



Live well

PCA Agency training – Group Hours

Readiness for July 1, 2021, Compliance date

aetna[®]

June 25, 2021

Audience for Today's training

All participating PCA Providers who are currently billing for group PCA services for the following member types:

- Aetna Better Health of New Jersey
- Aetna Assure Premier Plus (HMO D-SNP)

Questions during webex?

Please use the chat box to ask questions during this meeting. We will read them out and answer them later in the agenda.

Agenda

- Authorization Requests
- Issues/Solutions
- Process Update
- Current HQ Authorizations
- Questions

Requesting an Authorization

Providers should continue to request authorizations in the normal fashion.

- Fax in fully completed request form
- Make sure to specify that the request is for group hours
- Await written confirmation of approval, length of authorization, and number of units.

Issues and Solutions

Issue:

- ABH NJ was inconsistently sending authorizations for T1019 HQ to HHA so they could be loaded in the portal/data transfer.

Solution:

- We have revised our outbound feed to HHA to ensure that all authorizations for T1019 HQ are consistently sent to HHA and you should start seeing them appear next week

Issues and Solutions

Issue:

- 53 PCA authorizations for T1019 and T1019 HQ were on the same authorization, and this prevented providers from scheduling and billing using EVV

Solution:

- Our Prior authorization team is in the process of issuing new separate authorizations for T1019 and T1019 HQ. All update will be completed by 7/1/2021 and providers will need to utilize those NEW authorization numbers for scheduling and billing

Updates

- Authorizations are now separate for individual and group hours. Please ensure that your teams are aware of this when clocking in and clocking out.
- Please continue to contact us through the portal to make us aware of any missing/incorrect authorizations

Current HQ Authorizations

- Authorizations that are currently loaded into HHA Exchange as individual hours but need to be updated to group hours will be updated in the next few days.
- These authorization numbers should not change, however, if they do you will be notified.

Q & A

- Questions?
- Thoughts?
- Concerns?