

## Service Authorization Rejected

1. FMMIS may reject all or some of the services on an authorization. If all services on the authorization are rejected the FMMIS Auth interface will change the Auth Status to Rejected.
2. If one or more services on the authorization are rejected but at least one is approved, the FMMIS Auth interface will change the Auth Status to Partially Approved.

## Finding the Reason for the Rejection

1. The next steps the WSC take depends on the reason for the rejection.
2. The reason for the rejection is visible on the Authorization. Navigate to the Authorization tab and selected the rejected authorization.

Auth ID	Start Date	End Date	Auth Service EDI Status	Max Units	Status	Rate	Amount Approved	Cancelled	Provider Rate Type	Consumer Count
232432	06/05/2019	06/30/2019	Approved		No					
232433	06/05/2019	06/30/2019	Approved		No					
232434	05/01/2019	06/30/2019	Approved		No					
177980	01/01/2019	06/30/2019	Approved		No					
178648	01/01/2019	06/30/2019	Approved		No					
185935	01/01/2019	06/30/2019	Approved		No					
232250	01/01/2019	06/30/2019	Fully Approved		No					
232141	07/01/2018	06/30/2019	Terminated		Yes					
232152	07/01/2018	06/30/2019	Fully Approved		No					
232153	07/01/2018	06/30/2019	Fully Approved		No					
232154	07/01/2018	06/30/2019	Fully Approved		No					
232231	07/01/2018	11/30/2018	Approved		No					
232248	07/01/2018	06/30/2019	Rejected		No					
139883	07/01/2019	06/30/2019	Rejected	2400	Rejected	\$0.44	\$1,056.00	No	Agency	Hernando

3. The Authorization details page displays. Select the Auth Service subpage. The Auth Services list view displays.
4. Select the Auth Service. The Auth Services Details page displays. Click the **Error Message** subpage to view the Error Message from FMMIS.

Wayne Savio - Authorization ID 232248 | AuthService  
Last Updated by Admin  
at 6/13/2019 12:17:35 PM

**Authorized Service**

PA Number: [Redacted]  
 Start Date: 07/01/2018  
 End Date: 06/30/2019

IndexCode	Index Description	SubObject	SubObject Description
Central	Central Region	Waiver	iBudget Waiver

Service Code: T4535.UC  
 Secondary Code: T4535.UC  
 Service Description: (4433) Disposable Liner/Shield/Guard/Pad/Undergarment, for Incontinence  
 Unit Type: Item  
 Units Per: 200.00  
 Units of Measure: Month - Round Up  
 Max. Units: 2400  
 Rate: \$0.44  
 Amount Approved: \$1,056.00

Auth Service EDI Status: Rejected  
 Status: Rejected

Worker: [Redacted]  
 Date Approved: [Redacted]  
 Comments: test  
 Diagnosis1: [Redacted]

Wayne Savio | Error Message  
6/13/2019 12:00 PM

**Error Message**

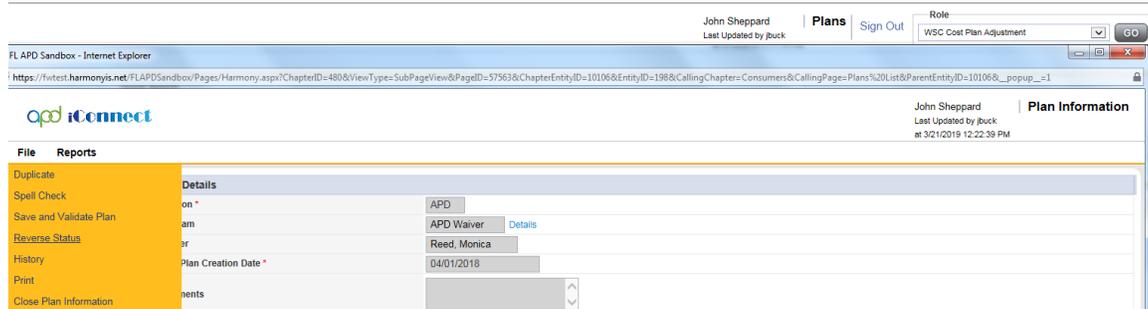
1 Error Message record(s) returned - now viewing 1 through 1

Date	Source	Code	Error Message	Code Type	Action Code	Action Message
6/11/2019 12:17:35 PM	FMMIS	L5	INVALID UNIT RATE			

