



# Tips for Case Management Agencies

May 6, 2021



- **When entering the review, add your CMA as treating and ordering provider**

## HMA

- Please do not delete the original care calculator/task worksheet when they submit additional info
- When uploading an updated care calculator/task worksheet (which is needed), do NOT delete the one originally submitted. It is easier to get to the determination if the reviewer can see both the original and updated documents.
- If there is a partial denial on a case, you don't need submit another case to get a full approval with the adjusted hours. Do a Reconsideration and upload the documentation that would address the denial reason.



- Reminder: Filling a med box or administering meds should go under medication assistance, not medical management.
  
- Exercise Documentation: When sending in the orders/documentation from PT, OT, or other clinician, it needs to include the frequency, duration, and type of exercise needed
  
- **Be sure to include:**
  1. The screen shot of Pre-prior approval of the PAR with the services and cost per day listed,
  2. The IHSS agency care plan from the agency for all IHSS cases.