

# Provider Memorandum

## Waiver Service Authorizations Reminder

As a reminder, Molina Healthcare of Illinois (Molina) assigns all waiver service authorizations based on the specified timeframe governed by State law for all Medicaid claims and those state statutes, regulations, and/or requirements set forth in Illinois' Medicaid contracts.

Molina will assign all Long Term Services and Support (LTSS) members to a case manager. LTSS services to be covered by Molina will require coordination and approval.

## Plan of Care

An Individualized Plan of Care (IPoC) includes the consideration of medical, behavioral and long-term care needs of the member identified through a person-centered assessment process. The IPoC must be developed within 90 days after enrollment. Molina will ensure that a person-centered service plan is implemented for the member in compliance with the Department of Health and Human Services home and community based services (HCBS) final rule section 441.301. The plan will document the amount, duration and scope of the home and community based services.

## Waiver Service Authorization Based on Frequency Month

A frequency month is a calendar month. For example, if the *Date of Service From* date is September 7, the frequency month runs from the beginning to the end of September. The authorized units must be used within this month. Providers may experience claims warnings, pends or denials if claims are received with service units in excess of those authorized on a monthly frequency.

During claim adjudication, Molina will look at the monthly units specified in the provider notes field on the authorization. If the number of units billed on a claim exceeds the amount approved for the monthly units, the claim payment will be denied.

## Example

Molina authorizes 3,840 units of personal care for the year (320 units per month)	
Total Units =	3,840
Frequency =	320 units
Per =	1
Drop down =	Month
320 units per month x 12 months =	3,840 units per year

## Questions

Providers with questions, should email Long Term Services and Support, [LTSETI@MolinaHealthcare.com](mailto:LTSETI@MolinaHealthcare.com).

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