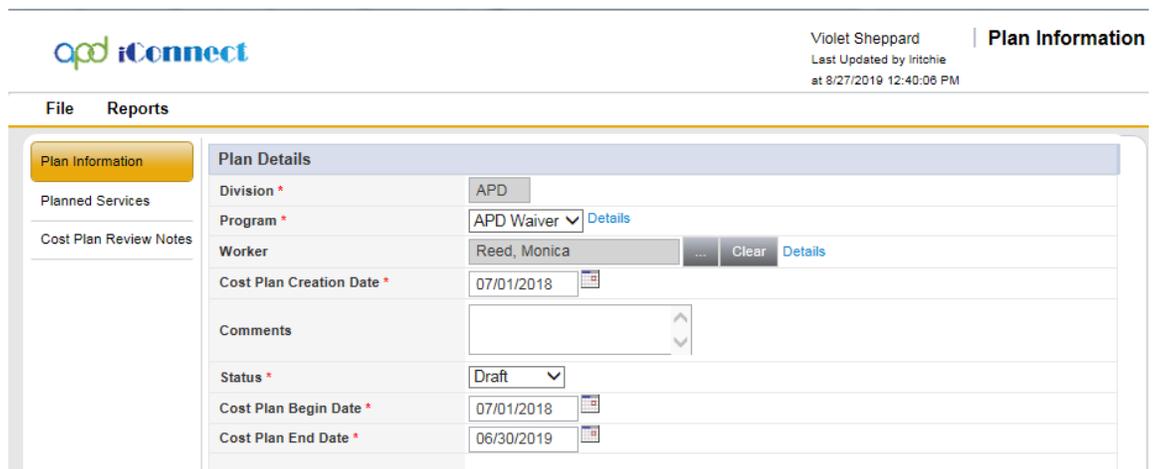
<< First < Previous Retrieve 15 Records at a time Next > Last >>

## Do Not Correct the Rejection

1. If the WSC will not correct the rejection, then the planned service and associated auth service will be zeroed out.
2. The plan has already been validated and reviewed by the Region and/or State, the plan status is approved, and the plan is read only. The WSC will need to reverse the status of the plan before updating the service.
3. To do so, the WSC must use the WSC Cost Plan Adjustment Role.
4. Select the Plan record with status = Approved. The Plan Information Page displays.
5. Click **File > Reverse Status**.



6. The record is now editable, and the **Plan Status** equals Draft.



7. Click **File > Save Plan**.

8. Click the **Planned Services** subpage.

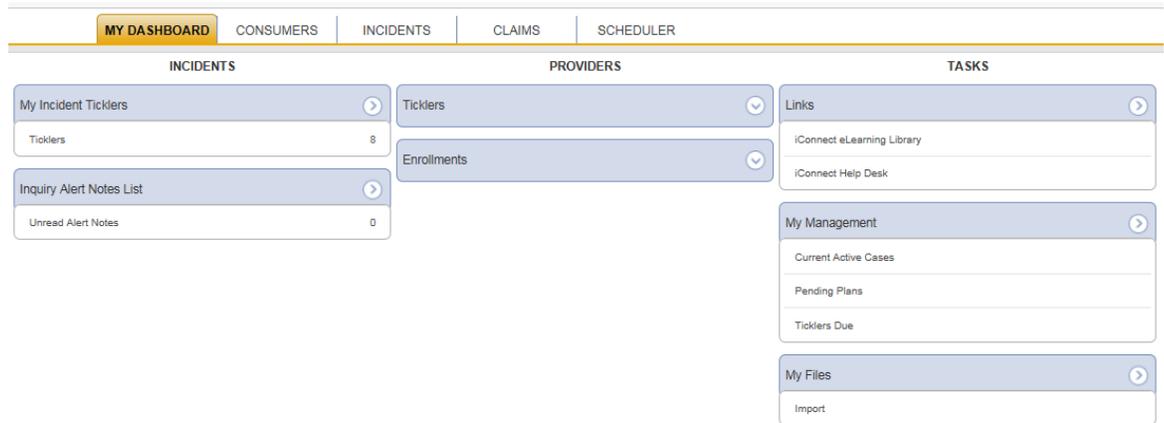
9. Select the planned service that needs to be changed to open the details page. Update the following fields:

- a. Total No of Units = change to 0 which will change Max Amount to \$0.
- b. Planned Service Status = Do Not Change.

