



## SOURCE

### *Frequently Asked Questions*

**1. Where can I find instructions for submitting a *SOURCE* Level of Care Prior Authorization (PA)?**

The *SOURCE* Web Entry Guide provides step-by-step instructions for entering a *SOURCE* Level of Care PA via the (Medical Management Information Systems) MMIS web portal. This guide is available on the web portal Provider Workspace under the education and training link/user manuals.

**2. How do providers gain access to the MMIS system?**

If your provider location already has a provider number, you should already have access.

**3. What is included in Alliant/GMCF's Scope of Work?**

Initial Level of Care admission determinations and reassessments.

**4. When should a PA request be submitted?**

Level of Care PAs should be submitted no sooner than 30 days prior to the date that services are to begin. The PA request must be accompanied by supporting documentation.

**5. What documents do I need to submit?**

Providers should attach the required documents to the PA system as follows:

**Recommendation Type - Initial:**

- Appendix F- Level of Care and Placement Instrument Form
- Appendix I – Level of Care Justification for Intermediate Nursing Facility Care
  - Appendix S-MDS-HC Form
- Appendix C-SOURCE Assessment Addendum
- Medication Record
- Case Notes
- DON-R Screening Tool

**Recommendation Type - Reassessment:**

- Appendix F- Level of Care and Placement Instrument Form
- Appendix I – Level of Care for Intermediate Nursing Facility Care

- Appendix S-MDS-HC Form
- Appendix C-SOURCE Assessment Addendum
- Medication Record
- Updated Case Notes
- New Care Path Evaluation

**6. What happens after a Level of Care PA is submitted?**

Alliant Source Review Nurse reviews the Level of Care PA and supporting documentation for completeness. PAs that are missing information will be initially tech denied. If the PA is complete and all required documents have been submitted, the PA will be reviewed to establish if all supporting documentation meets level of care requirements. Providers are notified if a PA is approved or denied. Additionally, providers may check the web portal for any updates regarding your PA request. Until all required documents are attached, Alliant will not accept this case for review and the turn-around-time requirement for the review will not begin. The provider has 30 days from the initial submission date to attach all documents or a denial will be instituted.

**7. Will access to electronic form templates be provided?**

No, this will not be provided at this time. Simply scan your documents and save them to your files. They may easily be attached to the PA. If you need assistance with attaching documents, see “How to attach to the PA system” under the education and training link on the provider workspace.

**8. As of August 1, 2012, should we only submit the DON-R to Alliant for initial applications?**

No, please submit them to Brian Dowd at DCH.

**9. What is the process for urgent admissions?**

There will no longer be a need for urgent admissions. However, if a review needs to be expedited the provider should send the request to DCH.

**10. Should the physician information entered in the system be the same as the physician signing the LOC?**

Yes. Indicate in the system whether it is the primary physician, the Medical Director, or both.

**11. Do we need to type in every medication that the member takes?**

No, it is not necessary to list the medications. Feel free to enter “see attached medication record” to prevent duplication of work.

**12. When Alliant sends a denial, does the SOURCE site also need to send one? No,**

the site does not need to send an additional denial letter but must continue to notify the applicant of other community resources that may be available.

**13. Who will attend the hearings?**

The SOURCE site nurse who completed the assessment will continue to testify on the assessment findings. The DCH SOURCE Program Specialist will testify on SOURCE policy and the Alliant SOURCE Review Nurse will testify on the level of care determination.

**14. I am a SOURCE provider, Can I appeal a decision?**

No, only the member has the right to appeal a decision.

**15. If the SOURCE site feels that the applicant is a non-approval, should the documents be submitted to Alliant anyway?**

If the SOURCE site determines the applicant no longer meets the level of care requirements they should not submit a request to Alliant but should initiate an Appendix Z1 & 2.

**16. Who will maintain the waiting list?**

The SOURCE waiting list will be maintained and managed by DCH. Your site will be notified when slots become available.