

DSIPT & LRI Provider Training

Provider Training

PPC012507



MCO Introductions



Delivery System Improvement Target (DSIPT)



DSIPT – *Why is this information Needed?*

- Beginning July 1, 2024, the Turquoise Care Managed Care Organizations (MCOs) are required by New Mexico Health Care Authority (HCA) to capture additional information on agency-based Personal Care Services (PCS) provided for the Delivery System Improvement Target (DSIPT) and for Legally Responsible Individuals (LRI).
- MCOs will capture the data to provide accurate reporting on unfulfilled hours to determine why services are not being rendered and if additional support is needed.
- PCS agencies should confirm that their agency contact information (specifically email address) is up to date in AuthentiCare. This will ensure that late/missed notifications are sent to the correct contact person at the agency.
- PCS agencies are also required to create and update schedules in AuthentiCare.

DSIPT – Will this affect the member and provider experience?

- The reporting of data will require additional tasks for the provider and allow for MCOs to effectively capture and report on the information.
- For members, it will allow MCO's and HCA to determine why services are not being rendered and if additional support is needed.
- The new process will not impact claims.

DSIPT – *What has changed?*

- Providers are now required to enter missed or late visit reason codes in AuthentiCare for each occurrence.
- Late and Missed Event descriptions have been updated to capture additional categories.

Original Description	Original Code	New Description	New Code
Hospital	1	Hospital	1
Nursing Facility temporary	2	Nursing Facility/Inpatient	2
Consumer refusal	3	Consumer Refusal	3
Consumer not available - justify in notes	4	Consumer Not Available/No show	4
Family voluntarily provided temporary service instead	5	Family Voluntarily Provided Temporary Service Instead	5
Other (consumer driven) - justify in notes	6	Other (Consumer Driven) – Justify In Notes	6
Consumer deceased	7	Consumer Deceased	7
No staff available	A	No Staff Available	A
No staff willing	B	No Staff Willing	B
Natural disaster/Inclement Weather	C	Natural Disaster/Inclement Weather	C
Late plan from Case Manager	E	Late Plan From Case Manager	E
Other (provider driven) - justify in notes	F	Other (Provider Driven) – Justify In Notes	F
No Landline or Cell Phone Service	L	No Landline Or Cell Phone Service	L
Not a Missed Visit - must justify in notes	N	Not A Missed Visit – Must Justify In Notes	N
		Unable to Locate Consumer	O
		Consumer Difficult to Engage	P
		Consumer Tardy Arrival	Q
		Consumer Traveling Out of State/Away From Service Area	R
		Consumer Incarcerated	S

DSIPT – Viewing Missed Visits

- Providers will continue to access the Late and Missed Visits Report to document the information.
- Providers will now be required to document any Critical Incident (CIR) ID numbers in the missed visit reason code notes section.

The screenshot shows the top navigation bar of the First Data system. The 'Visits' menu item is highlighted with a yellow box, and a red arrow points to it from the top right. Below the navigation bar, the 'Late And Missed Visits' link is highlighted with a yellow box, and a red arrow points to it from the top right. The page also shows 'Entities' and 'Claims' sections with 'Add New' links for 'Client Worker', 'Claim (Standard)', and 'Claim (Express)'.

The screenshot shows the 'Late and Missed Visits Search' form. It includes fields for 'Start Date', 'End Date', 'Client', 'Provider', 'Worker', and 'Service'. A red arrow points to the 'Submit' button at the bottom right of the form.

The screenshot shows the 'Late and Missing Events' table. It contains a table with columns for Status, Start Date/Time, End Date/Time, Recurring?, Client, Provider, Primary Worker, Backup Worker, and Service. Below the table, there are 'Missed Visit Code' and 'Notes' fields for each entry.