10. When finished, select **File > Save and Close Planned Service**.

11. Complete Plan Validation. The edited planned service must pass plan validation.

12. If the plan passes validation and does not require review, the WSC will change the Plan Status to No Review required, then save the Plan record. Skip to step 16.
13. If the plan fails validation for Region or State Office review, the review must be completed, and the plan approved. (see the Region Review or State Office review sections for more details.)
14. Then the WSC will monitor the Pending Plans queue on My Dashboard for approved plans. Navigate to **My Dashboard > Tasks > Pending Plans Queue**.



15. Filter the pending plans queue for those with status equal to Approved, and possibly additional date filters to display only recent plans. Select a plan to display the Plan Information page.
16. The WSC will add a Note assigned to the Region Worker notifying them to manually update the auth service so the dollars from the rejected authorization are credited back to the consumer's budget.
17. From the plan record, the WSC will select the **Cost Plan Review Notes** subpage.

18. From the **File** menu, select **Add Note**.

19. In the new Note record, update the following fields:

- a. Division = APD
- b. Note By = defaults to self
- c. Note Date = defaults to today
- d. Cost Plan Review Note = Yes
- e. Note Type = Cost Plan Review
- f. Note Subtype = Rejected Authorization
- g. Note = Describe the request
- h. Status = Pending
- i. Route the Note to the appropriate Region Waiver Worker or Lead by clicking the **Ellipsis** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

20. When finished, click **File > Save and Close Notes**

**Notes**

5/19/2020 1:28 PM

**File Tools**

**Notes**

Division \* APD

Note By \* Buck, Jennifer

Note Date \* 05/19/2020

Program

Cost Plan Review Note? \* Yes

Note Type \* Cost Plan Review

Note SubType Rejected Authorization

Description

Note

Status \* Pending

Date Completed

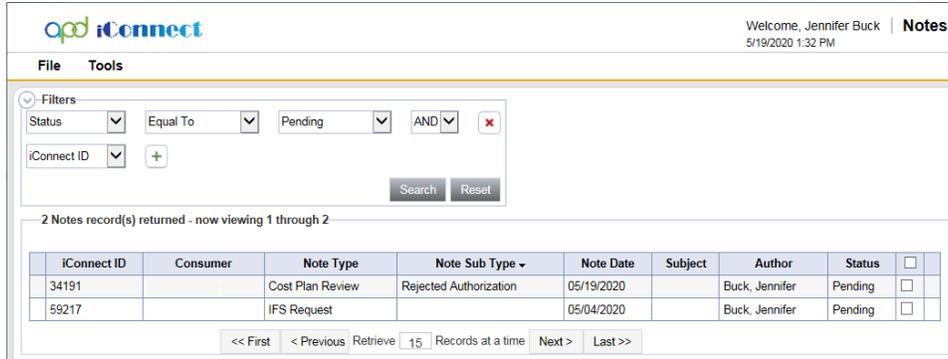
21. The Region staff will monitor their **My Dashboard** for new Pending Note records.

22. To do so, log into APD iConnect and set Role = Region Waiver Workstream Worker OR Region Waiver Workstream Lead. Click **Go**.

23. Find the consumer's Panel and click on the link for Notes with Status = Pending. Click on the **Pending** link to open the Notes Queue:

<b>Ticklers</b>		>
Ticklers	134	
<b>Plans</b>		>
Approved	1	
Draft	1	
Pending	1	
<b>Appointments</b>		>
Scheduled	1	

24. In the Notes Queue, open the Note record with Note Type = Cost Plan Review and Note Subtype = Rejected Authorization



25. Review the contents of the Note to understand the request then close the note.

26. Navigate to the consumer record and select the **Auths** tab.

27. Select the authorization and then the auth service that needs to be updated. The Auth Service Details page displays. Update the following fields:
- Max Units = change to zero which changes the Amount Approved to zero.
  - Auth Service EDI = remains Rejected
  - Auth Service Status = remains Rejected.

28. From the **File** menu, select **Save and Close**.

29. The authorization is updated manually instead of using the Update Auth functionality from the Planned Service page. This is because you do NOT want the rejected auth service to be sent to FMMIS again. FMMIS has already rejected this auth service, the WSC chose not to correct it. The Auth statuses will remain Rejected.

