

# LTSS PCSP Provider Signature Process

Provider Training

### Goals



 Understand WHY Buckeye is implementing the LTSS Provider Signature Requirement.

 Know how to sign a Person Centered Service Plan (PCSP) for Buckeye LTSS members.

#### The WHY?



- To assure compliance with (CMS) 42 CFR 441.301
- The Conditions of Participation rule, Ohio Administrative Code (OAC) 5160-45-10 (effective 1/1/18) references compliance with OAC 5160-44 including rule 5160-44-02 which requires the person-centered services plan "be finalized and agreed to, with the informed consent of the individual, in writing, and by all people and providers responsible for its implementation."

### Ohio Guidance to Date



- The provider(s) signature shows that the provider acknowledges and agrees to provide the waiver service, as authorized in the person centered service plan (PCSP).
- The preferred method of signing the PCSP is through the Buckeye secure portal.
- A signature is required when a new service is authorized, an existing service authorization is adjusted and anticipated to continue for the duration of the service plan or a new service plan has been issued.
  Only the provider affected by the change needs to provide a signature.

#### Ohio Guidance to Date



- Requirements for obtaining signatures will vary based on the categorization of waiver service- i.e., direct care versus in-direct care.
  - Direct Care providers must sign the PCSP.
    - Direct care services are defined as personal care, waiver nursing, home care attendant, choice home care attendant, out of home respite, enhanced community living, adult day health services, social work counseling and independent living assistance.
  - In-Direct Care provider signatures may be satisfied by the appending the contract signature page to the member's PCSP while assuring the provider has access to the most recent PCSP and the providers contract includes language that acknowledges his/her agreement to provide services per the authorized service plans.
    - In-direct care services are all other waiver services not listed under direct care services above.

#### **Current Process**



#### Implementation Phase

- Started on 1/1/19
- Requiring signature of in-network direct and out of network direct and indirect providers only at this time.
- Buckeye Provider Portal is the medium of choice to capture the provider signature.
- Opportunity to absorb LTSS provider feedback/input. The can be done through Buckeye Provider Services.

#### Notification to Sign



#### **Initial Prompt to Sign the PCSP**

• PLEASE NOTE: NEW STATE MANDATED Waiver Provider SIGNATURE REQUIREMENT! Effective 12/31/2018 and in compliance with 42 CFR 441.301, all providers of direct care waiver services are responsible for signing the members Person—Centered Services Plan with any new service initiation or substantial change in service delivery. Signature must be obtained within 30 calendar days after service initiation. Please go to

https://provider.buckeyehealthplan.com to add your signature.

#### Secure Provider Portal



- When creating a new account on the Buckeye provider portal, please follow the general guidelines below:
  - Practice Account Manager creates a portal account.
  - After Account Manager is granted access, all others can register on the portal.
  - Account Manager reviews and approves access for others.

1/18/2019

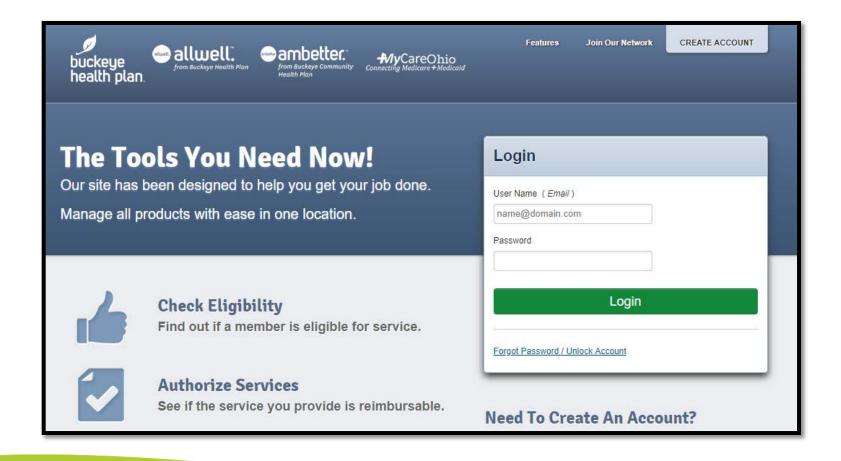
### Secure Provider Portal continued...



- Through the secure provider portal you can:
  - Check member eligibility
  - Submit and manage claims
  - Submit and view prior authorizations
  - Review and download payment history
  - View member gaps in care
  - Secure Message Buckeye Health Plan
  - Manage multiple accounts

## Provider Portal – Log In





#### Find Patient

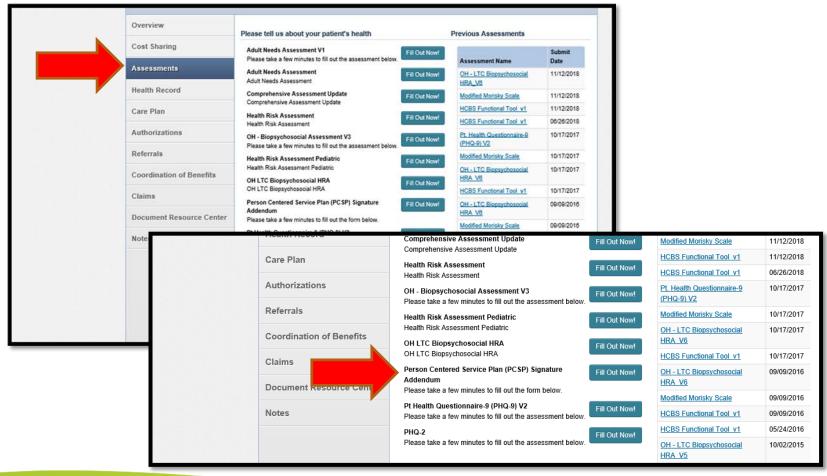






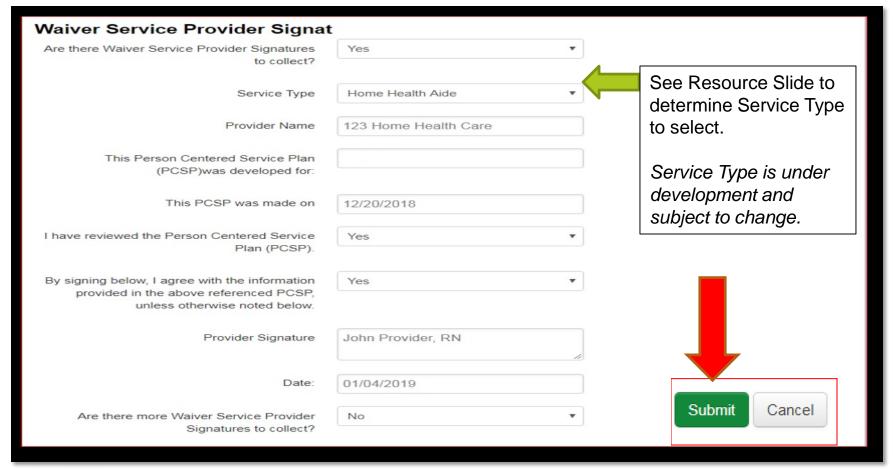
#### Person Centered Service Plan (PCSP) Signature Addendum





#### Person Centered Service Plan (PCSP) Signature Addendum





#### Resources





### Questions?



To Provide Input into this process or if you have questions on the process itself please contact:

Provider Services is available online at

https://mmp.buckeyehealthplan.com/mmp/contact-us.html or by phone at 1-866-296-8731.