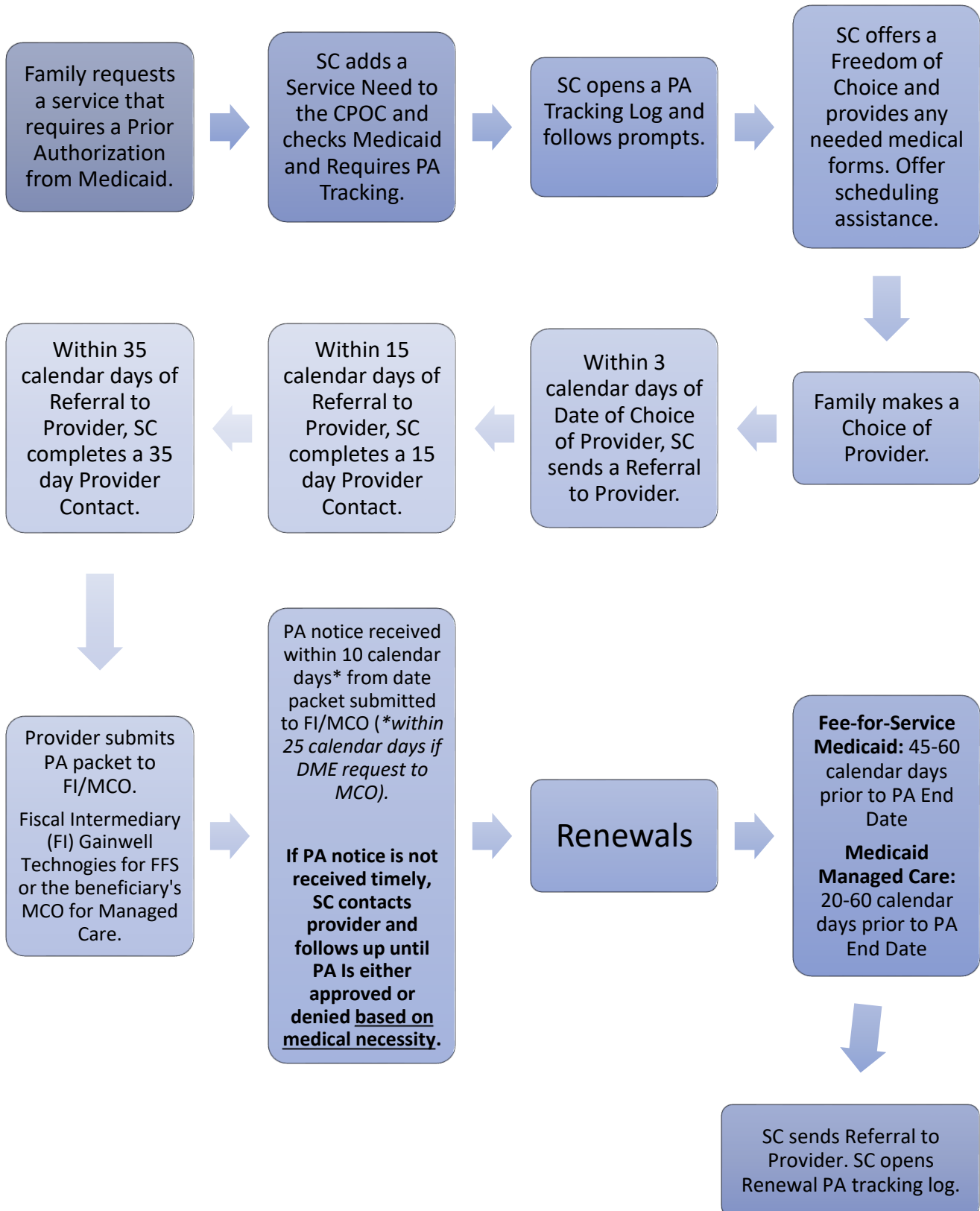


EPSDT SC Timelines – PA Tracking

PA Tracking Flowchart



EPSDT SC Timelines – PA Tracking

PA Tracking Issues/Barriers that Require Referral to PAL

Initial and Change in Service Tracking Logs
<p>Untimely PA Packet Submission (35 Day PAL): 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.</p>
<p>Untimely PA Notice (60 Day PAL): A PA decision is not received within 60 calendar days of Date of Choice of Provider (COP).</p>
Renewal Tracking Logs
<p>Gap in Authorization Period (Gap PAL): Renewal PA is not received and previous PA expired.</p>
Other Issues that Require Referral to
<p>Unable to locate provider: Beneficiary has been unable to locate a provider willing to submit a request for a PA.</p>
<p>Waitlist placement: Beneficiary was placed on a waitlist for a Medicaid service that requires a PA.</p>
<p>Schedule issues: Provider is not providing services at the time the beneficiary requested.</p>
<p>Amount of service issues: Provider is not providing the amount of services as PAed.</p>
<p>Other: Provider not working on behalf of the beneficiary.</p>



SC sends Referral to PAL.



