



HealthPartners May 28, 2013

Service Authorization Process: MSHO with Elderly Waiver

When a member is on a waiver, there must be communication between the Care Coordinator and the MCO for State plan, extended, and waiver services to ensure appropriate services and avoid duplication of assessments, services, and effort.

[Information on MA State Plan Services](#)

[Information on MA State Plan home care](#)

[Information on the Elderly Waiver](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: MSHO with Elderly Waiver

Request for authorization of a service or item	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Contact Tribal Case Manager
Who can approve an authorization request?	Medical Policy Coordinator	Care Coordinator	Care Coordinator	Medical Policy Coordinator	Contact Tribal Case Manager; Not applicable for MCO
Who can deny an authorization request?	HealthPartners medical director	Care Coordinator	Care Coordinator	HealthPartners medical director	Contact Tribal Case Manager; Not applicable for MCO
Steps to request an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : 952-853-8712	Contact Member Services to be connected with the Care Coordinator: 952-967-7029	Contact Member Services to be connected with the Care Coordinator: 952-967-7029	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : 952-853-8712	Contact Tribal Case Manager
What form and other information must be included in the request?	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-criteria/home-health-service-hpc/	Not applicable – Care Coordinator requests service authorization	Not applicable – Care Coordinator requests service authorization	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-criteria/home-health-service-hpc/	Contact Tribal Case Manager



Service Authorization Process: MSHO with Elderly Waiver

Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy coordinator	Care Coordinator	Care Coordinator	Medical Policy coordinator	Tribal Case Manager
Who from the MCO consults with the Care Coordinator and/or Tribal Case Manager prior to making the authorization determination?	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable for MCO
Steps to share an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator and/or Tribal Case Manager of the authorization decision?	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable
How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the authorization decision?	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable – MCO determines the auth	Not applicable	Not applicable – MCO determines the auth	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Tribal Case Manager
For billing or claims information or issues, contact:	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Tribal Case Manager
Provider Directory:	http://www.healthpartners.com/public/plans/medicare/msho/	http://www.healthpartners.com/public/plans/medicare/msho/	http://www.healthpartners.com/public/plans/medicare/msho/	http://www.healthpartners.com/public/plans/medicare/msho/	Not applicable.



HealthPartners May 28, 2013

Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services, but must communicate with the county / tribe waiver case manager because of waiver budget monitoring.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

Request for authorization of a service or item	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Member, Authorized Representative, Provider, Case Manager	Not applicable for MCO	Not applicable for MCO	Member, Authorized Representative, Provider, Case Manager	Contact Tribal Case Manager
Who can approve an authorization request?	Medical Policy Coordinator	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Medical Policy Coordinator	Medical Policy Coordinator
Who can deny an authorization request?	HealthPartners medical director	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	HealthPartners medical director	Contact Tribal Case Manager
Steps to request an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : (952) 853-8712	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : (952) 853-8712	Contact Tribal Case Manager
What form and other information must be included in the request?	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-	Contact Tribal Case Manager



Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

	criteria/home-health-service-hpc/			criteria/home-health-service-hpc/	
Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy coordinator	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Medical Policy coordinator	Not applicable for MCO
Who from the MCO consults with the Waiver or Tribal Case Manager PRIOR to making the authorization determination?	Medical Policy Coordinator	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Medical Policy Coordinator	Not applicable for MCO
Steps to share an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Waiver or Tribal Case Manager of the authorization decision?	DHS-5841 Recommendation for State Plan Home Care Services	Not applicable.	Not applicable.	DHS-5841	Not applicable
How does the Waiver or Tribal Case Manager notify the MCO of the service authorization decision?	DHS-5841 Recommendation for State Plan Home Care Services	Not applicable.	Not applicable.	Not applicable.	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations?	Waiver Case Manager.	Not applicable	Waiver Case Manager.	Not applicable.	Not applicable.
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	Additional or supplemental service	Tribal-provided service or item
For payment authorization issues, contact:	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Tribal Case Manager
For billing or claims information or issues, contact:	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Tribal Case Manager
Provider Directory:	http://www.healthpartners.com/public/plans/medicare/msho/	http://www.healthpartners.com/public/plans/medicare/msho/	http://www.healthpartners.com/public/plans/medicare/msho/	http://www.healthpartners.com/public/plans/medicare/msho/	Not applicable.



