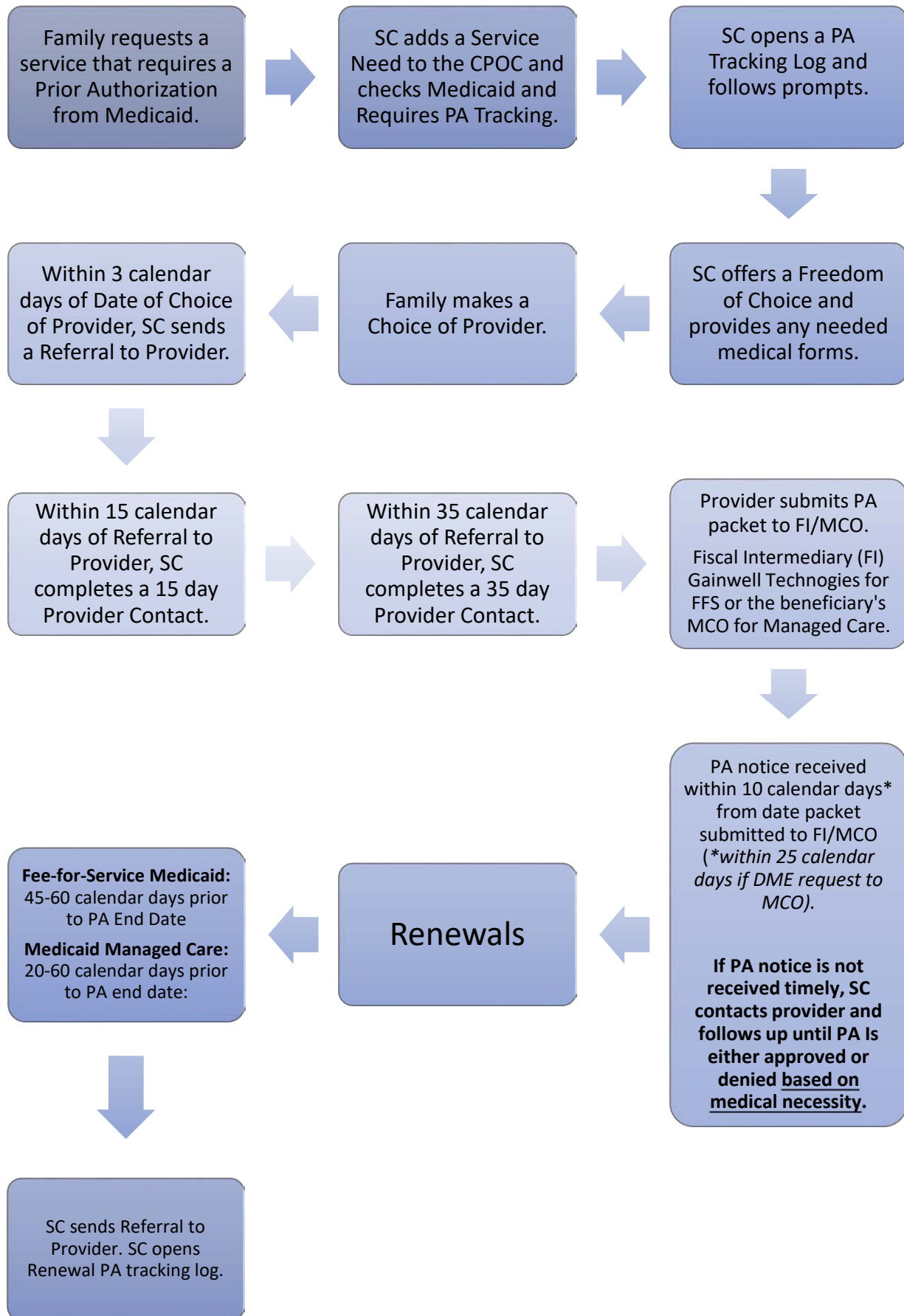


PA Tracking Flowchart

Appendix AA-2



PA Tracking Issues/Barriers that Require Referral to PAL

35 Day and 60 Day PAL Referrals	Other PAL Referrals
Untimely PA Packet Submission (35 Day PAL): If PA packet is not submitted to FI/MCO (Fiscal Intermediary Gainwell Technologies for FFS or the beneficiary's MCO for Managed Care) within 35 calendar days of Date of Referral to Provider.	Renewal PA not received: If renewal PA not received and previous PA expired.
	Unable to locate provider: If beneficiary has been unable to locate a provider willing to submit a request for a PA.
	Waitlist placement: If beneficiary was placed on a waitlist for a Medicaid service that requires a PA.
Untimely PA Notice (60 Day PAL): If a PA decision is not received within 60 calendar days of Date of Choice of Provider (COP).	Schedule issues: If provider not providing services at the time the beneficiary requested.
	Amount of service issues: Provider not providing the amount of services as PAed.
	Other: Provider not working on behalf of the beneficiary.



SC sends Referral to PAL.



Medicaid Managed Care: If issue is not resolved within 10 working days, MCO alerts Chisholm Compliance Team.

Appeals Flowchart

Fee-for-Service Medicaid Appeal

Within 4 calendar days of notice of denial:

Explain appeal rights & offer assistance to beneficiary.

Explain provider can request a reconsideration.

Explain services may continue pending appeal if appeal is filed within the 30 day appeal period.



20 calendar days from date appeal filed:

Check on status of appeal and offer additional assistance with appeal.



90 calendar days from date appeal filed:

Check on appeal status.

Medicaid Managed Care Appeal

Within 4 calendar days of notice of denial from MCO:

Explain appeal rights and offer assistance to beneficiary.

Explain provider can request a peer-to-peer review.



20 calendar days from date appeal filed with MCO:

Check on appeal status.

After the appeal is exhausted with the MCO, the beneficiary may appeal to the Division of Administrative Law (DAL) State Fair Hearing (SFH):

Within 4 calendar days from notice of Appeal Denial from MCO:

Explain Department of Administrative Law State Fair Hearing rights and offer assistance to beneficiary.



20 days from date of SFH request:

Check on status and offer additional assistance with appeal.



90 days from date of SFH request:

Check on final outcome of appeal