Auth Interface Enhancement – Service Authorization Update Ticklers
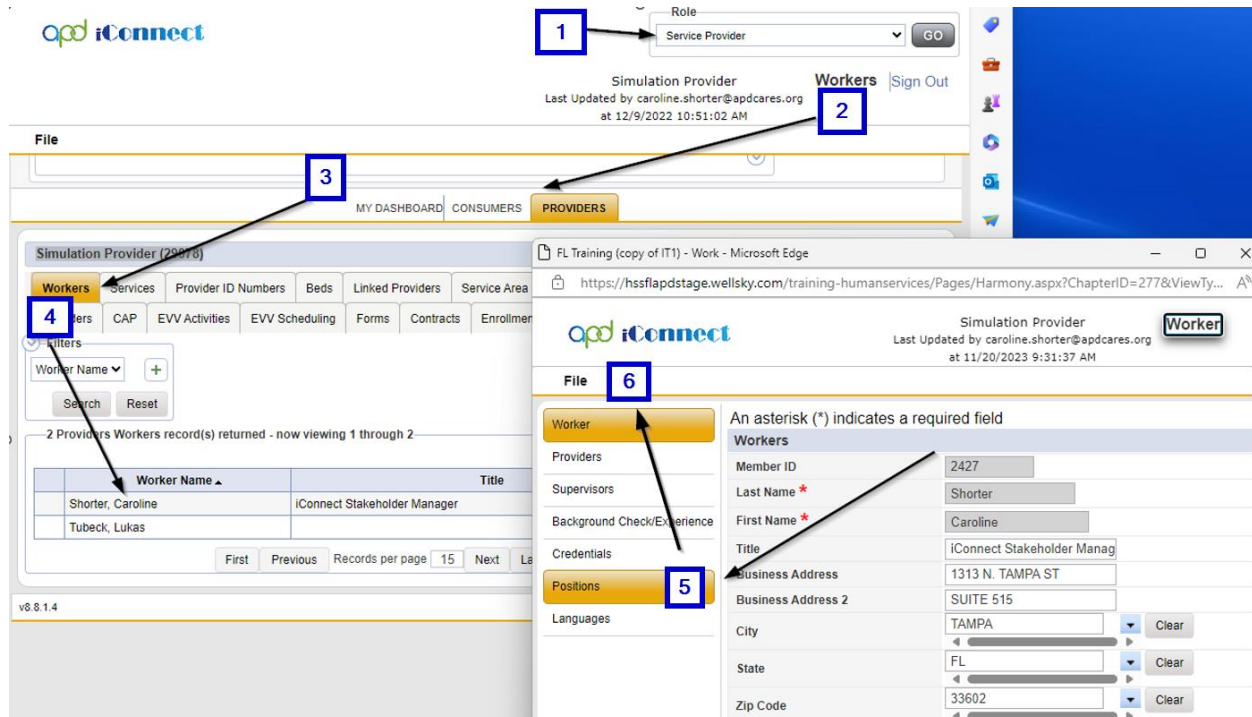
The purpose of this enhancement is to provide a mechanism for providers to obtain notification of new and changed service authorization directly in iConnect in real time. WSCs will continue to maintain the individuals' service plans and generate service authorizations.

It is important to note that once this enhancement goes into effect, providers will be required to complete a few steps prior to authorizations being updated in order to trigger the tickler to receive notification of authorization updates. Without assigning Biller/Billing Agents, no ticklers will be received by staff with the organization. Additionally, this worker must have the Service Provider Role to access authorizations within the Provider Record.

Step 1: Set up the Worker(s) to receive these ticklers.
<mark>Provider business owners</mark> with the

(1) **Service Provider Role** can sign into iConnect,
(2) Navigate to their **Provider Record**,
(3) Navigate to their **Worker tab** and
(4) Select the appropriate workers to receive these ticklers from within their **Worker record**.

(5) From within the Worker Record, Open the **Positions tab**.
(6) Use **File** to **Add** Position and fill in the fields:
   a) Position = Biller/Billing Agent
   b) Start Date = Today's Date *(There's no way to trigger ticklers in the past)*

c) Provider = Name of Agency/Qualified Organization.
d) Add Comments (if needed by the Agency Owner)

Since the system will trigger the tickler when the Auth Status is updated, backdating the Worker's Start Date will not impact tickler receipt, so the date can be defaulted to the date of entry.

Additionally, multiple workers can be set up to receive these ticklers. Workers will need to check iConnect regularly and remember to mark Ticklers as Completed once reviewed.

Step 2: WSCs add, and update Planned services within the Individuals' cost plan as established business practices and workflows. Once the Plans pass validation, WSCs will continue adding Authorizations or updating Authorizations as applicable to transmit the data to FMMIS through the Auth Interface.

