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Service Authorization Process: MSHO with Elderly Waiver

When a member is on a waiver, there must be communication between the Care Coordinator and the MCO for State plan, extended, and waiver services to ensure appropriate services and avoid duplication of assessments, services, and effort.

[Information on MA State Plan Services](#)

[Information on MA State Plan home care](#)

[Information on the Elderly Waiver](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: MSHO with Elderly Waiver					
Request for authorization of a service or item	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone (except PCA agency).	Anyone	Anyone	Anyone	Anyone
Who can recommend a service or item?	Anyone	Anyone	Anyone .	Anyone.	Contact Tribal Case Manager
Who can approve an authorization request?	UCare Utilization Review Department, Mayo Health Solutions, Inc. Utilization Review Department, HSM for therapies.	Care Coordinator/Waiver Case Manager.	Care Coordinator/Waiver Case Manager.	UCare Utilization Review Department.	Not applicable for MCO.
Who can deny an authorization request?	UCare Medical Director, Mayo Health Solutions Inc, Medical Director, HSM Medical Director for therapies.	Care Coordinator/Waiver Case Manager.	Care Coordinator/Waiver Case Manager.	UCare Medical Director.	Not applicable for MCO.
Steps to request an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	http://www.ucare.org/providers/Care-Coordinators/Pages/CareCoordinators.aspx	http://www.ucare.org/providers/Care-Coordinators/Pages/CareCoordinators.aspx	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager



Service Authorization Process: MSHO with Elderly Waiver					
What form and other information must be included in the request?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	http://www.ucare.org/providers/Care-Coordinators/Pages/CareCoordinators.aspx	http://www.ucare.org/providers/Care-Coordinators/Pages/CareCoordinators.aspx	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	UCare Utilization Review Department, Mayo Health Solutions Inc. Utilization Review Department, HSM for therapies.	Care Coordinator/Waiver Case Manager	Care Coordinator/Waiver Case Manager	UCare Utilization Review Department.	Tribal Case Manager
Who from the MCO consults with the Care Coordinator and/or Tribal Case Manager prior to making the authorization determination?	UCare Utilization Review Department or Mayo Health Solutions Inc. Utilization Review Department.	Not applicable – MCO Care Coordinator/Waiver Case Manager determines what is authorized.	Not applicable – MCO Care Coordinator/Waiver Case Manager determines what is authorized.	UCare Utilization Review Department.	Not applicable for MCO
Steps to share an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator and/or Tribal Case Manager of the authorization decision?	MCO posts daily authorization report for case managers and delegate case managers via secure website.	Not applicable, the Care Coordinator/Waiver Case Manager determines the auth	Not applicable, the Care Coordinator/Waiver Case Manager determines the auth	Not applicable.	Not applicable



Service Authorization Process: MSHO with Elderly Waiver					
How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the authorization decision?	Not applicable – MCO determines the auth.	Care Coordinator and/or Tribal Case Manager notify UCare via the Waiver Service Approval Process. http://www.ucare.org/providers/Care-Coordinators/Pages/CareCoordinators.aspx	Care Coordinator and/or Tribal Case Manager notify UCare via the Waiver Service Approval Process. http://www.ucare.org/providers/Care-Coordinators/Pages/CareCoordinators.aspx	Not applicable..	Not Applicable.
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable. MCO makes authorization determination.	Not applicable	Not applicable, the Care Coordinator/Waiver Case Manager determines the auth	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
For billing or claims information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
To apply to join the UCare provider network:	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.
Provider Directory:	http://www.ucare.org/Pages/FindADoctor.aspx	http://www.ucare.org/Pages/FindADoctor.aspx	http://www.ucare.org/Pages/FindADoctor.aspx	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.



Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services, but must communicate with the county / tribe waiver case manager because of waiver budget monitoring.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver					
Request for authorization of a service or item	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone (except for PCA Agency).	Anyone	Anyone	Anyone	Anyone
Who can recommend a service or item?	Anyone	Not applicable for MCO	Not applicable for MCO	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	UCare Utilization Review Department, Mayo Health Solutions, Inc. Utilization Review Department, HSM for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Utilization Review Department.	Contact Tribal Case Manager
Who can deny an authorization request?	UCare Medical Director, Mayo Health Solutions, Inc. Medical Director, HSM for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Medical Director.	Contact Tribal Case Manager
Steps to request an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver					
Where is the authorization request submitted?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
What form and other information must be included in the request?	http://www.ucare.org/providers/Resources-Training/Provider-Manual/Pages/ProviderManual_8.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department, HSM for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Utilization Review Department.	Not applicable for MCO
Who from the MCO consults with the Waiver or Tribal Case Manager PRIOR to making the authorization determination?	UCare Utilization Review Department or MAYO HEALTH SOLUTIONS, INC. Utilization Review Department	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Utilization Review Department.	Not applicable for MCO
Steps to share an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Waiver or Tribal Case Manager of the authorization decision?	MCO DHS-5841 Recommendation for State Plan Home Care Services	Not Applicable for MCO.	DHS-5841 Recommendation for State Plan Home Care Services	Not applicable	Not applicable



Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver					
How does the Waiver or Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable – MCO determines authorization decision.	DHS-5841 Recommendation for State Plan Home Care Services	DHS-5841 Recommendation for State Plan Home Care Services.	Not applicable.	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable – MCO determines authorization decision.	Not applicable	Not applicable.	Not applicable.	Not applicable.
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	Additional or supplemental service	Tribal-provided service or item
For payment authorization issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
For billing or claims information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	Not Applicable.	Not Applicable.	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
To apply to join the UCare provider network:	http://www.ucare.org/providers/Pages/Default.aspx	Not Applicable	Not Applicable.	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.
Provider Directory:	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.



Service Authorization Process: MSHO without a waiver

[Information on MA State Plan services](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: MSHO without a waiver					
Request for authorization of a service or item	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone (except PCA Agency)	Not applicable - no waiver.	Not applicable - no waiver.	Anyone	Anyone
Who can recommend a service or item?	Anyone	Not applicable - no waiver.	Not applicable - no waiver.	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	UCare Utilization Review Department ,MAYO HEALTH SOLUTIONS, INC. Utilization Review Department, HSM for therapies.	Not applicable - no waiver.	Not applicable - no waiver.	UCare Utilization Review Department.	Not applicable for MCO
Who can deny an authorization request?	UCare Medical Director. MAYO HEALTH SOLUTIONS, INC. Medical Director. HSM Medical Director for therapies.	Not applicable - no waiver.	Not applicable - no waiver.	UCare Utilization Review Department.	Not applicable for MCO
Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable – no waiver.	Not applicable – no waiver or extended services.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable for MCO



Service Authorization Process: MSHO without a waiver					
What form and other information must be included in the request?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable – no waiver.	Not applicable – no waiver or extended services.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable for MCO
Who contacts the provider if additional information is needed to make the authorization determination?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department, HSM for therapies.	Not applicable – no waiver.	Not applicable – no waiver or extended services.	UCare Utilization Review Department.	Tribal Case Manager
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	UCare Utilization Review Department or MAYO HEALTH SOLUTIONS, INC. Utilization Review Department.	Not applicable – no waiver.	Not applicable – no waiver or extended services.	Not applicable	Not applicable for MCO
Steps to share an authorization	State plan home care	Not applicable – no waiver.	Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator or Tribal Case Manager of the authorization decision?	MCO posts daily authorization report for case managers and delegate case managers via secure website.	Not applicable – no waiver.	Not applicable – no waiver or extended services.	MCO posts daily authorization report for case managers and delegate case managers via secure website.	Not applicable
How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable. MCO Determines authorization.	Not applicable – no waiver.	Not applicable – no waiver or extended services.	Not applicable. MCO Determines authorization.	Not applicable



Service Authorization Process: MSHO without a waiver					
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable. MCO determines the decision	Not applicable – no waiver.	Not applicable – no waiver or extended services	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable – no waiver.	Not applicable – no waiver or extended services	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
For billing or claims authorization information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
To apply to join the UCare provider network:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.
Provider Directory:	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

When a member is on a waiver, there must be communication between the Care Coordinator and the MCO for State plan, extended, and waiver services to ensure appropriate services and avoid duplication of assessments, services, and effort.

