

# Submitting a New Diabetic Self Education Case Request

## Starting a Case

Once logged in, click **CREATE CASE** on the top navigation menu:



Select **Outpatient** from Request Type dropdown menu:

NEW CASE REQUEST

Case Type

CASE TYPE \*  
UM

Case Parameters

CASE CONTRACT \*  
MS State UM

REQUEST TYPE \*  
Select One  
Select One  
Inpatient  
Outpatient

Consumer Information

The screenshot shows the 'NEW CASE REQUEST' form. It has three sections: 'Case Type', 'Case Parameters', and 'Consumer Information'. The 'Case Type' section has a dropdown menu for 'CASE TYPE' with 'UM' selected. The 'Case Parameters' section has two dropdown menus: 'CASE CONTRACT' with 'MS State UM' selected, and 'REQUEST TYPE' which is open. The 'REQUEST TYPE' dropdown menu has four options: 'Select One', 'Select One', 'Inpatient', and 'Outpatient'. A red arrow points to the 'Outpatient' option. The 'Consumer Information' section is currently empty.

# Submitting a New Diabetic Self Education Case Request

Search and select member information for case request, and **Select** member:

● Consumer Information

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**SEARCH CONSUMER**

CONSUMER ID      LAST NAME      DATE OF BIRTH

\*Combination of DOB and Last Name or Member ID

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Once member is selected, click **Create Case**



Click Ribbon to expand **Clinical** section, then expand **Service Details** Section:  
Complete Service Details to include **Office** as **Place of Service**, and **Diabetic Self Education** as **Service Type**:

Service Details

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**SERVICE DETAILS**

INTAKE METHOD \*      PLACE OF SERVICE      SERVICE TYPE \*

Notes     Internal Note     External Note (Visible to Providers)

Notes are saved in Communications - Notes panel. Notes cannot be modified or deleted after being saved.

Click Ribbon to expand **Diagnosis** ribbon, then click **Add Diagnosis**:

Diagnosis

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**DIAGNOSIS**

RANK	CODE	DESCRIPTION	SOURCE	CREATED BY	DEACTIVATE
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You may utilize the Description box, or enter the diagnosis code(s) specific to this case:  
Select designated code(s) for case:

**SEARCH DIAGNOSIS**

CODE TYPE \* ICD10 CODE DESCRIPTION diabetes SMART SEARCH

SEARCH

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	E08	DM D/T UNDERLY CONDITION
<input type="checkbox"/>	ICD10	E08.0	DM D/T UNDERLY W/HYPEROSMOLARITY

Once Diagnosis code(s) are selected, click **Add Diagnosis**:

**SELECTED RECORDS**

	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	E08	DM D/T UNDERLY CONDITION

Displaying records 1 to 1 of 1 records

Previous 1 Next Show 10 Entries

CANCEL ADD DIAGNOSIS

Click Ribbon to expand **Procedures(Request)** section, then expand **Request 01**:  
Select **Prior Auth** as **Request Type**:

Procedures(Request)

Request 01

COPY

REQUEST TYPE \* FIPS CODE NOTIFICATION DATE \* NOTIFICATION TIME \*

Prior Auth

07/08/2021 11:06 AM

# Submitting a New Diabetic Self Education Case Request

Add **Procedure Code** (*G0108 or G0109-only one code allowed per request*), then click **Add Procedures**:

**SEARCH PROCEDURES**

CODE TYPE \*  CODE STARTS WITH  DESCRIPTION  SMART SEARCH

**SEARCH** **RESET**

**SELECT PROCEDURES**

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	G0108	Diab manage tm per indiv

Displaying records 1 to 1 of 1 records Previous **1** Next Show 10 Entries

**SELECTED RECORDS**

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	G0108	Diab manage tm per indiv

Displaying records 1 to 1 of 1 records Previous **1** Next Show 10 Entries

**ADD PROCEDURES**

Click Ribbon to expand code request line, then complete mandatory fields:

*Unit Qualifier: Visits*

*Requested Duration: 365 Days*

*Requested Quantity: 36*

*Requested Frequency: Visits*

G0108 Diab manage tm per indiv

UNIT QUALIFIER

REQUESTED START DATE \*

REQUESTED END DATE \*

REQUESTED DURATION \*  REQUESTED QUANTITY \*

REQUESTED FREQUENCY  REQUESTED RATE  DISCOUNTED RATE  STANDARD RATE

Click to expand **Questionnaires** ribbon and complete questionnaire:

Questionnaires

**QUESTIONNAIRE** **ADD QUESTIONNAIRE**

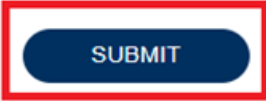
ASSESSMENT INFORMATION			CREATED INFORMATION				COMPLETED INFORMATION			OFFLINE INFORMATION		ACTION
REQUEST	ID	NAME	TYPE	INTERNAL	BY	ON	BY	ON	SCORE	MODE	CHECKED OUT BY	DELETE/RETAKE
R01	3704517	* Diabetic Self Education	Checklist	<input type="checkbox"/>	Rules Engine	07/30/2021 10:22:20 AM			0	Checked In		

# Submitting a New Diabetic Self Education Case Request

After questionnaire completion, **click** to understand precertification requirements:

I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.

Click **Submit** to complete case:



Your case will then show as a **Completed** request and provide you with you **Case ID/Authorization** Number. You can also choose to click the **Case Summary** button which provides a full detailed view to show case approved status.

	CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
<b>COMPLETED</b>	211890013	Outpatient	MS State UM	07/08/2021	
UM-OUTPATIENT					<b>CASE SUMMARY</b>