Service Authorization Process: MSHO without a waiver

[Information on MA State Plan services](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: MSHO without a waiver

Request for authorization of a service or item	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Contact Tribal Case Manager
Who can approve an authorization request?	Medical Policy Coordinator	Care Coordinator and/or QUI	Care Coordinator and/or QUI	Medical Policy Coordinator	Contact Tribal Case Manager; Not applicable for MCO
Who can deny an authorization request?	HealthPartners medical director	Care Coordinator and/or QUI	Care Coordinator and/or QUI	HealthPartners medical director	Contact Tribal Case Manager; Not applicable for MCO
Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to: (952) 853-8712	Not applicable – no waiver.	Not applicable – no waiver.	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : (952) 853-8712	Contact Tribal Case Manager
What form and other information must be included in the request?	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-criteria/home-health-service-hpc/	Not applicable – no waiver.	Not applicable – no waiver.	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-criteria/home-health-service-hpc/	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to	Medical Policy coordinator	Not applicable – no waiver.	Not applicable – no waiver.	Medical Policy coordinator	Tribal Case Manager



Service Authorization Process: MSHO without a waiver

make the authorization determination?					
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	Medical Policy Coordinator	Not applicable – no waiver.	Not applicable – no waiver or extended services.	Medical Policy Coordinator	Not applicable for MCO
Steps to share an authorization	State plan home care	Not applicable – no waiver.	Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator or Tribal Case Manager of the authorization decision?	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable
How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable – MCO determines the auth	Not applicable	Not applicable – MCO determines the auth	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Tribal Case Manager
For billing or claims authorization information or issues, contact:	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Tribal Case Manager
Provider Directory:	http://www.healthpartners.com/public/plans/medicare/msho/	http://www.healthpartners.com/public/plans/medicare/msho/	http://www.healthpartners.com/public/plans/medicare/msho/	http://www.healthpartners.com/public/plans/medicare/msho/	Not applicable.



HealthPartners May 28, 2013

Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

When a member is on a waiver, there must be communication between the Care Coordinator and the MCO for State plan, extended, and waiver services to ensure appropriate services and avoid duplication of assessments, services, and effort.

[Information on MA State Plan services](#)

[Information on MA State Plan home care.](#)

[Information on the Elderly Waiver](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

Request for authorization of a service or item	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Contact Tribal Case Manager
Who can approve an authorization request?	Medical Policy Coordinator	Care Coordinator	Care Coordinator	Medical Policy Coordinator	Contact Tribal Case Manager; Not applicable for MCO
Who can deny an authorization request?	HealthPartners medical director	Care Coordinator	Care Coordinator	HealthPartners medical director	Contact Tribal Case Manager; Not applicable for MCO
Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to: (952) 853-8712	Contact Member Services to be connected with the Care Coordinator: (952) 967-7029	Contact Member Services to be connected with the Care Coordinator: (952) 967-7029	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : (952) 853-8712	Contact Tribal Case Manager
What form and other information must be included in the request?	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-criteria/home-health-service-hpc/	Not applicable – Care Coordinator requests service authorization	Not applicable – Care Coordinator requests service authorization	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-criteria/home-health-service-hpc/	Contact Tribal Case Manager



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy coordinator	Care Coordinator	Care Coordinator	Medical Policy coordinator	Tribal Case Manager
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	Medical Policy Coordinator	Not applicable – no waiver.	Not applicable – no waiver or extended services.	Medical Policy Coordinator	Not applicable for MCO
Steps to share an authorization	State plan home care	Not applicable – no waiver.	Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator of the authorization decision?	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable
How does the Care Coordinator or Tribal Case Manager notify the MCO of the authorization decision?	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable – MCO determines the auth	Not applicable	Not applicable – MCO determines the auth	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7998	Member Services: (952) 967-7998	Member Services: (952) 967-7998	Member Services: (952) 967-7998	Tribal Case Manager
For billing or claims authorization information or issues, contact:	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Tribal Case Manager
Provider Directory:	To request a copy, contact Member Services at (952) 967-7998	To request a copy, contact Member Services at (952) 967-7998	To request a copy, contact Member Services at (952) 967-7998	To request a copy, contact Member Services at (952) 967-7998	Not applicable.