30. The authorization will remain linked to the budget. When the auth service amount is updated, the application automatically updates the amount unauthorized on the consumer budget. This is when the dollars are credited back to the consumer’s budget.

31. Notify the WSC the auth service has been updated by updating the Cost Plan Review note. From the Cost Plan Review Notes subpage in the plan record, select the Cost Plan Review Note with SubType = Rejected Authorization.

The screenshot shows the iConnect application interface. At the top, there is a navigation bar with 'File' and 'Tools' menus. A user greeting 'Welcome, Jennifer Buck' and the date '5/19/2020 1:32 PM' are visible. Below the navigation bar, there is a 'Filters' section with a search criteria: 'Status' set to 'Pending' and 'Note Sub Type' set to 'Rejected Authorization'. The search results show 2 records. The first record is for a 'Cost Plan Review' with a 'Rejected Authorization' subtype, dated 05/19/2020, by 'Buck, Jennifer'. The second record is for an 'IFS Request' dated 05/04/2020, also by 'Buck, Jennifer'. Both records have a 'Pending' status.

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status	
34191		Cost Plan Review	Rejected Authorization	05/19/2020		Buck, Jennifer	Pending	<input type="checkbox"/>
59217		IFS Request		05/04/2020		Buck, Jennifer	Pending	<input type="checkbox"/>

32. The Note Details page displays. Update the following fields.

- a. Note = describe the update that was completed and select Append Text to Note.
- b. Status = Complete
- c. Route the Note to the WSC by clicking the **Ellipsis** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

33. From the **File** menu, select **Save and Close Note**.

Notes  
Last Updated by j.buck@apdcares.org  
at 5/19/2020 1:31:56 PM

**File Tools**

---

**Notes**

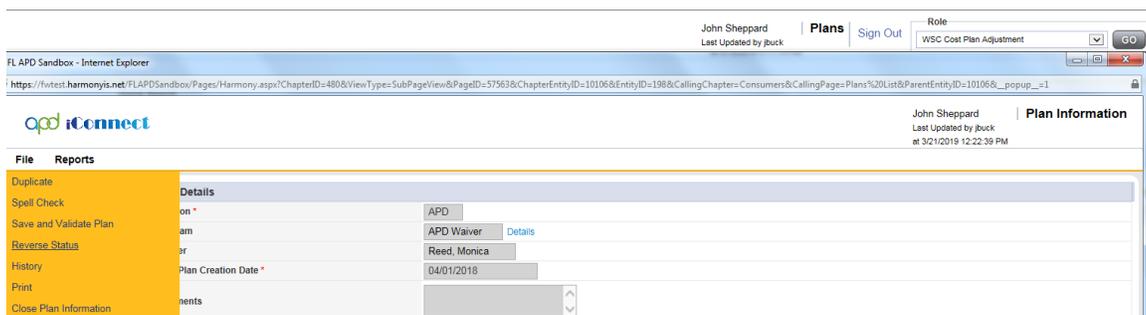
Division *	APD
Note By *	Buck, Jennifer
Note Date *	05/19/2020
Program	
Cost Plan Review Note? *	Yes
NoteType *	Cost Plan Review
Note SubType	Rejected Authorization
Description	
Note	<p>On 5/19/2020 at 1:31 PM, Jennifer Buck wrote: please restore this auth service</p> <p>On 5/19/2020 at 1:45 PM, Jennifer Buck wrote: I have restored this auth service.</p> <p><b>New Text</b></p> <p><b>B I U</b> 13px <b>A</b></p> <p>Append Text to Note</p>
Status *	Complete
Date Completed	05/19/2020

34. The WSC will monitor My Dashboard for incoming notes and notification the update is complete, but no further action is needed. The planned service and the auth service are both updated.

