIRED)	(Required)									
Print Name PRINT NAME HERE (Sta	amp Accepted)		Title M.D.									
Address & Phone (Required) - (Stamp Acces	eted)	(Required) License #	123456 (REQUIRED)									
REQUIRED: COMPLETE ADDRESS & PHON	NE#	(Required) NPI#	1234567890 (REQUIRED)									
ABC Agency 123 Main St.		Medicaid#										
New York City, NY 12345 (000) 123-4567		Fax#										

(Signature of NYS licensed and registered physician, a physician or a licensed nurse practitioner acting within the scape of practice (for psychological counseling services this also includes an appropriate school official and for speech therapy services, a speech-language pathologist who has seen the child.)

### Questions?

We will answer any prescription verification questions.

#### UPCOMING WEBINARS

- Webinar on: Medicaid-Compliant Written Orders (March 15 & 17, 2022)
  - What Should you be Checking?
  - What are the (8) Eight Required Elements of a Medicaid Prescription?
  - What is the Valid versus Invalid Way to Express Each of the Eight Elements?
  - Medicaid-Compliant Written Order Checklist
  - Examples of Prescriptions Issues (Valid & Invalid)
  - Review Prescriptions Upon Receipt
  - How to Obtain a Medicaid-Compliant Prescription from a Doctor's Office?
  - When is a New Order Required?
  - Prescription Verification Process
  - Corrections to Prescriptions
  - Altering Prescriptions
  - Ordering, Prescribing, Referring, Attending (OPRA for SLPs only)

#### UPCOMING WEBINARS

- ☐ Webinar on: 2022-23 Annual Review Process (March 29 & 31, 2022)
  - IEPs
    - ✓ Service Dates in Portal do not Match IEP
    - ✓ Service Frequency & Duration in the Portal do not Match IEP
    - ✓ Date of Birth in the Portal does not Match IEP

#### Prescriptions

- ✓ Hard-Copy Prescriptions
   Medicaid-Compliant Written Order Checklist
   Corrections to Prescriptions
   Replacement Prescriptions
   Hard-Copy Prescription Troubleshooting
- ✓ <u>Digital Speech Recommendations</u>
  A Few things to Note
  Prescriptions from Medical Practices
  Timing of the Speech Recommendation
  Speech Supervisors

#### **UPCOMING WEBINARS**

- Webinar on: Digital Speech Recommendations (June 7 & 9, 2022)
  - Benefits of Using the Digital Speech Recommendation
  - When Should the SLP Create the Speech Recommendation
  - Required Elements of a Written Order
  - One-Time Set-Up
  - How to Create the Digital Speech Recommendation/Demonstration
  - Unmatched Children/Enrollments

### 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

### 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: <a href="http://support.cpseportal.com/Main/Default.aspx">http://support.cpseportal.com/Main/Default.aspx</a>
  - Email: <u>support@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