Status	Start Date/Time	End Date/Time	Recurring?	Client	Provider	Primary Worker	Backup Worker	Service
Missed	09/25/2024 05:00 PM	09/25/2024 05:30 PM	No	Authenticare, P.O. Box 11111 N	Barto			Respite RN
Missed Visit Code: [dropdown] Notes: [text area]								
Missed	09/25/2024 07:00 PM	09/25/2024 07:30 PM	No	Authenticare, P.O. Box 11111 N	Barto	TestWorkerV		Respite RN
Missed Visit Code: [dropdown] Notes: [text area]								
Missed	11/26/2024 09:00 AM	11/26/2024 10:00 AM	Yes	Authenticare, P.O. Box 11111 N	Barto	TestWorkerV		Personal Care - Consumer Directed Visit

DSIPT – Missed Visit Reason Codes

- Providers may reference the missed visit reason codes directly in AuthentiCare.

The screenshot displays the AuthentiCare interface for New Mexico Turquoise Care. The top navigation bar includes 'First Data' and 'AuthentiCare® New Mexico Turquoise Care'. Below the navigation, there are links for 'Home', 'Create', 'Reports', 'Scheduling', 'Links', and 'Logout', along with a 'Logged in as:' indicator.

The main content area is titled 'Late and Missing Events'. It features a table with columns for 'Status', 'Start Date/Time', and 'End Date/Time'. Three rows of missed visits are shown, each with a 'Missed Visit Code' field. A dropdown menu is open over the 'Missed Visit Code' field, listing 20 reason codes:

- Hospital (1)
- Nursing Facility/Inpatient (2)
- Consumer Refusal (3)
- Consumer Not Available/No show (4)
- Family Voluntarily Provided Temporary Service Instead (5)
- Other (Consumer Driven) – Justify In Notes (6)
- Consumer Deceased (7)
- No Staff Available (A)
- No Staff Willing (B)
- Natural Disaster/Inclement Weather (C)
- Late Plan From Case Manager (E)
- Other (Provider Driven) – Justify In Notes (F)
- No Landline Or Cell Phone Service (L)
- Not A Missed Visit – Must Justify In Notes (N)
- Unable to Locate Consumer (O)
- Consumer Difficult to Engage (P)
- Consumer Tardy Arrival (Q)
- Consumer Traveling Out of State/Away From Service Area (R)
- Consumer Incarcerated (S)

Below the table, there are sections for 'Primary Worker', 'Backup Worker', and 'Service'. The 'Service' column shows 'Respite RN' for the first two rows and 'Personal Care - Consumer Directed Visit' for the third row. There are also input fields for notes and a 'Save Missed Visit Code' button.

DSIPT – Missed Visit Reason Codes: Other (Provider Driven) Justify in Notes (F)

- Providers will enter notes indicating why the visit was missed.

First Data AuthentiCare®
New Mexico Turquoise Care

Home | Create | Reports | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Logout Logged in as: [username]@firstdata.com

Late and Missing Events

[If you have not received emails informing you of these late / missed visits, please click here and verify your email address.](#) **Save Missed Visit Code**

Status	Start Date/Time	End Date/Time	Recurring?	Client	Provider	Primary Worker	Backup Worker	Service
Missed	09/25/2024 05:00 PM	09/25/2024 05:30 PM	No	[Client Name]	[Provider Name]			Respite RN
				Missed Visit Code : <input type="text"/>		Notes : <input type="text"/>		
Missed	09/25/2024 07:00 PM	09/25/2024 07:30 PM	No	[Client Name]	[Provider Name]	TestWorkerV		Respite RN
				Missed Visit Code : <input type="text"/>		Notes : <input type="text"/>		
Missed	11/26/2024 09:00 AM	11/26/2024 10:00 AM	Yes	[Client Name]	[Provider Name]	TestWorkerV		Personal Care - Consumer Directed Visit
				Missed Visit Code : Other (Provider Driven) – Justify In Notes <input type="text"/>		Notes : No Workers were available at the scheduled time. <input type="text"/>		

DSIPT – Missed Visit Reason Codes: Unable to Locate Consumer (O)

- Providers will enter notes indicating if the consumer was unable to locate.

Missed	12/18/2024 02:00 PM	12/18/2024 02:30 PM	Yes	[REDACTED]	[REDACTED]	TestWorkerV	Personal Care - Consumer Delegated
Missed Visit Code : Unable to Locate Consumer (O)		Notes : Worker showed up at address given and Consumer wasn't at the address. Didn't know where the Consumer was.					