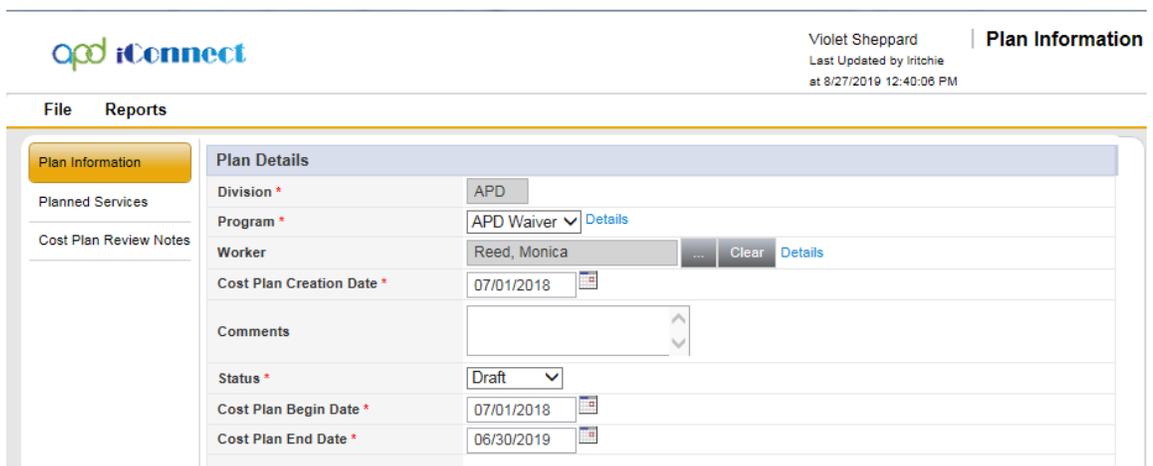
### Update the Planned Service to Correct the Rejection

1. If the planned service needs to be updated to correct the rejection, the WSC will update the planned service, the updated plan must pass validation, and then the authorization will be updated.

2. The plan has already been validated and reviewed by the Region and/or State, the plan status is approved, and the plan is read only. The WSC will need to reverse the status of the plan before updating the service.
3. To do so, the WSC must use the WSC Cost Plan Adjustment Role.
4. Select the APD waiver Plan record with status = Approved. The Plan Information Page displays.
5. Click **File > Reverse Status**.

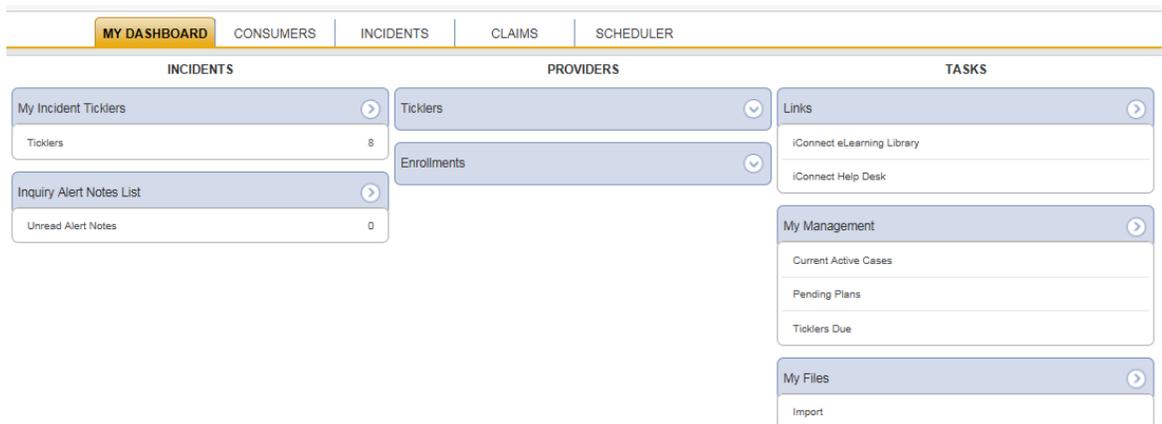


6. The record is now editable, and the **Plan Status** equals Draft.



7. Click **File > Save Plan**.
8. Click the **Planned Services** subpage.

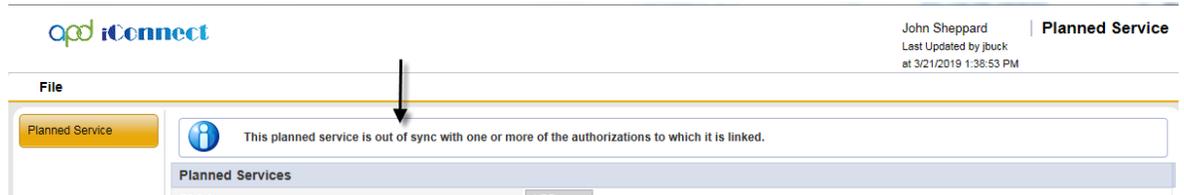
9. Select the planned service that needs to be updated to display the Planned Service Details page. Update the following fields:
  - a. This varies depending on the rejection reason
  - b. Planned Service Status = Do Not Change.
  
