Multi-Branch Reporting

May 25-26, 2016

CENTENNIALCARE

Blue Cross and Blue Shield of New Mexico

MOLINA® HEALTHCARE

PRESBYTERIAN

UnitedHealthcare

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INTRODUCTION – New Role and New Right

- Multi-Branch – created for providers to track and to divide authorizations, schedules, late/missed visits by Branch Location

- Set up Branch Location records and billing profiles

- Created Assignment Office IDs

- Created New Registered Users by Branch Location

- New Role: Assignment Office Role   -   AO_Administrator

- New Right for AO_Administrator -   Edit Multi Branch Provider

- Functionality limited to authorization reassignment and reporting across branches

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HOME PAGE- logged in as AO_Administrator

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AUTHORIZATION TO ASSIGNMENT OFFICE, THEN….

- An authorization comes to AuthentiCare from the MCO with the provider's Assignment Office provider ID assigned to the authorization.

- The Registered User AO_Administrator can assign the authorization to the appropriate Branch Location.

- Sign in to AuthentiCare with your AO_Administrator assignment office user id and password.

- The Home page opens with the Services and Authorizations section.

- In the search filter, enter the client ID and/or authorization number.

- The Authorization page opens. The AO_Administrator selects the authorization to edit.

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STEPS TO COMPLETE MULTI-BRANCH PROCESS

- On the Authorization Settings page, edit the appropriate branch location in the Provider ID field.

- Click Save. The authorization is now with the Branch Location.

- Should the client move from the branch location's territory:

  o The Branch Location will notify the Assignment Office of any transfers from one Branch Location to another.

  o The Assignment Office will utilize the assignment process to reassign the authorization to a different Branch Location within the agency.

  Important to Providers:

  o The only change the AO_Administrator will be able to make in the authorization is the provider ID.

  o The only change automatically made on any created schedule is the provider ID.

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NOTES TO PROVIDERS

- If the worker is moving with the client, the worker should be added to the new branch location.
  - o The new Branch Location provider is to edit the schedule with the newly created worker ID.
  - o The previous Branch Location is to suspend the worker on the Worker Entity screen unless the worker plans to work through both branches.

- First Data has assigned the AO_Administrators at each Assignment Office and each Branch Location.

- This Registered User AO_Administrator must be added to every Branch Location within the agency.

- First Data migrated workers to the appropriate Branch Location effective October 1, 2014.

- Providers are responsible to add future workers to the appropriate branch location.

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YOUR NMCC MCO SUPPORT

- **Blue Cross and Blue Shield of New Mexico**:

  www.bcbsnm.com or **Provider Customer Service** 1-800-693-0663

- **Molina Healthcare of New Mexico**:

  Provider Inquiries or Issues: Leeann Kaminski, Provider Services Supervisor,

  leeann.kaminski@molinahealthcare.com; 505-348-0352

  Authorization Issues and Spreadsheets: Helen Caulfield, Utilization Manager,

  Helen.Caulfield@MolinaHealthCare.com; 505-348-0362

- **Presbyterian Health Plan:**

  Crystal Griego, Relationship Executive, Office: 505 923 5075| Fax: 505 923 5400,   cgriego4@phs.org

  Lisa Goodman | Relationship Executive, Office: 505 923 5424 | Fax: 505 923 5400,   lgoodman@phs.org

  Taia D'Coda | Relationship Executive, Office: 505-923-5794 | Fax: 505-923-5400,   tdcoda@phs.org

- **UnitedHealthcare Community Plan New Mexico:** For **Authorizations**: 1-888-702-2202 – UnitedHealthcare Centennial Care – Care Coordination; for **Provider Questions/Support**: EVV_NM_Support@uhc.com

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YOUR FIRST DATA SUPPORT

- To add new AO_Administrators, contact **First Data Client Support** 1-800-441-4667, option 6, or email AuthentiCare.Support@firstdata.com

  o The email format for creation of AO_Administrators is: cmc-AO@testprovider.com

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Thank You

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