

Troubleshooting Adding a Provider in The Plan of Care

When Case Management Entity (CME) creates Service Prior Authorizations (SPAs), they must authorize a specific provider to deliver the service. Certain foundational data must exist for CME staff to authorize a provider on a SPA, such as:

- 1) The provider record having a status of either **Approved to Work** or **Active Prior to Conversion** and the **Start** and **End** dates of that status must cover the dates that the service is authorized for.
- 2) The provider record has been added to the CME's Provider Panel and the **Start** and **End** dates of the panel entry must cover the dates that the provider will be authorized.
- 3) The provider record has a Provider Type allowed for the service being authorized. Many Agency providers have an overall Agency record for the entire organization (a.k.a. the parent record) and Service Location records (a.k.a. the child records). Be sure that the correct record for the service being authorized was added to the Provider Panel.

If CME staff cannot find the desired provider in the Provider dropdown when creating a SPA, they can work through the below questions to resolve the issue:

1. Is the correct record on your Provider Panel?

In many situations, the correct record needs to be added to the Provider Panel. Be sure to select the correct provider record (e.g. Service Location instead of an overall agency record).

A PSW Provider may have more than one record associated with their name if they are registered as more than one type of provider (e.g. They are a PSW and a Behavioral Consultant).

2. Is the provider's record the correct type allowed to deliver the service you're trying to authorize?

Each provider record has a Provider Type & Specialty (##-### code) associated with it. Some services can only be authorized using a provider with that specific Type & Specialty. **See Appendix A for more information.**

3. Is the Provider Panel Start Date and End Date correct?

If the panel entry for the provider has a Start Date that is after the start date of the service (or an end date that is before the start of the service), the provider cannot be selected for that service authorization. Edit the Provider Panel to modify the Start/End Dates if needed.

4. Is the provider's "Approved to Work" or "Active Prior to Conversion" status date range within the date range (all or part) of the service being authorized?

If not, the provider is not available for that service for those service dates.

If issues persist, please use the [eXPRS Technical Assistance Request](#) to get assistance. Please include the Plan of Care ID # and the provider name you are having trouble with, and a brief description of the problem.

APPENDIX A: DD Provider Types-Specialties for POC Services

Provider Type/Spec Number	Record Type	Provider Record Type Name	Allowed for these POC Service Proc Codes <i>**some Service Element or Service Modifier restrictions may apply</i> <i>EVV denotes EVV qualifying service</i>	Billed as	Pmts processed thru
[none]	N/A	“generic” authorized provider	<ul style="list-style-type: none"> • OR003 Transp Commercial • OR554 Transit Pass • Other expenditure/ purchases proc codes 	Service Delivered (SD)	eXPRS/DAS back to CDDP/Brok to pay vendor
70-701	Provider	Foster Care – Adult DD	<ul style="list-style-type: none"> • ORAFC Adult Foster Care • ORCFC Children’s Foster Care 	Claim	eXPRS/DAS
70-837	Provider	Adult FC Respite/Relief Care Svcs	<ul style="list-style-type: none"> • OR526 Attendant Care^{EVV} • OR507 Relief Care Daily^{EVV} 	Service Delivered (SD)	eXPRS/DAS
71-703	Provider	Foster Care – Child DCR (DD Certified)	<ul style="list-style-type: none"> • ORAFC Adult Foster Care • ORCFC Children’s Foster Care 	Claim	eXPRS/DAS
71-704	Provider	Foster Care – Child DCW (CW Certified)	<ul style="list-style-type: none"> • ORAFC Adult Foster Care • ORCFC Children’s Foster Care 	Claim	eXPRS/DAS
71-837	Provider	Child FC Respite/Relief Care Svcs	<ul style="list-style-type: none"> • OR526 Attendant Care^{EVV} • OR507 Relief Care Daily^{EVV} 	Service Delivered (SD)	eXPRS/DAS
72-717	Service Location	DD Non-Medical Transportation Org <i>(service endorsement “child” provider record)</i>	<ul style="list-style-type: none"> • OR004 Mileage • OR005 Agency Mileage 	Service Delivered (SD)	eXPRS/DAS
74-749	Provider	DD Employment/Discovery Specialist <i>(Individual Employment provider)</i>	<ul style="list-style-type: none"> • OR401/W3 & W9 Job Development • OR539 Discovery 	Service Delivered (SD)	eXPRS/DAS

