

# Copy for Correction Instructions

A copy for correction is requested to change or correct services previously authorized. Most corrections are: 1).To add services that were mistakenly left off original request 2) request additional services were performed along with already approved services 3).Servicing Provider changes 4) for other permitted changes to an original request. There are some items that cannot be corrected using this feature. For example, if the previous authorization was for Inpatient, a copy for correction cannot be performed to change service to Outpatient. Please see copy for new submission instructions to perform this change.

**Please note: If a copy for correction is being requested because additional services needs to be added, Providers have 10 business days to request a copy for correction to be within retrospective policy guidelines. If the request is not received within 10 business days, a policy denial for not meeting retrospective policy will be issued.**

**Please note: These instructions require knowledge of the Authorization Request ID number**

## To Request a Copy for Correction:

The screenshot shows a web browser window with the URL <https://providerportal-training.apshealthcare.com/Search/AuthRequestSearch.aspx>. The page has a navigation bar with links: Home | AUM Manager | Search Member | Search Tx Episode | Search Authorization Request | Search PA Number | My Inbox | Queue | Reports. The 'Search Authorization Request' form is displayed with the following fields: Client (State of West Virginia), Organization (redacted), Authorization Request ID (753), Request Category (Select), Category of Service (-Select-), Request Type (-Select-), Authorization Start Date (-Select-), Authorization End Date (-Select-), Authorization Submission Date (-Select-), and Authorization Request Status (Select). A 'Search' button is at the bottom of the form. Below the form, the 'Search Results' table is shown with columns: AuthID, LifeCycle, First Name, Last Name, Medicaid ID, DOB, SSN, Start Date, End Date, Status, Reason, Request Type, and Requesting Provider. The first row of results is: 753, Original, Test, Abbott, 00999876543, 01/01/1980, 999-87-6543, 2011-11-30, Complete, Review Complete, In S, and a redacted provider name. The page indicates 'Showing 1 to 1 of 1 entries' and has pagination links: First, Previous, Next, Last.

AuthID	LifeCycle	First Name	Last Name	Medicaid ID	DOB	SSN	Start Date	End Date	Status	Reason	Request Type	Requesting Provider
753	Original	Test	Abbott	00999876543	01/01/1980	999-87-6543	2011-11-30		Complete	Review Complete	In S	[Redacted]

- Click: AUM Manager Tab
- Click: Search Authorization Request
- Input authorization request ID number in Authorization Request ID slot
- Click: Search
- Click: BLUE ID number in Search Results

The screenshot shows the AUM Manager web application interface. At the top, there is a navigation bar with links like Home, AUM Manager, Search Member, Search Tx Episode, Search Authorization Request, Search PA Number, My Inbox, Queue, and Reports. Below this, there is a search bar and a table of treatment episodes. The first episode has an ID of 521, is Medical, Inpatient, and Open, with a start date of 11/30/2011. The second episode has an ID of 753, is Inpatient, and is Complete, with a start date of 11/30/2011. An 'Action Item Details' pop-up is displayed over the second episode, showing options: Copy Auth Request, Discharge Auth Request, Print, View Auth Request, and Cancel. The 'Copy Auth Request' option is highlighted.

Organization: [Redacted]

Member Name: Test Abbott      Member Id: 00999876543      Member DOB: 01/01/1980

☒ View all Treatment Episodes

Expand/Collapse	Action	Treatment Episode ID	Request Category	Category Of Service	Status	Start Date	End Date	Discharge Notes
	Action	521	Medical	Inpatient	Open	11/30/2011	None	
	Action	753	Inpatient	Complete	11/30/2011	None		

Showing 1 to 1 of 1 entries

First Previous Next Last

- You will now see the word “Actions” twice
- Click: 2<sup>nd</sup> Actions
- Choose: Copy Auth Request

https://providerportal-training.apshealthcare.com/Requests/CopyRequest.aspx?RequestId=754&EpisodeId=...

