

Welcome to Full-Service Medicaid with McGuinness – Kick-Off Webinar

Wednesday, April 22, 2026

Questions & Answers

Q	Digital Orders: If a child is seen in the summer and has a different frequency for the 10-month session, would two digital orders be required?
A	Yes.
Q	Digital Orders: Can the SLP that conducts the evaluation complete the digital or written order for services?
A	Yes.
Q	Digital Orders: How should prescriptions be handled for CFYs?
A	The supervising SLP should complete a digital order (or write a prescription if using an outside system).
Q	Digital Orders: Can a prescription be accepted from a physician for CFYs?
A	If a Medicaid-compliant prescription is uploaded, it will be verified; however, as per the county, if the SLP is using the Portal (and not an outside system), the supervising SLP is expected to complete a digital order.
Q	Supervision: Regarding the first face-to-face visit, is there a timeline for when the first observation meeting must be completed (if it cannot be done on the first day)?
A	Most counties give a two-week period at the start of the session to complete all of the observation meetings (for supervision purposes); however, the observation meeting(s) should occur ASAP because Medicaid cannot be billed until after the first face-to-face visit.
Q	Medicaid Providers: Not all pediatricians are a Medicaid provider. What is the protocol for this?
A	The county is not expecting families to change providers. With Speech services, the SLP can write the referral. With OT/PT and Psychological Counseling Services, if the doctor is not a Medicaid provider, Medicaid will deny the claim.
Q	Terminology: What is the difference between an Rx and an order?
A	The following terms are also used for a prescription: Prescription, written order, recommendation, referral.
Q	IEPs: How does a provider get notified that there is a new IEP?
A	Providers are not always notified of a new IEP meeting. This is the reason why “Per IEP” prescriptions are not being accepted.

Q	Per IEP Rx: What should you do if you receive a Per IEP prescription?
A	Request a replacement prescription from the provider that shows the frequency, duration, and class designation (I/G).
Q	Supervision Plans: Does a supervision plan need to be created for each child?
A	The supervision plan is set up for the service provider and the supervisor. After the supervision plan is created, the children and enrollments are added to the plan. Multiple children can be assigned to the supervision plan. Each Supervision enrollment must be assigned to a supervision plan.
Q	Prescription: Can a script be written on the second day of service?
A	Medicaid cannot be billed until there is a Medicaid-compliant script in place. If the prescription is written after the first session date of service, the script will be accepted, but the county will want to know why the script was not written on day 1. The county loses Medicaid revenue for each date that a prescription is not in place.
Q	Supervision: Can two supervision plans be created for one child?
A	Yes. If the service mandate is shared between two therapists, the child can be assigned to two therapists. An observation meeting must be completed by both therapists.
Q	Prescriptions: Can one prescription template be completed for both sessions (ESY & 10-month) if both service mandates are listed on the prescription?
A	Yes.
Q	Conditional Approval Process: Can you explain how the 45 conditional approval period works?
A	If McGuinness determines that a SLP is not OPRA enrolled, the SLP and the agency will be notified that an OPRA enrollment form must be completed and sent to eMedNY. The SLP has 45 days in which to complete that enrollment form, submit it to eMedNY and receive a tracking number. Once McGuinness receives the tracking number, the conditional approval period will be extended to 180 days for the eMedNY approval period (the extension will allow billing to occur). If the tracking number is not received (by McGuinness) within the 45-day period, billing will be suspended until the tracking number is received. This process is in place to ensure that the county does not lose Medicaid revenue due to non-enrollment in OPRA.
Q	Speech Referrals: Can a 2026-27 prescription be written ahead of time (in August) for a child that was on my caseload in 2025-26?
A	Yes. Medicaid requires that the child be seen prior to writing the prescription. If you are servicing the child this school year and will have the child on your caseload next school year, you have fulfilled that requirement.

Q	Digital Orders: Can a digital order be backdated? Or is the date that the order is created the same date as the signature date?
A	Prescriptions/digital orders cannot be backdated. The date that the digital order is created in the Portal becomes the signature date. Digital orders should be created on the first date of the session.
Q	Digital Orders: Will a digital order that is created after the first session date be invalidated?
A	No, but each date that the digital order is not in place, the county will lose Medicaid revenue. McGuinness will report to the county when digital orders are not completed timely.
Q	Digital Orders: If a digital order gets created after the first session date, will the provider get paid for the session(s) without a digital order?
A	That is a question for the county.
Q	Prescriptions: How would I know if it is okay to use generic dates (7/1 to 6/30)?
A	If the session dates fall within the generic dates, you can use the generic dates. For example, if the session dates are 7/5 to 8/15 or 9/4 to 6/23, these dates fall “within” the 7/1 to 6/30 generic date range.
Q	Prescriptions: Does the start date of the term of service field on the prescription need to match the first service date?
A	No. The session can begin on 9/4, and the prescription term of service can begin on either 7/1 or 9/1 (for example), or the practitioner can sign/date the prescription directly following the annual review meeting (in April for example) for a term of service that begins in either July or September. (This requires that the term of service field on the prescription be filled in with the appropriate dates.)
Q	Prescriptions: If I saw a child during the previous school year, can I date the prescription earlier than the date of the first session in the new school year?
A	The prescription or digital order can be completed prior to the first session date in the new school year, but the prescription cannot be backdated.
Q	Digital Orders: If the digital order was not completed on the first date of the session, is there a reminder to the therapist to create the digital order when entering a session note?
A	No. Periodically throughout the school year McGuinness will review outstanding documentation. If the prescription/digital order is not created during those review periods, McGuinness will reach out to the provider to request that the prescription/digital order be completed. In the meantime, McGuinness will notify the county that a prescription has not been completed for the enrollment.
Q	OPRA: Can providers reach out to McGuinness for assistance in completing the OPRA enrollment form?
A	Yes. There is also a webinar that we will be conducting on OPRA on May 20, 2026, at 10 & 2, that will go over the OPRA process, the enrollment form and revalidation. (Registration Links: 10AM - https://attendee.gotowebinar.com/register/163219657026869599)

