



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
Med-QUEST Division
Health Care Services Branch
Non-Managed Contracts Care Unit
P. O. Box 700190
Kapolei, Hawaii 96709-0190

March 31, 2009

MEMORANDUM

ACS M09-11

TO: All Medicaid Providers

FROM: Kenneth S. Fink, MD, MGA, MPH *KSF*
Med-QUEST Division Administrator

SUBJECT: LEVEL OF CARE EVALUATIONS (1147) DEFERRALS

Since the implementation of the QExA program on February 1, 2009, the Med-QUEST Division's (MQD) contractor Health Services Advisory Group (HSAG) has reported an increase in the amount of deferred 1147 forms. Deferred forms are incorrect or incomplete forms that were sent to HSAG. Incomplete forms were missing vital information such as the assessor or physician signature, requested level of care, start and end dates, or used an incorrect Medicaid identification number.

When an 1147 form is deferred, HSAG has been sending back the 1147 with a deferral notice that identifies the missing information. The submitter of the 1147 has 30 days to correct the information, and if the missing information is not submitted to HSAG within 30 days, the 1147 will be administratively denied. To decrease the number of deferrals and administrative denials, HSAG and MQD has these recommendations:

- Utilize the new version of the 1147 form(s) when requesting nursing facility level of care for initial start dates on or after February 1, 2009. Forms and instructions are available at www.myhawaiiegro.com.
- Assessor and Physician signature must be present on hard copy form(s) faxed or mailed to HSAG.
- Requested level of care must be checked on the form(s).

- Requested level of care start and end dates must be on the form(s). Requested start and end dates cannot exceed one year. Level of care approvals are up to one year or less.
- The three page 1147 is required annually for continued nursing facility level of care recipients.
- The Medicaid identification number is the patient's ten-digit number, NOT THE HEALTH PLAN'S NUMBER. Submitters can obtain the number from the member's Medicaid Identification Card, by logging on to Hawaii Medicaid Online (<https://hiweb.statemedicaid.us>), or by calling the MQD's customer service line (524-3370 on Oahu and 1-800-316-8005 for neighbor islands).
- When sending back a corrected 1147 to HSAG, please attach the deferral notice that was attached to the deferred 1147.

A "Quick Facts" informational document is attached for your reference. Please distribute to individuals involved in the 1147 process. If you have any questions or concerns, please call Ms. Kathleen Ishihara, MQD Nurse Consultant, at 692-8159.

Attachment



2nd Edition - March 2009

DHS/MQD Level Of Care Evaluation Forms (1147 Process)

➡ MORE QUICK FACTS

DID YOU KNOW.....

Medicaid numbers - are TEN DIGITS long, usually start with three to five zeros, and are the State's identification number for people entitled to Medicaid benefits. This number is **REQUIRED** to be on all 1147 forms for processing, unless the person has just applied for Medicaid and no number is assigned yet. If the member is enrolled with a QExA or QUEST health plan, he/she has a Medicaid number.

Health plan numbers – are unique numbers that the plans may assign to their enrolled members. This number helps the plan identify the member, pay claims to providers, etc., but **IS NOT** a number that is used on the 1147 forms, and should not be confused with the member's Medicaid number. The health plan may ask you, the provider, to use this number on your claims.

HOW DO I.....

Obtain a recipient's Medicaid ID to put on the 1147 form?

Providers can obtain the number from the member's Medicaid ID card, **OR** log on to Hawaii Medicaid Online (<https://hiweb.statemedicaid.us>), **OR** call the assigned health plan for the member's Medicaid ID, **OR** call the MedQUEST customer service line (524-3370 on Oahu and 1-800-316-8005 for neighbor islands). Many provider business offices already have access to the online verification system, and may have accessed and verified the number upon the member's admission. The Medicaid number could be recorded on the member's record.

Correct the Medicaid ID on a "deferred" LOC request?

Correct the number in the Medicaid ID box on the form, and fax the page back to HSAG with the original deferral notice attached. Be sure to note the correct ID in the member's record for the next time you need it.

➡ OTHER QUICK TIPS

When returning a corrected request to HSAG that has been deferred...

- Please return the deferral notice along with your corrections so that the corrected page is joined with the original and not denied for "missing information".
- Please do not make changes to the original request (e.g., LOC, begin and end dates) when returning the deferral unless you are also sending HSAG written permission to delete the original request and consider the changed request as "new".

***The latest versions (Rev.1/09) of 1147 forms and instructions are available at
www.myhawaiiiegro.com.***

Information for Health Care Improvement

1440 Kapiolani Boulevard, Suite 1110, Honolulu, Hawaii 96814, Phone 808.941.1444, Fax 808.941.5333, www.hsag.com