ERS Prior-Authorization Protocol

The following is the general ERS prior-authorization (PA) protocol for local offices. Each office may choose how they wish to operationalize it, for example, which staff member completes a particular task, but only Case Managers (CM) can determine eligibility for ERS services.

New ERS Requests:

1. CM determines a consumer is eligible for an ERS device and completes the ERS PA form.
2. ERS provider is identified.
   a. Providers should be chosen based on the availability of devices being requested for the consumer and not the preference of staff.
   b. If more than one provider can meet the consumer's request a best practice is to rotate the assignment of providers and the local office should develop a tracking method to do so. This ensures no provider is receiving preferential treatment over another.
3. Open MMIS and complete the process to add a new PA for the ERS request which will generate a PA number. Copy this number onto the ERS PA form. For information on completing the MMIS PA process click here.
   a. Do not change the notice selections for the PA. Leave the system default as-is to ensure the provider receives their copy of the PA through MMIS.
4. Ensure the ERS PA form is complete and send it to the designated provider.
5. Narrate in OA consumer's eligibility for ERS, the device and options chosen, the dates of service and when the ERS PA was sent to the provider. All documents must be sent to EDMS.

Best Practices:

- Try to align ERS authorizations with service plan authorizations. Example: a service plan is effective 7/4/21-8/13/22. The ERS may be authorized from July 2021 to July 2022 and then renewed starting August 2022.

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- Local offices should consider keeping an ERS tracker for all authorizations which is available for CMs to check at renewal. This ensures ERS renewals or cancellations are not missed at service renewals if cases are transferred between CMs or because of staff turnover.

ERS Renewal:

1. CM reviews upcoming reassessments to determine if the case has an ERS and if the ERS needs renewal.
   a. At the reassessment the CM should work with the consumer to determine if the ERS is still wanted/needed and that it is operating as intended.
   b. The CM can also review with the consumer other options available through enhanced ERS (SPPC not eligible for enhanced) to see if additional options may be beneficial.
2. If a renewal is determined to be appropriate the CM or assigned staff member updates MMIS with a new PA for up to another year as determined by the service plan. Do not reuse PA numbers; a new entry is required.
   a. If it's determined ERS is no longer needed, refer to the ERS closure section below.
3. If the renewal involves changes, staff should notify the provider as soon as possible. For renewals, staff must:
   a. Create a new PA for the renewal, starting from the date the prior PA ends.
      i. Staff should **not** re-use previous PAs to extend/renew an ERS.
   b. Ensure the previous PA and new PA dates do not overlap.
      i. Overlapping PA's can create payment issues for providers.
   c. Do not change the notice selections for the PA. Leave the system default as-is to ensure the provider receives their copy of the PA through MMIS.

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4. Staff will complete the process by narrating in OA the renewal information and any changes to the ERS authorization. Any new documentation must be sent to EDMS.

ERS Closure:

1. Closures occur when the CM determines the consumer is no longer eligible, the consumer requests to end the ERS service, the consumer moves into a CBC setting or the consumer passes.
2. Staff update MMIS by ending the line item.
3. The provider must be notified of the closure **<u>prior</u>** to the end date. This is important so the provider can retrieve their equipment.
4. Staff will complete the process by narrating in OA the reason for the closure, all actions taken and the effective date of the closure.