

DIGITAL SPEECH RECOMMENDATIONS WEBINAR

(June 25, 2019)

Questions and Answers

- Q** If a student is only receiving summer services, how should the term of service be reflected on the order? If the student will be going to kindergarten, should the order be written for the summer session only?
- A** There are three options for selecting the term of service: 1) The entire school year, which is the default option, 2) A specific session (summer or winter), and 3) The specific dates of service. The default option, the entire school year, will work even if the child only attends the summer session. If you feel more comfortable listing just the summer session, (option 2) or entering in specific dates (e.g., 7/1 - 8/30), (option 3) that is your option.
- Q** If there is an ICD code on a previous script and you feel that it is not appropriate after treating the child, can you change the ICD-10 code?
- A** Your options here would be, 1) Complete a new prescription with the new ICD code(s); or 2) Put the correct ICD code on the session note.
- Q** Will this type of digital order be available for Psychological Counseling?
- A** It is not available at this time.
- Q** Will the agency be paid for services done before the Speech order was written?
- A** Currently there is nothing in place to prevent an agency from receiving payment, but that is at the discretion of the County.
- Q** If a child is receiving summer and fall services, will two orders need to be created in the Portal; one for summer and one for fall?
- A** Yes. Currently, you will need to complete a new digital order for "each enrollment." (e.g., summer/fall, individual/group). This may be changed in the future to have an all inclusive order, but right now it is by enrollment.

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Q Our office will be transitioning to CLAIMS/ENTERCLAIMS. Is this process available within these programs?

A Please contact your CLAIMS Client Relationship Manager for any information regarding CLAIMS/ENTERCLAIMS.

Q Will billing be prevented if the written order is not submitted to the Portal? Will it stop the agency/therapist from submitting/entering session notes?

A Yes, billing will be prevented if there is no order (*either digital or paper*). You will be able to enter session notes, but you will not be able to "submit" your billing until an order has been uploaded or created in the Portal.

Q Can a digital order be completed for Nassau County or should we submit a handwritten referral?

A A digital order can be completed for Nassau students. We highly recommend completing the digital order (*over the paper version*) because it always produces a Medicaid-compliant order and is verified upon completion.

Q Can only the SLP treating the child write the digital order or can a speech supervisor create an order for any children she supervises?

A One of the requirements of electronic/digital signatures is that there be security in place to prevent anyone other than the ordering provider from completing a script and that is why a Pin # is required to sign the order. A Speech supervisor will have access to all the students she supervises and as such will also be able to create an order for that child. She will, however, create the order using her own signature and pin credentials - not the treating SLP's credentials.

Q If the STAC hasn't been received and you don't have an ESID #, how can you complete a digital order?

A There is a process in the Portal (Matched and Unmatched Enrollments). The provider can create an unmatched "temporary" enrollment for any child that does not have a county enrollment created. After the county creates the county enrollment, the provider can sync the temporary (unmatched) and permanent (County) enrollments, which moves all the information from the unmatched enrollment to the matched enrollment. After this process has been completed, the unmatched enrollment will be deleted.

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Q I don't see the exact mandate/frequency listed on the digital order.

A You are correct. The Medicaid Policy and Billing Handbook states, "The frequency and duration of the ordered service must be either specified on the order itself **OR** the order can explicitly adopt the frequency and duration of the service in the IEP by reference." The Portal digital order has language that states, "*Services, when provided, will be in accordance with the Individualized Education Program designed by the Committee.*" This reference meets the requirement of the frequency/duration.

Q Just to clarify, effective 7/1/19, Nassau County will not allow billing to occur until the speech referral is uploaded, electronically or written?

A It is our understanding that Nassau will have this billing rule in place beginning July 1, 2019, but we will confirm with the County before implementation.

Q If the "specific" Speech frequency/duration is not required on the IEP, if the mandate changes mid-year should a new order be completed?

A Yes. The reference, "as per IEP", no longer applies if there is a change in service (*frequency/duration*) and a new IEP is generated.

Q If a therapist does not complete the digital order, will the Portal stop the therapist from completing their session notes?

A No. You **will** be able to complete the session notes, but you **will not** be able to "submit" the billing.

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- Q** How can you determine an accurate diagnosis/ICD code for the child if you have not seen the student?
- A** Options available: As a result of the child's annual review meeting, the SLP currently treating the child can prepare the prescription for the next school year, or the new SLP who has not seen the child can reference the child's current evaluation to ascertain the best diagnosis for the child.