[Information on MA State Plan services](#)

[Information on MA State Plan home care.](#)

[Information on the Elderly Waiver](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver					
Request for authorization of a service or item	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone – (except PCA agency).	Anyone	Anyone	Anyone	Anyone
Who can recommend a service or item?	Anyone	Anyone	Anyone.	Anyone.	Anyone.
Who can approve an authorization request?	UCare Utilization Review Department or MAYO HEALTH SOLUTIONS, INC. Utilization Review Department, HSM for therapies.	Care Coordinator	Care Coordinator	UCare Utilization Review Department.	Not applicable.
Who can deny an authorization request?	UCare Medical Director. MAYO HEALTH SOLUTIONS, INC. Medical Director. HSM for therapies.	Care Coordinator.	Care Coordinator.	UCare Utilization Review Department.	Not applicable
Steps to request an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	http://www.ucare.org/providers/Care-Coordinators/Pages/CareCoordinators.aspx	http://www.ucare.org/providers/Care-Coordinators/Pages/CareCoordinators.aspx	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver					
What form and other information must be included in the request?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	http://www.ucare.org/providers/Care-Coordinators/Pages/CareCoordinators.aspx	http://www.ucare.org/providers/Care-Coordinators/Pages/CareCoordinators.aspx	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department, HSM for therapies.	Care Coordinator.	Care Coordinator	UCare Utilization Review Department.	Tribal Case Manager
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	Not applicable. MCO makes authorization determination.	Not applicable. Care Coordinator makes determination.	Not applicable. Care Coordinator makes determination.	Not applicable.	Not applicable for MCO
Steps to share an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator of the authorization decision?	MCO posts daily authorization report for case managers and delegate case managers via secure website.	Care Coordinator makes decision.	Care Coordinator makes decision	MCO posts daily authorization report for case managers and delegate case managers via secure website.	Not applicable
How does the Care Coordinator or Tribal Case Manager notify the MCO of the authorization decision?	Not applicable – MCO determines the auth	Care Coordinator makes decision. Follow waiver service approval process.	Care Coordinator makes decision. Follow waiver services approval process.	Not applicable	Not applicable



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver					
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable – MCO determines the auth.	Not Applicable.	Not applicable.	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
For billing or claims authorization information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
To apply to join the UCare provider network:	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.
Provider Directory:	http://www.ucare.org/Pages/FindADoctor.aspx	http://www.ucare.org/Pages/FindADoctor.aspx	http://www.ucare.org/Pages/FindADoctor.aspx	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services, but must communicate with the county / tribe waiver case manager because of waiver budget monitoring.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI, and DD waivers](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver					
Request for authorization of a service or item	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone (except PCA agency)	Anyone	Anyone	Anyone	Anyone
Who can recommend a service or item?	Anyone	Anyone	MCO Care Coordinator	Anyone	Contract Tribal Case Manager
Who can approve an authorization request?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department, HSM for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Utilization Review Department.	Not applicable for MCO
Who can deny an authorization request?	UCare Medical Director. MAYO HEALTH SOLUTIONS, INC. Medical Director. HSM Medical Director for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Medical Director.	Not applicable for MCO
Steps to request an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver					
Where is the authorization request submitted?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
What form and other information must be included in the request?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department, HSM for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Utilization Review Department.	Tribal Case Manager
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	UCare Utilization Review Department or MAYO HEALTH SOLUTIONS, INC. Utilization Review Department.	Not applicable for MCO.	Not applicable for MCO.	Not applicable.	Not applicable for MCO - Tribe responsibility.
Steps to share an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator and/or Tribal Case Manager of the authorization decision?	DHS-5841 – Recommendation of Home Care Services.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable.	Not applicable..



