

NEW ORDER SCREEN
 November 15, 17, 22, 29, 2022
Questions & Answers

| Topic/Category | |
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| Q | What if a child has one Individual and one Group enrollment on their IEP? How is that entered? |
| A | The last step in the prescription process is selecting the enrollment(s) that apply to the prescription. All the existing enrollments for a service type and the particular term of service dates that were selected (from the Rx) will appear for selection. The provider will select all enrollments that apply to the scanned image. |
| Q | Does the prescription need to be added before the therapist sees the child? |
| A | The prescription should be obtained prior* to the first session with the child, but the prescription does not need to be uploaded prior to the first session. The prescription should be uploaded prior to the first billing period with the county (for the school year) or billing will be suspended until a prescription is uploaded. <i>*If you are an SLP you must see the child before the prescription can be completed (Medicaid Q&A #94).</i> |
| Q | Will the New Order Screen affect prescriptions that were uploaded previously? |
| A | No. |
| Q | How do you delete a prescription? |
| A | A prescription "image" and the prescription "details" must be deleted. A Billing Admin has the option to delete from the Prescription Entry Maintenance Screen (from both tabs, Images & Details). Service providers will require the agency to delete the prescription. <i>**Prescriptions cannot be deleted once they have been verified or invalidated.</i> |
| Q | Will Westchester and Columbia Counties use the New Order Prescription method? |
| A | Any county that requires their providers to upload a prescription will need to use the new method. The current method will be replaced with the New Order Screen sometime in December. Moving forward the prescription image cannot be uploaded without the details being entered. |
| Q | If there is an increase in services, will a new prescription need to be uploaded? |

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| A | Yes. The upload method is changing – the Medicaid compliance rules still apply. |
| Q | If the prescription has narrative indicating that the frequency/duration is “as per the IEP,” and there is a change in service, can the same prescription be uploaded for the new enrollment (with the change in service)? |
| A | No. Medicaid requires that a new prescription be obtained for a change in service (increase/decrease/Ind/Grp). If a change of service occurs in November and a new enrollment is created with an amended frequency/duration, a new prescription with a signature date that coincides with the change in service must be uploaded. If a prescription that was signed in July is uploaded to the November enrollment, it would be deemed invalid for Medicaid purposes. |
| Q | What if the address that populates with the NPI information is different than the address of the ordering practitioner. |
| A | Good question. The NPI # that is listed with the NPI Registry can have personal information for the provider (usually the provider’s home address). The address that is required for Medicaid purposes is the billing provider’s professional address (e.g., address and phone # of the doctor’s practice). |
| Q | When will the New Order Screen go into effect? |
| A | Mid-December. |
| Q | If the therapist changes, does the agency need to upload a new script for the new therapist? |
| A | If the child’s service mandate(s) did not change, a new prescription is not required. |
| Q | Will the <u>Missing Scripts Report</u> still be available for the agency? |
| A | The New Order Screen will not affect any of the existing reports. |
| Q | If something is entered incorrectly, will there be an error message? |
| A | No. McGuinness will still be reviewing all prescriptions for Medicaid compliance (for Full-Service Medicaid Counties). |
| Q | Will the bulk upload process still be available? |
| A | McGuinness is reviewing whether the bulk upload process will still be an option moving forward. More to follow. |
| Q | Does the provider need to upload the prescription? |
| A | For all Full-Service Medicaid counties, it is the provider’s responsibility to upload the prescription. If a prescription is not uploaded, billing cannot move forward. |