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78-725	Provider	DD Svcs – Adult Day Services APD Provider	<ul style="list-style-type: none"> OR005 Agency Mileage OR526 Attendant Care ^{EVV} OR507 Relief Care Daily ^{EVV} OR542/W2 DSA OR502 SPPC Services ^{EVV} OR530 Fam Support Respite 	Service Delivered (SD)	eXPRS/DAS
78-930	Provider	DD Svcs – In-Home Care Agency APD Provider			
83-710	Provider	DD Behavior Consultant <i>(individual provider)</i>	<ul style="list-style-type: none"> OR310 Beh Support Svcs (hourly) OR570 Beh Consultation, Assmt & Training (event) 	Service Delivered (SD)	eXPRS/DAS
93-710	Provider	DD Service Agency Behavior Consultant <i>(DD agency provider)</i>			
84-800	Provider	In-Home Personal Care Attendant DD <ul style="list-style-type: none"> Personal Care (SPPC) PSW 	<ul style="list-style-type: none"> OR502 SPPC Services 	Service Delivered (SD)	FMAS/PPL
84-801	Provider	In-Home Personal Care Attendant CIIS <ul style="list-style-type: none"> CIIS PSW 	<ul style="list-style-type: none"> OR004 Mileage** OR502 SPPC Services ^{EVV} OR526 Attendant Care ^{EVV} OR507 Relief Care Daily ^{EVV} OR508 Relief Care Hourly 	Service Delivered (SD)	FMAS/PPL
84-803	Provider	DD Personal Support Worker <ul style="list-style-type: none"> DD PSW 	<ul style="list-style-type: none"> OR004 Mileage** OR502 SPPC Services ^{EVV} OR526 Attendant Care ^{EVV} OR507 Relief Care Daily ^{EVV} OR508 Relief Care Hourly OR530 Fam Support Respite OR545 On the Job Attnedt Care 	Service Delivered (SD)	FMAS/PPL
84-809	Provider	DD PSW Employment Job Coach <ul style="list-style-type: none"> Job Coach PSW 	<ul style="list-style-type: none"> OR401/W4, W5 & W6 Job Coaching 	Service Delivered (SD)	FMAS/PPL

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84-806	Provider	DD PSW Enhanced skills	<ul style="list-style-type: none"> • OR004 Mileage** • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR508 Relief Care Hourly 	Service Delivered (SD)	FMAS/PPL
84-807	Provider	DD PSW Exceptional skills			
84-818	Provider	DD PSW Differential			
87-732	Service Location	DD Facility Based Employment <i>(Agency "child" service endorsed record)</i>	<ul style="list-style-type: none"> • OR004 Mileage** • OR005 Agency Mileage • OR545 On the Job Attnedt Care • OR401/W3 & W9 Job Development • OR401/W4, W5 & W6 Job Coaching • OR539 Discovery • OR541 Emplmt Path • OR541/WB & WC Benefits Counseling • OR542 DSA • OR543 Sm Grp Sup Emplmt • OR526 Attendant Care ^{EVV} 	Service Delivered (SD)	eXPRS/DAS
87-733	Service Location	DD Non-Facility Employment Crew/Enclave <i>(Agency "child" service endorsed record)</i>			
87-735	Service Location	DD Supported Employment <i>(Agency "child" service endorsed record)</i>			
87-738	Service Location	DD Community Inclusion Services <i>(Agency "child" service endorsed record)</i>			
89-707	Service Location	Host Homes <i>(Agency "child" service endorsed record)</i>	<ul style="list-style-type: none"> • ORCHH Children's Host Homes 	Claim	eXPRS/DAS
89-825	Service Location	Residential Care DD Adult GH	<ul style="list-style-type: none"> • ORAGH Adult Group Home 	Service Delivered (SD)	eXPRS/DAS

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89-826	Service Location	Residential Care DD Child GH	<ul style="list-style-type: none"> • ORCGH Children’s Group Homes 	Service Delivered (SD)	eXPRS/DAS
89-835	Service Location	Supported Living DD <i>(Agency “child” service endorsed record)</i>	<ul style="list-style-type: none"> • OR005 Agency Mileage • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR542-DSA • OR530 Fam Support Respite 	Service Delivered (SD)	eXPRS/DAS
89-819	Service Location	DD Community Living Supports (CLS) - Employer Agency <i>(Agency “child” service endorsed record)</i>	<ul style="list-style-type: none"> • OR004 Mileage ** • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR526/ZE Attendant Care 2:1 ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR542 DSA • OR545 On the Job AttnDt Care • OR530 Fam Support Respite 	Service Delivered (SD)	eXPRS/DAS
89-821	Service Location	DD Community Living Supports (CLS) - Standard Agency <i>(Agency “child” service endorsed record)</i>	<ul style="list-style-type: none"> • OR004 Mileage ** • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR526/ZE Attendant Care 2:1 ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR542 DSA • OR545 On the Job AttnDt Care • OR530 Fam Support Respite 		
93-943	Provider	DD Certified Medicaid Agency Provider (CMA) <i>(OLRO certified through OAR 411-323)</i> <i>Main DD Agency “parent” provider record</i>	<ul style="list-style-type: none"> • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR321 Asst Tech Hardware (SE257) • OR322 Asst Tech Software (SE257) • OR323 Asst Tech Install (SE257) • OR325 Asst Tech Maintenance (SE257) 	Service Delivered (SD)	eXPRS/DAS

			<ul style="list-style-type: none">• OR360 Family Training (SE257)• OR380 Med Equip/Supplies (SE257)• OR561 Enviro Safety Mods (SE257)• OR562 Spec Med Supplies (SE257)		
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