Step 3: iConnect will Generate a Tickler for every AuthService record that has a status change from Sent to some other status. The AuthService Import occurs at 5:00AM on weekdays and the system will generate the ticklers daily for the identified AuthServices.
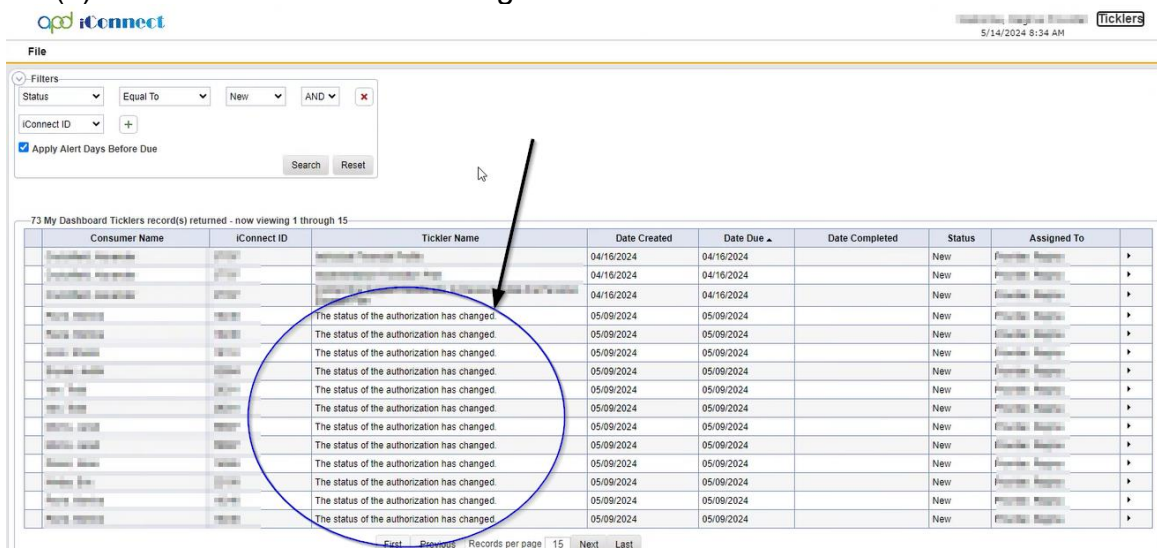To review these ticklers,

(1) The Worker identified as the Biller/Billing Agent must log into iConnect.
(2) Locate the **Tickler panel** under the Consumer Column
(3) Select the **Ticklers** to open the Tickler list view grid.
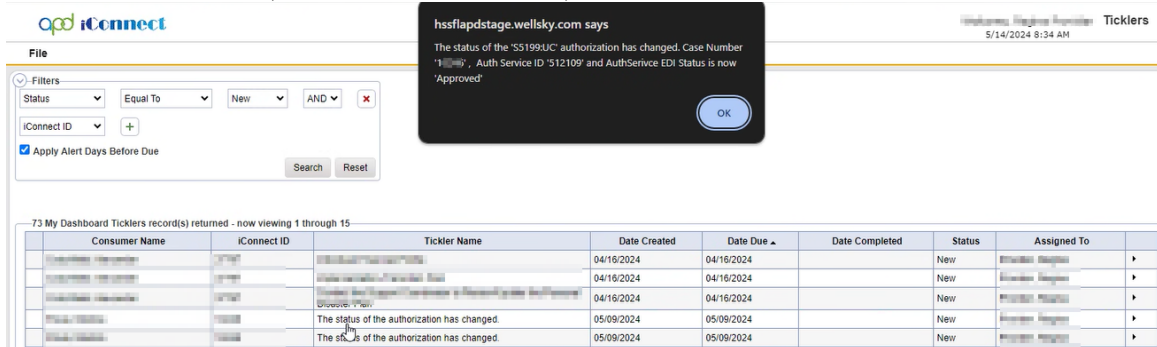
(4) Locate the Ticklers indicating that "The status of the authorization has changed."

(5) Select one of the Ticklers to view additional details.
(6) The additional details window provides the Service code, the consumer's iConnect ID, the Auth Service ID, and the new EDI Status.

ac

ency

hssflapdstage.wellsky.com says

The status of the 'T4526:UC' authorization has changed. Case Number
'20501', Auth Service ID '721196' and AuthSerivce EDI Status is now
'Terminated'

OK

(7) Once the details have been reviewed, navigate to the consumer's record to review the authorization impacted.

(8) Use the carats on the right to mark the Tickler as Complete in order to remove it from the list of ticklers on My Dashboard.

(9) Navigate to the Provider Tab to review these updated Authorizations.