10. When finished, select **File > Save and Close Planned Service**.
  
11. Complete Plan Validation. The edited planned service must pass plan validation.
  
12. If the plan passes validation and does not require review, the WSC will change the Plan Status to No Review required, then save the Plan record. Skip to step 16.
  
13. If the plan fails validation for Region or State Office review, the review must be completed, and the plan approved. (see the Region Review or State Office review sections for more details.)
  
14. Then the WSC will monitor the Pending Plans queue on My Dashboard for approved plans. Navigate to **My Dashboard > Tasks > Pending Plans Queue**.



15. Filter the pending plans queue for those with status equal to Approved, and possibly additional date filters to display only recent plans. Select a plan to display the Plan Information page.

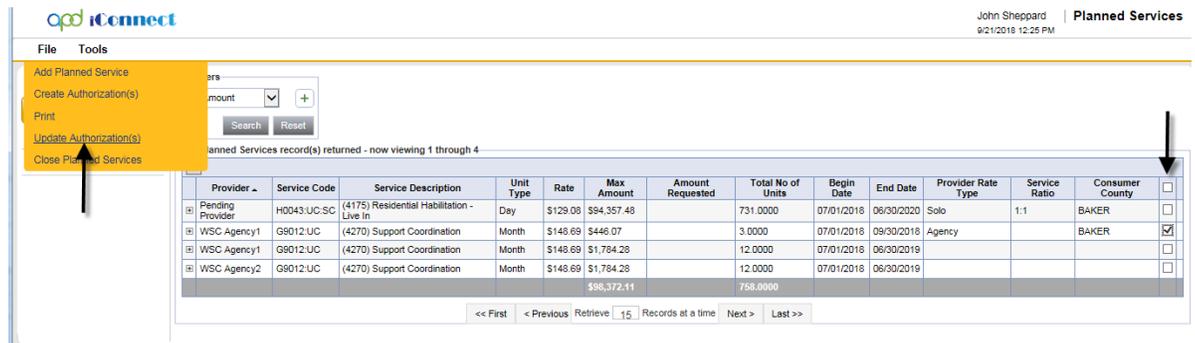
16. Navigate to the Planned Services subpage.

17. Once the edited planned service has passed validation, the changes must also be made to the authorization using the **Update Authorization** functionality in APD iConnect. On the planned services details page, a message will display to the user until this update is completed.



18. Click the checkbox next to the planned service that was updated.

19. Click **File > Update Authorization**. A success notification window displays, and the authorization is updated. Only after passing Plan Validation, will the Update Authorization menu option appear on the Planned Services tab.



20. The application automatically updates the authorization that is linked to the budget.

21. The authorization details can be viewed by selecting the + next to the edited planned service or from the Authorization tab.

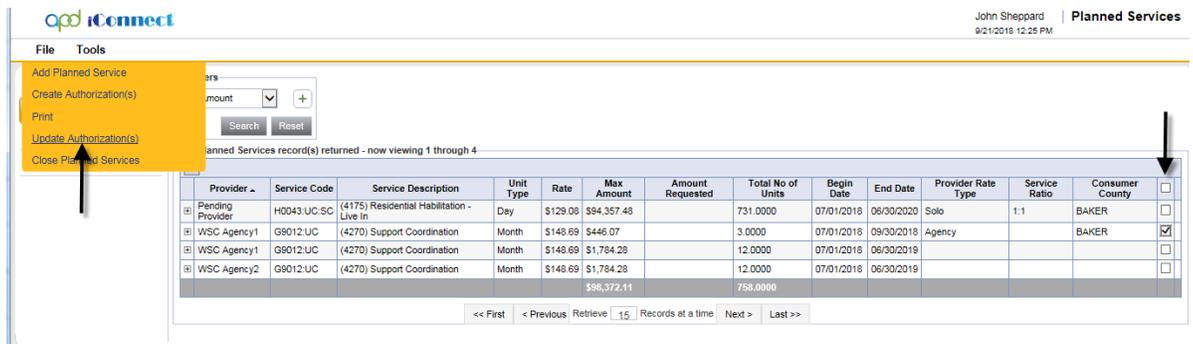
Division	Provider	PA Number	Auth ID	Start Date	End Date	Status	Cancelled
APD	WSC Agency1		140676	04/01/2018	06/30/2018	Approved	No
APD	APD Test Provider		140675	04/01/2018	06/30/2018	Approved	No
APD	A Test Provider		140669	04/01/2018	06/30/2018	Approved	No

22. The Update Authorization functionality in APD iConnect will reset the Auth Svs EDI Status back to Ready to Send so the updates will be sent to FMMIS via the authorization interface. Proceed to Authorization Interface section.