Home | AUM Manager

Search Member | Search Tx Episode | Search Authorization Request | Search PA Number | My Inbox | Queue | Reports

**Member Information**

Member Name: Test Abbott      Member Id: 00999876543      Member DOB: 01/01/1980

**Copy Request**

☐ Copy for New Submission    ☒ Copy for Update/Correction

	Original Request	New Request
* Authorization Start Date:	11/30/2011	<input type="text" value="11/30/2011"/>
* Request Category:	Medical	Medical ▾
* Category of Service:	Inpatient	Inpatient ▾
* Requesting Provider:	Charleston Memorial	<input type="text" value="Charleston Memorial"/>
* Request Type:	Inpatient Services	Inpatient Services ▾

- In the pop up box choose: Copy for update/correction
- If the date of service (**DOS**) needs changed, please change date in the date field
  - This is only suggested if the procedure has **NOT** already been completed.
  - If the procedure was performed during the authorization date span previously given, **DO NOT** change the date
- Continue

https://providerportal-training.apshealthcare.com/Requests/CopyRequest.aspx?RequestId=754&EpisodeId=...

File Edit View Favorites Tools Help

Web Fax Compose Deltek Time & Expense - L... Iperly, Web Case Manage... Suggested Sites ADP Citrix XenApp - Application... WV Behavioral Healthcare...

☐ Copy for New Submission ☒ Copy for Update/Correction

	Original Request	New Request
* Authorization Start Date:	11/30/2011	11/30/2011
* Request Category:	Medical	Medical
* Category of Service:	Inpatient	Inpatient
* Requesting Provider:		
* Request Type:	Inpatient Services	Inpatient Services

Continue Cancel

### Section Selection

Please select the sections of the authorization request you wish to copy:

☒ Select All

- ☒ Administrative
- ☒ Biometric
- ☒ Diagnosis
- ☒ Diagnostics
- ☒ Evaluation
- ☒ Laboratory
- ☒ Medication
- ☒ Member
- ☒ Pre-authorization
- ☒ Provider
- ☒ Service
- ☒ Treatment Plan

Create Request Cancel

125%

- Click: Select all
- Create Request

The screenshot shows a web browser window with the URL <https://providerportal-training.apshealthcare.com/Requests/Inpatient/Inpatient-edit.aspx?RequestID=2>. The page title is "Home | AUM Manager". The left sidebar contains a menu with the following items: Search Member, Search Tx Episode, Search Authorization Request, Search PA Number, My Inbox, Queue, Reports, Member Demographics, Provider Information, Administrative, Service Selection, Biometrics, Diagnostics, Labs, Diagnosis, Evaluation, Treatment Plan, Medications, and Summary And Submit. The main content area displays a "Delete Request" form for a member named Test Abbott. The form includes fields for Member Name, Category, Request type, Auth Request ID, Status, Reason, Request, Created by, and Auth Start Date. The "Administrative" section contains fields for Date of Referral, Procedure Type, Authorization Type, Type of Admission/Procedure, Admission Date, and Request Submitted Date. The form is currently in the "Administrative" section, and the "Save" button is highlighted.

- **Member Demographics:** Click Save and Continue
- **Provider:** Save and Continue
- **Administrative:**
  - If the DOS was not changed:
    - Change Authorization type to Retrospective Request
    - Retro Request Reason: Choose Other
    - Input the retro reason in the annotation box provided
      - For example, additional service request, provider change, etc.
    - Save and Continue
  - If DOS was changed and the date is within the allowed 10 business days, Click Save and Continue
- Click Save and Continue

Home | AUM Manager

Search Member | Search Tx Episode | Search Authorization Request | Search PA Number | My Inbox | Queue | Reports

Member Demographics | Provider Information | Administrative | Service Selection | Biometrics | Diagnostics | Labs | Diagnosis | Evaluation | Treatment Plan | Medications | Summary And Submit

Delete Request | << Previous | Save | Save & Continue >>

Member Name: Test Abbot 0999876543 Auth Request ID: 753 Status: Saved Reason: In Process Request  
 Category: Medical Request type: Inpatient Services Lifecycle: Copy for Correction Created by: Perry Alicia Auth Start Date:  
 06/08/2016

Add Service

\* Servicing Provider [Redacted] Search Show Address

\* Service Code WV001 - Medical Inpatient Hospital Search

\* Units 30 \* Place Of Service 21 - Inpatient Hospital

\* Service Start Date 06/08/2016 \* Service End Date 07/07/2016

Add Service Reset

Requested Services

Supplemental Information

\* Admission Follows Observation No

\* Type Of Unit Intensive Care Unit (ICU)

\* Surgical Procedures none

Orthopedic Procedures - Select -

Annotations

- **Service Selection Screen:**
  - Please add all new **AND** previously authorized CPT codes
    - For billing purposes, all approved procedures must have the same authorization number.
  - Verify the Servicing Provider is correct
  - The previous authorization number given will no longer be eligible for billing, so please be sure to include all codes.
- Add all notes, clinical, etc in the annotation boxes
- Click Save to add any information attached or notes keyed in
- Click Save and continue