First Data. AuthentiCare®
New Mexico Turquoise Care

Home | Create | Reports | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Logout Logged in as: [REDACTED]@firstdata.com

Needs Attention:
Successfully updated late and missed visit(s) codes.

Late and Missed Visits Search

Start Date: MM/DD/YYYY [calendar icon]

End Date: MM/DD/YYYY [calendar icon]

Client: [text input] [dropdown icon]

Provider: Barto [dropdown icon]


Worker: [text input] [dropdown icon]

Service: [text input] [dropdown icon]

Submit **Cancel**

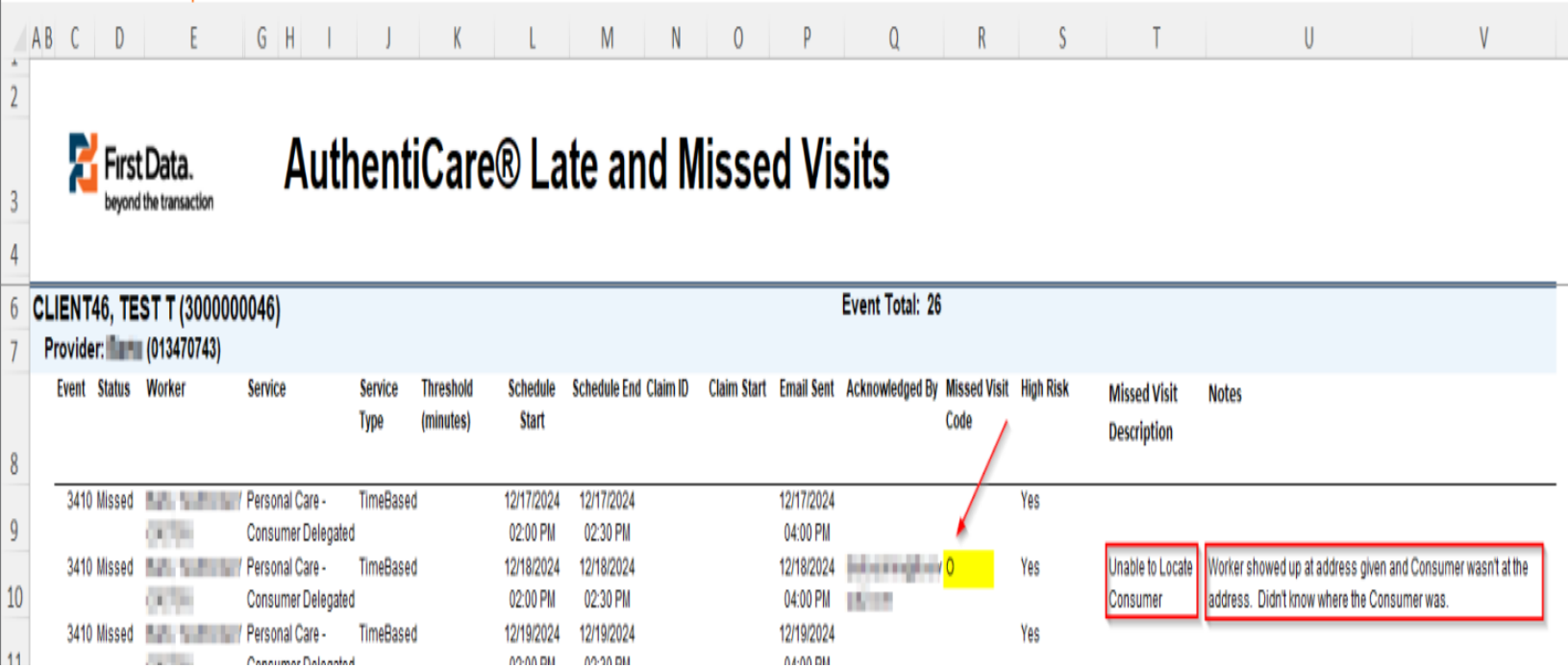
DSIPT – Late and Missed Visit Report: Provider Administrator View

- Providers can view all their clients on their report.