### Update the Consumer or Provider Record to Correct the Rejection (i.e. invalid Provider ID)

1. To correct a rejection by updating data on the consumer's or provider's record, the WSC will work with the appropriate parties for the corrections to be made. Once complete, the WSC will trigger the authorization to be sent

- back to FMMIS for approval, using the Update Auth functionality on the plan record.
2. The WSC is notified the corrections to the consumer and/or provider record have been made.
  3. Navigate to the consumer record and select the Plans tab.
  4. Select the approved plan to display the Plan Information page.
  5. The WSC does not make any changes to the plan record.
  6. Select the Planned Services subpage.
  7. Click the checkbox next to the planned service that needs to be resent to FMMIS.
  8. Click **File > Update Authorization**. A success notification window displays, and the authorization is updated.



9. Because no changes were made to the planned service, no changes are made to the authorization that is linked to the budget and the dollars are still deducted from the budget.
10. The authorization details can be viewed by selecting the + next to the edited planned service or from the Authorization tab.

apd iConnect John Sheppard | Planned Services  
9/21/2018 12:38 PM

File Tools

Plan Information  
**Planned Services**  
 QSI Needs  
 Plan Notes

Filters  
 Max Amount [ ] [ + ]  
 Search Reset

4 Planned Services record(s) returned - now viewing 1 through 4

Provider	Service Code	Service Description	Unit Type	Rate	Max Amount	Amount Requested	Total No of Units	Begin Date	End Date	Provider Rate Type	Service Ratio	Consumer County	
Pending Provider	H0043.UC.SC	(4175) Residential Habilitation - Live In	Day	\$129.08	\$94,357.48		731.0000	07/01/2018	06/30/2020	Solo	1:1	BAKER	<input type="checkbox"/>
WSC Agency1	G9012.UC	(4270) Support Coordination	Month	\$148.69	\$446.07		3.0000	07/01/2018	09/22/2018	Agency		BAKER	<input type="checkbox"/>
Auth ID	Auth Svc ID	Auth Start Date	Auth End Date	Auth Status	Auth Svc Start Date	Auth Svc End Date	Auth Svc Status	Auth Svc EDI Status					
140641	219	07/01/2018	09/22/2018	Approved	07/01/2018	09/22/2018	Approved	Ready to Send					
WSC Agency1	G9012.UC	(4270) Support Coordination	Month	\$148.69	\$1,784.28		12.0000	07/01/2018	06/30/2019				<input type="checkbox"/>
WSC Agency2	G9012.UC	(4270) Support Coordination	Month	\$148.69	\$1,784.28		12.0000	07/01/2018	06/30/2019				<input type="checkbox"/>
				\$98,372.11		758.0000							

<< First < Previous Retrieve 15 Records at a time Next > Last >>

apd iConnect Alice Sheppard | Auths  
Last Updated by j buck  
at 5/9/2018 5:22:54 PM

File Reports Ticklers View Consumer Incidents

Sheppard, Alice (10053)

Diagnosis Eligibility Medications **Auths** Provider Documentation Contacts Consumer Module User  
 Demographics Divisions Programs Provider Selections Notes Forms Appointments Plans Waiting List Payers Legal Issues

Filters  
 Auth Service EDI Status [ ] Equal To [ ] Ready to Send [ ] AND [ ] [ X ]  
 Division [ ] [ + ]  
 Search Reset

3 Auths record(s) returned - now viewing 1 through 3

Division	Provider	PA Number	Auth ID	Start Date	End Date	Status	Cancelled
APD	WSC Agency1		140676	04/01/2018	06/30/2018	Approved	No
APD	APD Test Provider		140675	04/01/2018	06/30/2018	Approved	No
APD	A Test Provider		140669	04/01/2018	06/30/2018	Approved	No

11. The Update Authorization functionality in APD iConnect will reset the Auth Svs EDI Status back to Ready to Send so the updates will be sent to FMMIS via the authorization interface. Proceed to Authorization Service Approved section.