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| Q | I have a student whose prescription status is “Entered” rather than “Verified.” When will the status change to “Verified?” |
| A | The “Entered” status means that a prescription has been uploaded. The “Verified” status means that McGuinness verified the prescription for Medicaid billing. Billing can move forward with either status. |
| Q | Are SLPs still completing digital speech recommendations in the Portal? |
| A | If you are working in a Full-Service Medicaid County, SLPs are required to create a digital speech recommendation for all students. |
| Q | Currently if you enter the NPI number for a provider, their name will appear. Will that still happen? |
| A | Yes. In addition to the provider’s name, the address that was entered with the NPI Registry will also appear when the NPI number is entered. |
| Q | Is the address that populates for the NPI #, the provider’s Medical practice address? |
| A | Not necessarily. It can be the business address, but it can also be a personal address. It depends on what the provider entered with the NPI Registry. The provider’s NPI address is not necessarily the same as the provider address that is entered on the prescription. The address and phone number for the provider (on the prescription) is the professional address for the provider and may not match what is in the NPI Registry. |
| Q | If the prescription indicates 2x30 and not “Per IEP,” and the service changes, is a new prescription required? |
| A | A prescription is always required for any change in mandate whether it is for an Increase, Decrease, Individual or Group. The “Per IEP” designation does not exclude you from providing a prescription for a change in service. |
| Q | Will the Prescription Entry Maintenance option remain functional to upload the prescription image? |
| A | No. If the bulk upload method is continued, there will be another screen for uploading the image. |
| Q | Will providers need to re-enter prescriptions that have already been completed for this school session? |
| A | No. The new method will not affect any prescriptions that were previously uploaded. |
| Q | Term of Service: Would selecting the entire school year be incorrect if services on the IEP have a more specific date range? |
| A | The term of service that is delineated on the hardcopy prescription is what will determine the term of service option selected during the upload process. That being said, if the prescription is prepared with the full school year dates of <u>7/1 to 6/30</u> and the IEP has service dates that fall within the summer or 10-month timeframes (e.g. 9/8 to 6/23 for the 10-month session), is it incorrect to enter the full-year option? No. As long as the dates written on the hardcopy prescription coincide with the term of service option selected during the upload process. |
| Q | Can prescriptions be created without uploading a paper prescription? |
| A | SLPs can create digital recommendations in the Portal. Paper prescriptions need to be uploaded for OT/PT and PSY Counseling. |

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| Q | Is Suffolk County a Full-Service Medicaid County? |
| A | No. The Full-Service Medicaid counties are: Nassau, Westchester, Dutchess, Ulster and Rockland |
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| Q | Can Suffolk providers create digital orders? |
| A | Check with Suffolk County. |
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| Q | Is a Medicaid number required? |
| A | All Full-Service Medicaid Counties require their SLPs to be OPRA enrolled, which will entail having a Medicaid number. Is the Medicaid number a required field on a Medicaid prescription? No. If the referring doctor or SLP is not an approved Medicaid provider, the county cannot bill Medicaid for the resulting services. |
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| Q | How far in advance can a script be created? |
| A | Medicaid expects prescriptions to be prospective*; meaning the prescription will be written prior to the start of the service. Prescriptions can be written as early as during the annual review period for a prescription that will begin on 7/1 or 9/1 of the upcoming school year as long as the term of service dates delineated on the prescription is written to show the next school year. <i>* This “prospective” requirement does not apply to SLPs. Since SLPs diagnose Medicaid requires that the child “be seen” prior to writing the prescription.</i> |
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| Q | Can a diagnosis for Speech be determined based on the evaluation and IEP in lieu of seeing the child? |
| A | No. Please refer to Medicaid Q&A #94, which states, “The SLP cannot write a referral if they have not seen the student. ... It is not acceptable under the Medicaid Program for the ordering or referring professional never to have met with child as it is incompatible with the obligations of the ordering practitioner to assure that the order care, services or supplies will meet the recipient’s needs and restore him or her to the best possible functional level. |
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| Q | Is the county required to verify prescriptions after the prescription has been uploaded? |
| A | McGuinness verifies prescriptions for all Full-Service Medicaid Counties. If you are working in a county that is not a Full-Service Medicaid county, you will need to check with the county regarding their protocols. |
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| Q | I work for a county that handles the prescription process for the providers. Is this process the same for the county? |
| A | Yes. |
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| Q | Are providers only uploading prescriptions for Medicaid children? |

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| A | For all Full-Service Medicaid Counties, prescriptions are required to be uploaded for ALL children in order to submit billing in the Portal. If you are working in a non-Full-Service county, you will need to check on the protocol for the county. |
| Q | Is the “Per IEP” reference acceptable in lieu of writing the specific frequency for Medicaid purposes? |
| A | Yes. Please refer to Page 21 in the Medicaid Handbook or Medicaid Q&A #32, where it states, <i>“The frequency and duration of the ordered service must either be specified on the order itself or the order must explicitly adopt the frequency and duration of the service in the IEP by reference.”</i> (As per IEP). |
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| Q | If a replacement prescription needed due to not meeting Medicaid requirements, can the child be treated while waiting for the Medicaid-compliant prescription? |
| A | The requirements for Medicaid are much more stringent than the requirements for “treatment” purposes. In most cases, the invalid Medicaid prescription will be able to be used for treatment purposes while waiting for the Medicaid-compliant prescription. If, however, the prescription is not signed, dated or does not have the child’s name or service delivery noted on the prescription, services should not be provided until a prescription is in place that will suffice for treatment purposes. |
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