 AuthentiCare® Late and Missed Visits																
CLIENT46, TEST T (300000046)											Event Total: 26					
Provider: █████ (013470743)																
Event	Status	Worker	Service	Service Type	Threshold (minutes)	Schedule Start	Schedule End	Claim ID	Claim Start	Email Sent	Acknowledged By	Missed Visit Code	High Risk	Missed Visit Description	Notes	
3410	Missed	█████	Personal Care - Consumer Delegated	TimeBased		12/17/2024 02:00 PM	12/17/2024 02:30 PM			12/17/2024 04:00 PM			Yes			
3410	Missed	█████	Personal Care - Consumer Delegated	TimeBased		12/18/2024 02:00 PM	12/18/2024 02:30 PM			12/18/2024 04:00 PM	█████	0	Yes	Unable to Locate Consumer	Worker showed up at address given and Consumer wasn't at the address. Didn't know where the Consumer was.	
3410	Missed	█████	Personal Care - Consumer Delegated	TimeBased		12/19/2024 02:00 PM	12/19/2024 02:30 PM			12/19/2024 04:00 PM			Yes			
3410	Missed	█████	Personal Care - Consumer Delegated	TimeBased		12/20/2024 02:00 PM	12/20/2024 02:30 PM			12/20/2024 04:00 PM			Yes			
3410	Missed	█████	Personal Care - Consumer Delegated	TimeBased		12/21/2024 02:00 PM	12/21/2024 02:30 PM			12/21/2024 04:00 PM			Yes			
CHANG, JAMME (00114510)											Event Total: 1					
Provider: █████ (013470743)																
Event	Status	Worker	Service	Service Type	Threshold (minutes)	Schedule Start	Schedule End	Claim ID	Claim Start	Email Sent	Acknowledged By	Missed Visit Code	High Risk	Missed Visit Description	Notes	
3404	Missed	█████	Personal Care - Consumer Directed Visit (99509V)	TimeBased		11/26/2024 09:00 AM	11/26/2024 10:00 AM			11/29/2024 09:00 AM	█████	F		Other (Provider Driven) – Justify in Notes	No Workers were available at the scheduled time.	
Number of Events: 1																

DSIPT – Late and Missed Visit Report: MCO View

- MCOs will continue to view only members enrolled with their plan.



Event	Status	Worker	Service	Service Type	Threshold (minutes)	Schedule Start	Schedule End	Claim ID	Claim Start	Email Sent	Acknowledged By	Missed Visit Code	High Risk	Missed Visit Description	Notes
3410	Missed	[REDACTED]	Personal Care -	TimeBased		12/17/2024	12/17/2024			12/17/2024			Yes		
			Consumer Delegated			02:00 PM	02:30 PM			04:00 PM			Yes	Unable to Locate Consumer	Worker showed up at address given and Consumer wasn't at the address. Didn't know where the Consumer was.
3410	Missed	[REDACTED]	Personal Care -	TimeBased		12/18/2024	12/18/2024			12/18/2024		0	Yes		
			Consumer Delegated			02:00 PM	02:30 PM			04:00 PM			Yes		
3410	Missed	[REDACTED]	Personal Care -	TimeBased		12/19/2024	12/19/2024			12/19/2024			Yes		
			Consumer Delegated			02:00 PM	02:30 PM			04:00 PM			Yes		

Legally Responsible Individual (LRI)



LRI – *Why is this information Needed?*

- HCA has mandated that MCOs report on the LRI providing care.
- PCS agencies are being directed by HCA and the MCO's to provide reporting on LRI's providing care for their members.
- MCOs will capture the data via AuthentiCare to obtain more accurate reporting.

LRI – Will this affect the member and provider experience?

- The reporting of data will provide additional tasks for the provider and allow MCOs to effectively capture and report on this information.
- There will be no impact to the member.
- The new process will not impact claims.

LRI – AuthentiCare Flag

- Providers will have access to update the LRI field in AuthentiCare on the Authorization Settings.
- This information will allow for accurate reporting by the provider and MCOs for HCA’s mandated reports.

