



Dear Home and Community-Based Services (HCBS) Provider,

Please review the following information regarding an issue with the Direct Care Services Calculator (DCSC) miscalculating units, impacting Community First Choice (CFC) In-Home Support Services (IHSS) and Agency providers and services.

Issue:

The Units field is displaying an incorrect amount on some Prior Authorization (PA) Line Items in the Bridge and interChange for CFC IHSS and Agency services, which are linked to the DCSC in the Bridge. This issue primarily impacts revised DCSCs and PAs. The incorrectly displayed amount is higher than the amount that would be calculated using the DCSC, resulting in providers being authorized for an inaccurately high number of units. The hours on the DCSC should reflect the correct amounts, even if the PA line item has incorrect units.

Reason:

Units and Dates on the Pre-Prior Authorization (PPA) Line Item in the Bridge can be updated directly by case managers for CFC direct care services, bypassing the required use of the DCSC. Updating the units and dates directly on the PPA Line Item results in a miscalculation of units for the service.

Resolution:

Claims will temporarily be voided for PAs impacted to date so the correctly calculated units can be entered onto the PA Line. All claims will then be reprocessed at the same amount that was previously billed; providers will not need to rebill or adjust claims. Miscalculated units will be corrected daily. Some providers may have seen these voided claims following the latest financial cycle.

Action to be taken:

Providers are advised to verify PA lines for CFC IHSS and Agency services. Contact the member's case manager if the units allocated on the PA line do not reflect the hours captured in the DCSC. Be aware that the case managers will still be completing their review of these PA lines when reaching out.

Providers can view a member's PA status in the [Provider Web Portal](#). Refer to the [Viewing Prior Authorizations in the Portal Quick Guide](#) for information on viewing PAs in the Provider Web Portal.

A permanent resolution is in process to ensure the units for CFC IHSS and Agency services are calculated correctly based on the associated DCSC. Further communication regarding any system changes impacting providers will be sent as appropriate.

Contact the [Provider Services Call Center](#) with any questions.

Thank you,

Department of Health Care Policy & Financing
