

## Modification vs Correction for BA Services

### Submitting a Modification:

- ▶ You can only submit a modification on a review that already has been approved.
- ▶ If the review is still in process and a correction/change needs to be made, you need to cancel the review and resubmit correctly.
- ▶ You should only submit the modification for the increase in units and or new service code, do not enter the entire request again.
- ▶ If you did not use all the units during the certification period, you do not need to modify the request. You should not bill for any services that were not rendered.
- ▶ You need to have the PA# for the initial request that was submitted.

### Appropriate submission for a modification:

Case was submitted for BA Service Code H2014-100 units and Service Code H2012-50 units from 6/1-6/30/18.

- ▶ Need to increase the units on H2012, to 150 units.
- ▶ **You only enter the additional 100 units on the modification request**

### Appropriate submission for a modification:

Case was submitted for BA Service Code H2014-100 units and Service Code H2012-50 units from 6/1-6/30/18.

- ▶ You need to add another service code of H2019 for 75 units
- ▶ **You only enter the new Service code of H2019 on the modification request**

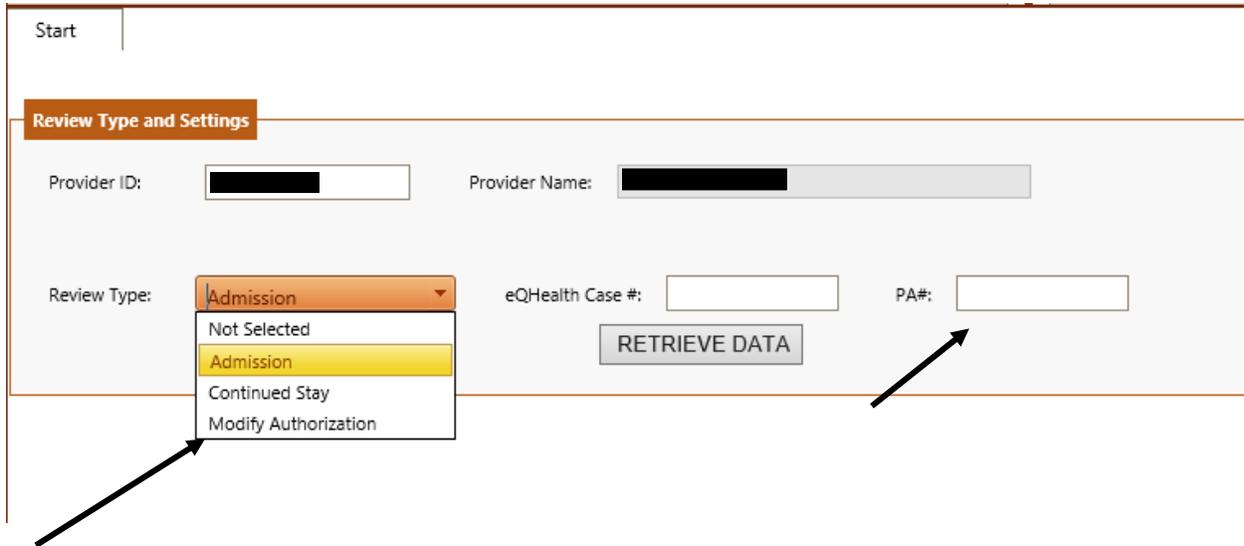
### Submitting a Correction:

You can request a correction via a phone call to Customer Service or by entering an Online Helpline ticket in eQSuite®. **Reminder to give a brief explanation for the change.**

- ▶ If you need to change/shift dates on an already approved request.  
*Example: H0032 with an authorized date span of 1/1/19-1/30/19 you can request to shift the dates to 1/31/19-3/1/19*
- ▶ If you need to remove a modifier.
- ▶ If you need to add a discharge date to a review.
- ▶ If you need to reallocate or reduce units on an already approved request.  
**Reduce Units:** (service code) by (number of units)  
*Example: Reduce units: H2012 by 500 units*  
**Reallocating units:** Reallocate (service code) / (number of units) to (Service code)  
*Example: Reallocate H2012/500 units to H2014*

## Entering a Modification in eQSuite®

Click on “**Create New Review**” your review type will be “**Modify Authorization**” and enter the PA# for the case you want to modify. Click “**Retrieve Data**”



The screenshot shows the 'Review Type and Settings' section of the eQSuite interface. It includes fields for 'Provider ID', 'Provider Name', 'Review Type', 'eQHealth Case #', and 'PA#'. A 'RETRIEVE DATA' button is located below the 'eQHealth Case #' field. The 'Review Type' dropdown menu is open, showing options: 'Admission' (selected), 'Not Selected', 'Continued Stay', and 'Modify Authorization'. An arrow points to the 'PA#' field, and another arrow points to the 'RETRIEVE DATA' button.

The information from the initial request will automatically display on the tab.

Once the modification has been successfully submitted the review completion timeframe is 3 business days.

**NOTE:** We cannot change a Provider Medicaid ID # on a review. If the review was submitted under the incorrect Provider ID you will need to put in a request to cancel the review and you will need to resubmit.



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