HealthPartners May 28, 2013

Service Authorization Process: **Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver**

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services, but must communicate with the county / tribe waiver case manager because of waiver budget monitoring.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI, and DD waivers](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

<i>Request for authorization of a service or item</i>	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Member, Authorized Representative, Provider, Case Manager	Not applicable for MCO	Not applicable for MCO	Member, Authorized Representative, Provider, Case Manager	Contact Tribal Case Manager
Who can approve an authorization request?	Medical Policy Coordinator	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Medical Policy Coordinator	Contact Tribal Case Manager
Who can deny an authorization request?	HealthPartners medical director	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	HealthPartners medical director	Contact Tribal Case Manager
<i>Steps to request an authorization</i>	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : (952) 853-8712	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : (952) 853-8712	Contact Tribal Case Manager
What form and other information must be included in the request?	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-	Contact Tribal Case Manager



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

	criteria/home-health-service-hpc/			criteria/home-health-service-hpc/	
Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy coordinator	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Medical policy coordinator	Not applicable for MCO
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	Medical Policy Coordinator	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Medical Policy Coordinator	Not applicable for MCO
Steps to share an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator and/or Tribal Case Manager of the authorization decision?	DHS-5841 Recommendation for State Plan Home Care Services	Not applicable.	Not applicable.	DHS-5841	Not applicable
How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the service authorization decision?	DHS-5841 Recommendation for State Plan Home Care Services	Not applicable.	Not applicable.	Not applicable.	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations?	Waiver Case Manager.	Not applicable	Waiver Case Manager.	Not applicable.	Not applicable.
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7998	Member Services: (952) 967-7998	Member Services: (952) 967-7998	Member Services: (952) 967-7998	Tribal Case Manager
For billing or claims information or issues, contact:	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Tribal Case Manager
Provider Directory:	To request a copy, contact Member Services at (952) 967-7998	To request a copy, contact Member Services at (952) 967-7998	To request a copy, contact Member Services at (952) 967-7998	To request a copy, contact Member Services at (952) 967-7998	Not applicable.



HealthPartners May 28, 2013

Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

<i>Request for authorization of a service or item</i>	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Not applicable – no waiver.	Not applicable – no waiver.	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Member, Authorized Representative, Provider, Case Manager	Not applicable – no waiver.	Not applicable – no waiver.	Member, Authorized Representative, Provider, Case Manager	Contact Tribal Case Manager
Who can approve an authorization request?	Medical Policy Coordinator	Not applicable – no waiver.	Not applicable – no waiver.	Medical Policy Coordinator	Contact Tribal Case Manager
Who can deny an authorization request?	HealthPartners medical director	Not applicable – no waiver.	Not applicable – no waiver.	HealthPartners medical director	Contact Tribal Case Manager
<i>Steps to request an authorization</i>	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to: (952) 853-8712	Not applicable – no waiver.	Not applicable – no waiver.	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : (952) 853-8712	Contact Tribal Case Manager
What form and other information must be included in the request?	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-criteria/home-health-service-hpc/	Not applicable – no waiver.	Not applicable – no waiver.	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-criteria/home-health-service-hpc/	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization	Medical Policy staff	Not applicable – no waiver.	Not applicable – no waiver.	Medical Policy staff	Tribal Case Manager



Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

determination?					
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	Not applicable	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable for MCO
Steps to share an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator or Tribal Case Manager of the authorization decision?	DHS-5841	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable
How does the Care Coordinator or Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7998	Not applicable – no waiver.	Not applicable – no waiver.	Member Services: (952) 967-7998	Tribal Case Manager
For billing and claims information or issues, contact:	Claims Customer Service: (952) 883-7699	Not applicable – no waiver.	Not applicable – no waiver.	Claims Customer Service: (952) 883-7699	Tribal Case Manager
Provider Directory:	To request a copy, contact Member Services at (952) 967-7998	To request a copy, contact Member Services at (952) 967-7998	To request a copy, contact Member Services at (952) 967-7998	To request a copy, contact Member Services at (952) 967-7998	Not applicable.



Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services, but must communicate with the county / tribe waiver case manager because of waiver budget monitoring.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

Request for authorization of a service or item	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Contract Tribal Case Manager
Who can recommend a service or item?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Contact Tribal Case Manager
Who can approve an authorization request?	Medical Policy Coordinator	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Medical Policy Coordinator	<Contact Tribal Case Manager> or <Not applicable for MCO>
Who can deny an authorization request?	HealthPartners medical director	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	HealthPartners medical director	<Contact Tribal Case Manager> or <Not applicable for MCO>
Steps to request an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : (952) 853-8712	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : (952) 853-8712	Contact Tribal Case Manager
What form and other information must be included in the request?	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-	Contact Tribal Case Manager



Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

	criteria/home-health-service-hpc/			criteria/home-health-service-hpc/	
Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy coordinator	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Medical Policy coordinator	Tribal Case Manager
Who from the MCO consults with the Waiver or Tribal Case Manager PRIOR to making the authorization determination?	Medical Policy Coordinator	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Medical Policy Coordinator	Not applicable for MCO
Steps to share an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Waiver and/or Tribal Case Manager of the authorization decision?	DHS-5841	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable	Not applicable
How does the Waiver and/or Tribal Case Manager notify the MCO of the service authorization decision?	DHS-5841	DHS-6037	DHS-5841	Not applicable	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations?	Waiver Case Manager	Not applicable	Waiver Case Manager	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization Information or issues, contact:	Member Services: (952) 967-7998	Contact the county/tribe	Contact the county/tribe	Member Services: (952) 967-7998	Tribal Case Manager
For billing or claims information or issues, contact:	Claims Customer Service: (952) 883-7699	Contact the county/tribe	Contact the county/tribe	Claims Customer Service: (952) 883-7699	Tribal Case Manager
Provider Directory:	To request a copy, contact Member Services at (952) 967-7998	Not applicable	Not applicable	To request a copy, contact Member Services at (952) 967-7998	Not applicable.



HealthPartners May 28, 2013

Service Authorization Process: Families and Children (F&C) without a waiver

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Families and Children (F&C) without a waiver

Request for authorization of a service or item	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Not applicable – no waiver.	Not applicable – no waiver.	Member, Authorized Representative, Provider, Case Manager	Contact Tribal Case Manager
Who can recommend a service or item?	Member, Authorized Representative, Provider, Case Manager	Not applicable – no waiver.	Not applicable – no waiver.	Member, Authorized Representative, Provider, Case Manager	Contact Tribal Case Manager
Who can approve an authorization request?	Medical Policy Coordinator	Not applicable – no waiver.	Not applicable – no waiver.	Medical Policy Coordinator	Contact Tribal Case Manager or Not applicable for MCO
Who can deny an authorization request?	HealthPartners medical director	Not applicable – no waiver.	Not applicable – no waiver.	HealthPartners medical director	Contact Tribal Case Manager or Not applicable for MCO
Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : (952) 853-8712	Not applicable – no waiver.	Not applicable – no waiver.	Prior Authorization Request Application on HealthPartners Provider Portal or fax to : (952) 853-8712	Contact Tribal Case Manager
What form and other information must be included in the request?	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-criteria/home-health-service-hpc/	Not applicable – no waiver.	Not applicable – no waiver.	Prior Authorization Request Application on HealthPartners Provider Portal or http://www.healthpartners.com/public/coverage-criteria/home-health-service-hpc/	Contact Tribal Case Manager
Who contacts the provider if	Medical Policy	Not applicable – no	Not applicable – no	Medical Policy	Tribal Case Manager



Service Authorization Process: Families and Children (F&C) without a waiver

additional information is needed to make the authorization determination?	coordinator	waiver.	waiver.	coordinator	
Who from the MCO consults with the Tribal Case Manager PRIOR to making the authorization determination?	Not applicable	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable.	Not applicable.
Steps to share an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Tribal Case Manager of the authorization decision?	DHS-5841	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable for MCO
How does the Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable for MCO
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable.
Payment, billing, claims	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7998	Not applicable – no waiver.	Not applicable – no waiver.	Member Services: (952) 967-7998	Tribal Case Manager
For billing or claims information or issues, contact:	Claims Customer Service: (952) 883-7699	Contact the county/tribe	Contact the county/tribe	Claims Customer Service: (952) 883-7699	Tribal Case Manager
Provider Directory:	To request a copy, contact Member Services at (952) 967-7998	Not applicable	Not applicable	To request a copy, contact Member Services at (952) 967-7998	Not applicable.