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver					
How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable. MCO determines authorization.	Not applicable for MCO.	DHS-5841 – Recommendation of Home Care Services.	Not Applicable.	Not Applicable.
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable. MCO determines authorization.	Not applicable.	Not Applicable.	Not applicable	Not applicable for MCO
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable. Contact County/Tribe.	Not applicable. Contact County/Tribe	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
For billing or claims information or issues, <refer to / contact>:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable. Contact County/Tribe	Not applicable. Contact County/Tribe	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
To apply to join the UCare provider network:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.	Not applicable.	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.
Provider Directory:	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.	Not applicable.	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.



Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver					
Request for authorization of a service or item	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone (except for PCA agency)	Not applicable – no waiver.	Not applicable – no waiver.	Anyone	Anyone
Who can recommend a service or item?	Anyone	Not applicable – no waiver.	Not applicable – no waiver.	Anyone.	Contact Tribal Case Manager
Who can approve an authorization request?	UCare Utilization Review Department or MAYO HEALTH SOLUTIONS, INC. Utilization Review Department. HSM for therapies.	Not applicable – no waiver.	Not applicable – no waiver.	UCare Utilization Review Department.	Not applicable for MCO.
Who can deny an authorization request?	UCare Medical Director. MAYO HEALTH SOLUTIONS, INC. Medical Director. HSM Medical Director for therapies.	Not applicable – no waiver.	Not applicable – no waiver.	UCare Medical Director.	Not applicable for MCO
Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver					
Where is the authorization request submitted?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
What form and other information must be included in the request?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department, HSM for therapies.	Not applicable – no waiver.	Not applicable – no waiver.	UCare Utilization Review Department.	Tribal Case Manager
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	Not applicable. MCO makes authorization determination.	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable.	Not applicable for MCO
Steps to share an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator or Tribal Case Manager of the authorization decision?	MCO posts daily authorization report for case managers and delegate case managers via secure website.	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable.	Not applicable



Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver					
How does the Care Coordinator or Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable. MCO makes authorization determination.	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable.	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable. MCO makes authorization determination.	Not applicable	Not applicable	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
For billing and claims information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
To apply to join the UCare provider network:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.	Not applicable.	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.
Provider Directory:	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.	Not applicable.	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.



Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC, CADI, BI, and DD waiver services, but must communicate with the county / tribe waiver case manager because of waiver budget monitoring.

[Information on MA State Plan Services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

[Information on Special Needs BasicCare](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver						
Request for authorization of a service or item	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Anyone	Anyone	Anyone	Anyone	Anyone
Who can recommend a service or item?	Anyone	Anyone	Anyone	Anyone	Anyone	Contact Tribal Case Manger
Who can approve an authorization request?	UCare Utilization Review Department or MAYO HEALTH SOLUTIONS, INC. Utilization Review Department. HSM for therapies.	Not applicable for MCO. Contact the County /Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Utilization Review Department.	Not applicable for MCO
Who can deny an authorization request?	UCare Medical Director. MAYO HEALTH SOLUTIONS, INC. Medical Director. HSM Medical Director (therapies only).	Not applicable for MCO. Contact the County /Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Medical Director.	Not applicable for MCO
Steps to request an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver						
Where is the authorization request submitted?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx http://www.ucare.org/providers/Documents/2013_Connect_Home_CareServicesTipSheet.pdf	Not applicable for MCO. Contact the County /Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
What form and other information must be included in the request?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx DHS-5841 http://www.ucare.org/providers/Documents/2013_Connect_Home_CareServicesTipSheet.pdf	Not applicable for MCO. Contact the County /Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	UCare Utilization Review Department or MAYO HEALTH SOLUTIONS, INC. Utilization Review Department. HSM for therapies.	Not applicable for MCO. Contact the County /Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Utilization Review Department.	Tribal Case Manager



Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver						
Who from the MCO consults with the Waiver or Tribal Case Manager PRIOR to making the authorization determination?	UCare Utilization Review Department or MAYO HEALTH SOLUTIONS, INC. Utilization Review Department.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Utilization Review Department.	Not applicable for MCO
Steps to share an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Waiver and/or Tribal Case Manager of the authorization decision?	DHS-5841 http://www.ucare.org/providers/Documents/2013_Connect_HomeCareServicesTipSheet.pdf	Not applicable for MCO. This is a County / Tribe responsibility.	Not applicable for MCO. This is a County / Tribe responsibility.	Not applicable for MCO. This is a County / Tribe responsibility.	Not applicable.	Not applicable for MCO
How does the Waiver and/or Tribal Case Manager notify the MCO of the service authorization decision?	MCO determinates authorization. DHS-5841 http://www.ucare.org/providers/Documents/2013_Connect_HomeCareServicesTipSheet.pdf	DHS-5841 http://www.ucare.org/providers/Documents/2013_Connect_HomeCareServicesTipSheet.pdf	DHS-5841 http://www.ucare.org/providers/Documents/2013_Connect_HomeCareServicesTipSheet.pdf	DHS-5841 http://www.ucare.org/providers/Documents/2013_Connect_HomeCareServicesTipSheet.pdf	Not applicable.	Not Applicable.
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable. MCO Determines authorization.	Waiver Case Manager.	Waiver Case Manager	Waiver Case Manager.	Not applicable.	Not applicable.
Payment, billing, claims	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	Additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver						
For payment authorization information or issues, refer to	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable for MCO. This is a County / Tribe responsibility.	Not applicable for MCO. This is a County / Tribe responsibility.	Not applicable for MCO. This is a County / Tribe responsibility.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Tribal Case Manager
For billing or claims information or issues, <refer to / contact>:	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable for MCO. This is a County / Tribe responsibility	Not applicable for MCO. This is a County / Tribe responsibility	Not applicable for MCO. This is a County / Tribe responsibility	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Tribal Case Manager
To apply to join the UCare provider network:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable	Not applicable.	Not applicable.	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.
Provider Directory:	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable	Not applicable.	Not applicable.	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.



Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver

[Information on MA State Plan services.](#) [Information on MA State Plan home care.](#)

[Information on Special Needs BasicCare.](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver						
Request for authorization of a service or item	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Anyone	Not applicable – no waiver.	Not applicable – no waiver.	Anyone	Anyone
Who can recommend a service or item?	Anyone	Anyone	Not applicable – no waiver.	Not applicable – no waiver.	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department or HSM for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable – no waiver.	Not applicable – no waiver.	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department or HSM for therapies.	Not applicable for MCO
Who can deny an authorization request?	UCare Medical Director, MAYO HEALTH SOLUTIONS, INC. Medical Director or HSM Medical Director for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable – no waiver.	Not applicable – no waiver.	UCare Medical Director.	Not applicable for MCO
Steps to request an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver						
Where is the authorization request submitted?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
What form and other information must be included in the request?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department or HSM for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable – no waiver.	Not applicable – no waiver.	UCare Utilization Review Department.	Tribal Case Manager
Who from the MCO consults with the Tribal Case Manager PRIOR to making the authorization determination?	Not applicable	Not applicable.	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable.
Steps to share an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver						
How does the MCO notify the Care Coordinator / navigator, Tribal Case Manager, or county worker of the authorization decision?	Not applicable. MCO makes authorization determination.	Not applicable for MCO. Contact the County / Tribe.	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable.
How does the Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable.	Not applicable	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable.	Not applicable.
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable – MCO determines the auth	Contact the County / Tribe.	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable.	Not applicable.
Payment, billing, claims	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, <refer to / contact>:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
For billing or claims information or issues, <refer to / contact>:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
To apply to join the UCare provider	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.



Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver						
network:	ult.aspx				ult.aspx	
Provider Directory:	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.



Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services, but must communicate with the county / tribe waiver case manager because of waiver budget monitoring.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver					
Request for authorization of a service or item	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone (except PCA agency)	Anyone	Anyone	Anyone	Anyone
Who can recommend a service or item?	Anyone	Anyone	Anyone	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department or HSM for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Utilization Review Department.	Not applicable for MCO.
Who can deny an authorization request?	UCare Medical Director, MAYO HEALTH SOLUTIONS, INC. Medical Director, HSM Medical Director for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Medical Director.	Not applicable for MCO



Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver					
Steps to request an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
What form and other information must be included in the request?	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department or HSM for therapies.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	UCare Utilization Review Department.	Tribal Case Manager



Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver					
Who from the MCO consults with the Waiver or Tribal Case Manager PRIOR to making the authorization determination?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable.	Not applicable for MCO
Steps to share an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Waiver and/or Tribal Case Manager of the authorization decision?	DHS-5841 – Fax or phone Waiver and/or Tribal Case Manager.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable.	Not applicable for MCO.



Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver					
How does the Waiver and/or Tribal Case Manager notify the MCO of the service authorization decision?	DHS-5841 Recommendation for Home Care Services. Fax to UCare Utilization Review Department or MAYO HEALTH SOLUTIONS, INC. Utilization Review department.	Not applicable for MCO. Contact the County / Tribe.	DHS-5841 Recommendation for Home Care Services. Fax to UCare Utilization Review Department or MAYO HEALTH SOLUTIONS, INC. Utilization Review department.	Not applicable	Not applicable for MCO.
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable. MCO makes authorization determination.	Not applicable	Waiver Case Manager	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization Information or issues, <refer to / contact>:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager



Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver					
For billing or claims information or issues, <refer to / contact>:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
To apply to join the UCare provider network:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.
Provider Directory:	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.



Service Authorization Process: Families and Children (F&C) without a waiver

[Information on MA State Plan services](#) [Information on MA State Plan home care](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Families and Children (F&C) without a waiver					
Request for authorization of a service or item	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone (except PCA Agency)	Not applicable – no waiver.	Not applicable – no waiver.	Anyone	Anyone
Who can recommend a service or item?	Anyone	Not applicable – no waiver.	Not applicable – no waiver.	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department or HSM for therapies.	Not applicable – no waiver.	Not applicable – no waiver.	UCare Utilization Review Department.	Not applicable for MCO
Who can deny an authorization request?	UCare Medical Director, MAYO HEALTH SOLUTIONS, INC. Medical Director, HSM Medical Director for therapies	Not applicable – no waiver.	Not applicable – no waiver.	UCare Medical Director.	Not applicable for MCO
Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Families and Children (F&C) without a waiver					
Where is the authorization request submitted?	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Pages/Default.aspx	Contact Tribal Case Manager
What form and other information must be included in the request?	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable – no waiver.	Not applicable – no waiver.	http://www.ucare.org/providers/Pages/Default.aspx	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	UCare Utilization Review Department, MAYO HEALTH SOLUTIONS, INC. Utilization Review Department or HSM for therapies.	Not applicable – no waiver.	Not applicable – no waiver.	UCare UCare Utilization Review Department.	Tribal Case Manager
Who from the MCO consults with the Tribal Case Manager PRIOR to making the authorization determination?	Not applicable	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable.	Not applicable.
Steps to share an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Families and Children (F&C) without a waiver					
How does the MCO notify the Tribal Case Manager of the authorization decision?	Not applicable.	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable.	Not applicable for MCO
How does the Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable for MCO
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable.	Not applicable.
Payment, billing, claims	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable	Not applicable –	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager



Service Authorization Process: Families and Children (F&C) without a waiver					
For billing or claims information or issues, refer to:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable	Not applicable .	http://www.ucare.org/providers/Pages/Default.aspx	Tribal Case Manager
To apply to join the UCare provider network:	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable .	Not applicable	http://www.ucare.org/providers/Pages/Default.aspx	Not applicable.
Provider Directory:	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.	Not applicable.	http://www.ucare.org/Pages/FindADoctor.aspx	Not applicable.