Home | AUM Manager

Search Member | Search Tx Episode | Search Authorization Request | Search PA Number | My Inbox | Queue | Reports

Member Demographics | Provider Information | Administrative | Service Selection | Biometrics | Diagnostics | Labs | Evaluation | Treatment Plan | Medications | Summary And Submit

Delete Request

Member Name: Test Abbott | ID: 99876543 | Auth Request ID: 753 | Status: Saved | Reason: In Process | Request Category: Medical | Request type: Inpatient Services | Lifecycle: Copy for Correction | Created by: Perry Alicia | Auth Start Date: 06/08/2016

Diagnosis

\* Diagnosis: [Text Field] Search Options

Symptoms Onset Date: [Text Field]

\* Symptoms/Description: [Text Field]

Add Reset

Diagnosis Results

Action	Diagnosis Code	Description	Type	Onset Date	Symptoms/Description	Is Primary
✗	300	NEUROTIC DISORDERS	ICD9	11/10/2011	n1	Primary
✗	500	COAL WORKERS' PNEUMOCONIOSIS	ICD9	11/09/2011	n1	Secondary

Annotations

Status:

Note:

- Diagnosis Screen:** The diagnosis type (ICD-9/ICD-10) is dependent upon the service start date (SSD). All requests should have the correct diagnostic code submitted. The Molina Healthcare system will not accept authorization numbers with incorrect diagnostic coding based on the service start date. This will delay billing and payment of services.
  - If the SSD is after 10/01/15, click save and continue
  - If the SSD is before 10/01/15
    - Click Search Options button beside the diagnosis field
    - In the drop down box, choose ICD-9 as diagnosis code type
    - Click Save
    - You will now be able to search for the ICD-9 code to select the diagnosis
- After all diagnosis codes are updated, click Save and Continue

Home | AUM Manager

Version: WV.UM 2.4.0.1 | Contact Us | Logout (apshc5)

Search Member | Search Tx Episode | Search Authorization Request | Search PA Number | My Inbox | Queue | Reports

Member Demographics | Provider Information | Administrative | Service Selection | Biometrics | Diagnostics | Labs | Diagnosis | Evaluation | Treatment Plan | Medications | Summary And Submit

Delete Request | Submit | << Previous | Save

Member Name: Test Abbott | 0999876543 | Auth Request ID: 753 | Status: Saved | Reason: In Process | Request Category: Medical | Request Type: Inpatient Services | Lifecycle: Copy for Correction | Created by: Perry Alicia | Auth Start Date: 06/08/2016

**Identification Numbers**

Eligibility ID/ Medicaid ID: 00999876543 | Member SSN: 999-87-6543

**Member Information**

\* First Name: Test | \* Last Name: Abbott | Middle Name: | Suffix: | \* Gender: Male | \* Date Of Birth: 01/01/1960

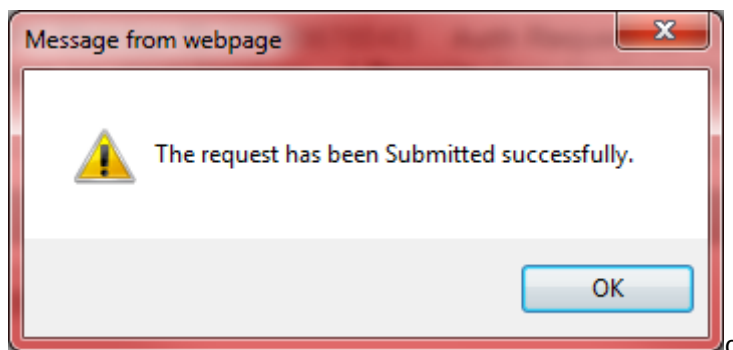
**Address Information**

\* Address Line1: po box 154 | Phone Number: | Address Line2: | City: charleston | \* State: West Virginia | Zip Code: 26315 | County:

**Annotations**

Status:

- On the upper left-hand side, click on summary and submit
- Scroll up to the top of the request
- Click: submit button
- Certain review areas will now show an information box giving the option of continue or cancel
  - This box will only show at the top of the request. If the submit button at the bottom of page, the information box will not be seen. This can cause your request to not submit and stay in 'SAVED' status.
- Click Continue



- A box will generate indicating your request has been successfully submitted