The screenshot displays the 'Authorization Settings' form in the AuthentiCare system. The form includes the following fields and values:

- Service ID:** 99509V
- Service Type:** Time Based
- Name:** Personal Care - Consumer Directed Visit
- Procedure Code:** 99509
- Description:** Personal Care - Consumer Directed Visit
- ID:** M-2412300015-V
- Client:** [Name] [Address]
- Provider:** [Name]
- Worker:** [Name]
- Effective Date Start:** 04/01/2024
- Effective Date End:** 03/31/2025
- Service Period:** Weekly
- Authorization Number:** 2412300015
- Diagnosis Qualifier:** ABK
- Diagnosis Code:** R68.89
- * Total Units:** 4000
- * Rate:** 1.0000
- Payer Assignment:** Molina
- Attending Provider First Name:** [Field]
- Attending Provider Last Name:** [Field]
- Attending Provider NPI:** [Field]
- LRI:** No (highlighted with a red circle)

At the bottom of the form, there are 'Save LRI' and 'Cancel' buttons.

LRI – AuthentiCare Flag Updated by Provider Administrator

- To ensure the update has successfully saved, providers should ensure to follow the steps in the screenshot below.

First Data AuthentiCare®
New Mexico Turquoise Care

Home | Create | Reports | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Logout | Logged in as: [username]@firstdata.com

[Authorization Search Results](#)

Needs Attention:
LRI information updated for Authorization : M-2412300015-V successfully. 3

Authorization Settings

* Indicates a required field.

Service Information
Service ID: 99509V Service Type: Time Based
Name: Personal Care - Consumer Directed Visit Procedure Code: 99509
Description: Personal Care - Consumer Directed Visit

ID: M-2412300015-V
Client: [dropdown]
Provider: [dropdown]
Worker: [dropdown]

Effective Date Start: 04/01/2024
Effective Date End: 03/31/2025
Service Period: Weekly
Authorization Number: 2412300015
Diagnosis Qualifier: ABK
Diagnosis Code: R68.89

* Total Units: 4000
* Rate: 1.0000
Payer Assignment: Molina

Attending Provider
First Name:
Attending Provider
Last Name:
Attending Provider
NPI:
LRI: Yes 1

Save LRI 2 Cancel

LRI – Claims Data Listing Report

- Providers can view updates that their administrators make to the LRI field in the Claims Data Listing Report.
- MCOs will have access to view LRI fields providers make in AuthentiCare for their members.

AuthentiCare® Claim Data Listing Report																											
Claim Id	Provider Id	Provider Name	Worker Id	Worker Name	Client Id	Client Name	Service	Date of Service	Check In	Check Out	Actual Units	Authorized Units	Billed Amount	Paid Amount	Claim Status	Activity Codes	Exception(s)	Create Date	Last Update Date	Authorization	Payer Name	Device ID	Source	Claim Note Reason	LRI (Yes/No)		
95490	013470743	TestWorkerV	242726	TestWorkerV	300	TestWorkerV	99509V	12/16/2024	7:00AM	8:00AM	4	4	\$0.00	\$0.00	CriticalExcp	3	C1,E1,C11,C6	12/20/2024	12/20/2024	II-2412300015-V	Molina	1503242E-3859-40AF-8709-81C8D9F0D50B	Web	Tablet malfunction	Yes		
95494	013470743	TestWorkerV	242726	TestWorkerV	300	TestWorkerV	99509V	12/30/2024	2:00AM	3:00AM	4	4	\$0.00	\$0.00	CriticalExcp	1	C1,C11,C6	12/31/2024	12/31/2024	II-2412300015-V	Molina	1503242E-3859-40AF-8709-81C8D9F0D50B	Web	Smartphone malfunction	Yes		
95495	013470743	TestWorkerV	242726	TestWorkerV	300	TestWorkerV	99509V	12/29/2024	2:00AM	3:00AM	4	4	\$0.00	\$0.00	CriticalExcp	2	C1,C11,C6	12/31/2024	12/31/2024	II-2412300015-V	Molina	1503242E-3859-40AF-8709-81C8D9F0D50B	Web	Smartphone malfunction	No		

QUESTIONS ANSWERS