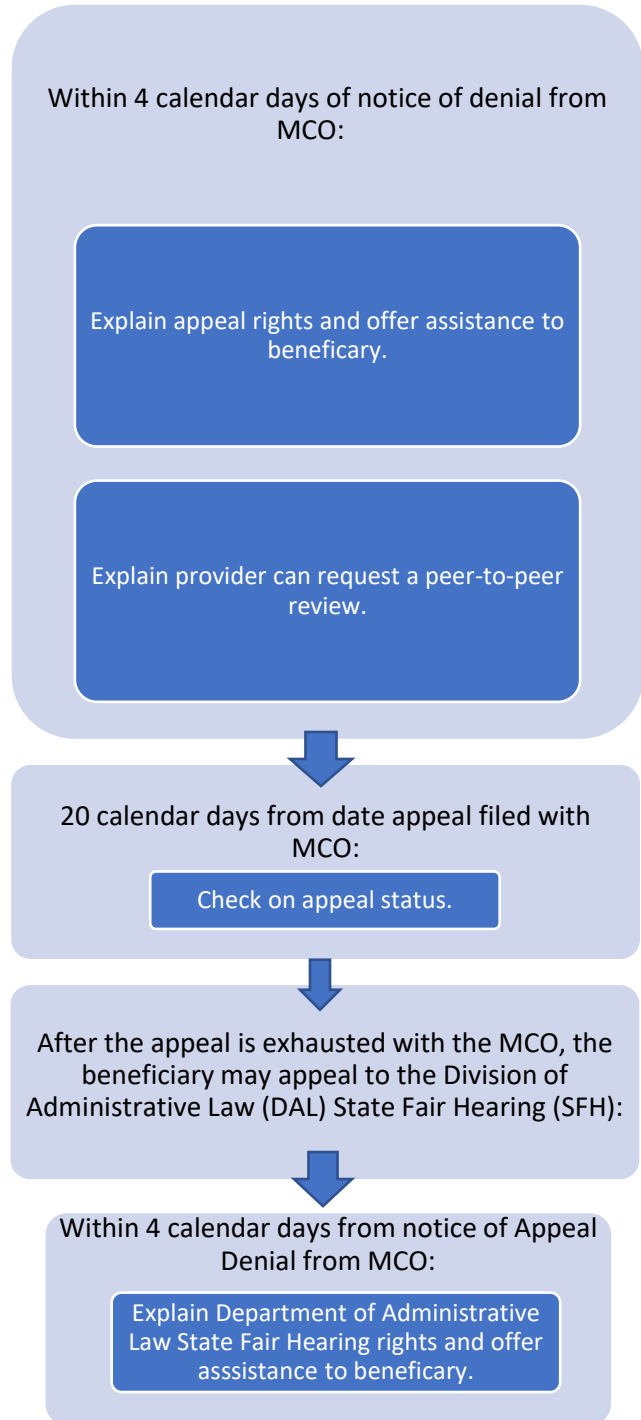
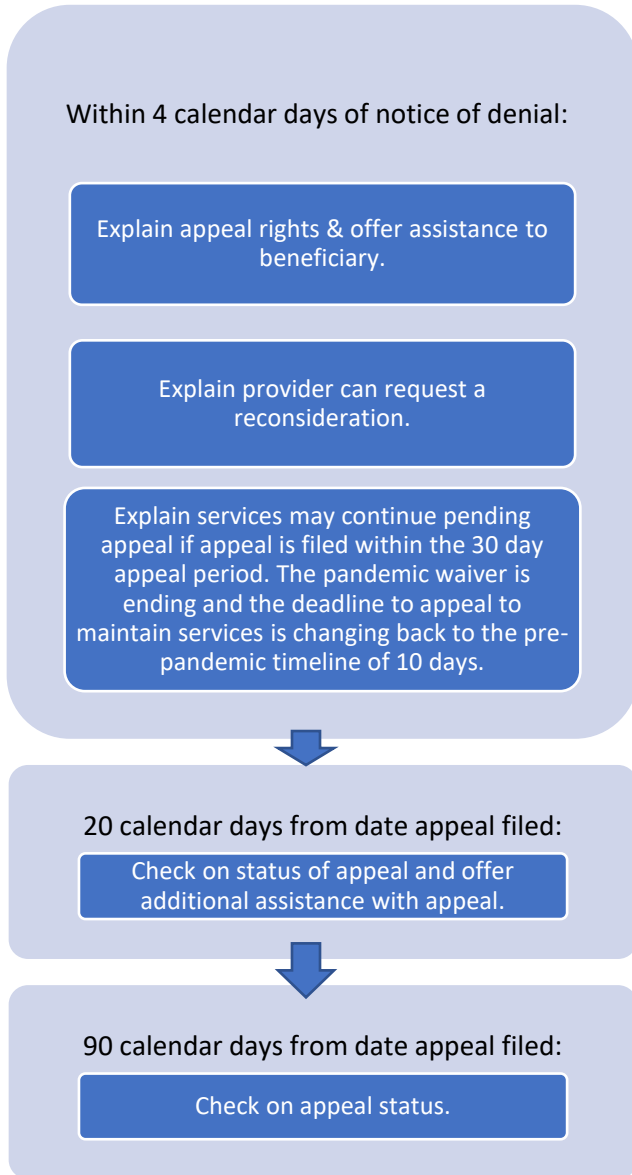
Medicaid Managed Care:
If issue is not resolved within 10 working days, MCO alerts Chisholm Compliance Team.

EPSDT SC Timelines – PA Tracking

Appeals Flowchart

Fee-for-Service Medicaid Appeal

Medicaid Managed Care Appeal



EPSDT SC Timelines – PA Tracking

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