

**WSC ADVISORY #2021-027**  
**SERVICE AUTHORIZATIONS IN APD ICONNECT**

**MANDATORY ACTION**

**EFFECTIVE DATE: AUGUST 26, 2021**

This advisory assists Waiver Support Coordinators (WSCs) in identifying, preventing, and correcting common Service Authorization issues occurring in APD iConnect. When a planned service is added or changed, it is critical for the WSC or CDC+ Consultant to always update the service authorization for that particular service. However, the WSC or CDC+ Consultant should not update authorizations for services that do not change within an approved plan.

Per the iBudget Waiver Handbook, incorporated by reference into Rule 59G-13.070, Florida Administrative Code, the following provisions are identified under Service Authorization Requirements.

*“The WSCs must verify that the service authorization is correct according to the authorized amount of services in APD iConnect.”*

*“The WSC is responsible for updating service authorizations as a recipient's needs change so that the provider can obtain them in APD iConnect. The WSC shall ensure that service authorizations are updated in advance of service provision changes to the recipient.”*

Additionally, CDC+ Consultants must create and update service authorizations to ensure accurate monthly budgets. These authorizations are also used to determine adjustments to funds for any one-time expenditure or short-term expenditures. CDC+ service authorizations are not transmitted to FMMIS, but it is imperative that the authorization is created or updated.

The following scenarios identify when a WSC or CDC+ Consultant should create a new authorization, update an authorization, keep the authorization as is, and other unique situations. This list is not all inclusive and should be used as a reference. Step by step guides are available to WSCs and CDC+ Consultants and can be found in TRAIN Florida [Course # 1098912](#) and/or the WSC [APD iConnect eLearning Library](#).

**Create an Authorization – this will generate a new Prior Authorization Number (PA#)**

- Adding a new planned service due to a provider change
  - o Create a new Authorization to get a PA# for the new service provider.
- Adding a new planned service for the same provider with a different service ratio
  - o A new PA Number will not be issued if the ended planned service is not updated at the same time.

**Update an existing Authorization – this will update the Authorization not the PA#**

- Updates to Planned Services or Provider changes
  - o Update the Authorization each time there is an increase or decrease of units or a change in dates.

- Cancelled services
  - o If there are claims for the service, the termination of the Authorization will not be approved until outstanding claims are voided by the provider.
- Provider billed for more units than authorized
  - o Consult with the provider before adjusting the planned service
- Units added after the Provider billed for approved units
  - o The provider must void any paid claim before the updated Authorization can be retransmitted to FMMIS. The next day the provider can rebill.
- Original Authorization was rejected due to an issue with the Provider Record
  - o The Provider must contact the region's provider enrollment specialist to update the record before the Authorization can be updated.
- Rejected Authorization due to error in Planned Service
  - o There cannot be two or more planned services for the same provider, same service, and the same date range. Correct the issue and run plan validation before updating the Authorization.

**Keep the Authorization as is – this will ensure the Authorization and PA# are unchanged**

- No changes to a planned service
  - o Updates to Authorizations are not needed if there are no changes to planned services
- Rejected Authorization with no PA Number (Authorization sent to FMMIS in error)
  - o If the planned service has an Auth ID and there is no PA number, change the total number of units to zero on the planned service and then contact the help desk to put the Authorization in the appropriate status.

**Unique Situations**

- Authorization is rejected but no changes were made (Authorization was updated in error)
  - o Contact the Help Desk to put the authorization in the appropriate status
- Units were added to a terminated service
  - o Units should never be added to a terminated service. Contact the Help Desk to put the authorization in the appropriate status.
- Receiving “unable to send” message on Authorization
  - o Update the authorization after the issue is solved. Some resolutions may be that the consumer's Medicaid ID is incorrect, unit cost is zero, or there is no Eligibility Record in the Eligibility tab. If no resolution is found, contact the Help Desk.