

CMS Net PEDI User Guide

Introduction

Children's Medical Services Network (CMS Net) Provider Electronic Data Interchange (PEDI), hereafter known as CMS Net PEDI is an on-line interface for approved Providers, Hospitals and Managed Care Plans to search for California Children Services (CCS) and Genetically Handicapped Persons Program (GHPP) Service Authorization Requests (SARs). SARs for all counties in the State of California are included. The CMS Net PEDI is accessed via a secure Department of Health Care Services (DHCS) website, and encompasses security measures for access.

Objectives

CMS Net PEDI will allow you to ...

- Determine if the CCS Independent County, Regional Office or GHPP has entered your Request for Service.
- Determine the status of your Request for Service (i.e. authorized, denied, modified, extended or cancelled).
- Print copies of SAR's, Notices of Action, or Denial letters.
- Search CCS and GHPP Client Eligibility and generate various Activity and Client Reports.

Who has access

Only Providers, Hospitals, Healthy Families or Managed Care Plans that have signed the Security Agreement and Oath of Confidentiality and have been **approved** by the State Department of Health Care Services, Systems of Care Division. Each facility will be established as a unique Domain Provider when approved.

CMS Net PEDI Availability

CMS Net EDI is available to authorized users between the hours of 6:00 a.m. – 8:00 p.m. (7 days a week), excluding system update time frames.

Security Restrictions

Each person that accesses CMS Net PEDI must have a unique User ID and password assigned by the Systems of Care Division. Each person that accesses the CMS Net PEDI, in addition to individual activities performed on each patient record, are logged and tracked for audit purposes.

Help Desk Assistance

The CMS Net Help Desk is available for assistance, Monday – Friday 7:00am to 5:00pm

By telephone: 866-685-8449 (Toll Free) or

By e-mail: CMShelp@dhcs.ca.gov

You may also click on the “Contact Us” link on the CMS Net PEDI website.

TABLE OF CONTENTS

| | |
|---|----|
| CMS NET PEDI USER GUIDE | 1 |
| 1.1 LOGGING ON THE CMS NET PEDI | 2 |
| 1.2 CMS NET PEDI WELCOME PAGE | 3 |
| 1.3 CLIENT LISTING PAGE | 5 |
| 1.4 CLIENT LISTING PAGE | 6 |
| 1.5 SEARCH RESULTS – LIST OF SARs..... | 7 |
| 1.6 VIEW/PRINT SAR | 8 |
| 1.7 SEARCH RESULTS – LIST OF CASE MANAGEMENT LETTERS..... | 9 |
| 1.8 VIEW/PRINT CASE MANAGEMENT NOA/LETTERS | 10 |
| 2.1 REPORTS | 11 |
| 2.2 HF/MCP REPORT | 12 |
| 2.3 DAILY ACTIVITY REPORT – SAR..... | 14 |
| 2.4 DAILY ACTIVITY REPORT – CASE MANAGEMENT | 15 |
| 2.5 EXPORT SAF REPORT..... | 16 |
| 3.1 MY PROFILE - CHANGE PASSWORD | 20 |
| 3.2 MY PROFILE – USER PROFILE | 22 |
| 4.1 CONTACT US..... | 23 |
| 5.1 FAQ..... | 24 |

1.1 Logging on the CMS Net PEDI

Logging on to the CMS Net EDI application begins by accessing the internet on your personal computer. Internet Explorer V8+ is the suggested browser. The CMS Net PEDI is located at the secure website: <https://cmsprovider.cahwnet.gov/PEDI/piplogin.jsp>.

California Home CDHS Home

Welcome to **California**

Children's Medical Services
Caring for Children with Special Medical Needs...

Contact Us | Help

This application allows providers, Managed Care Plans and Healthy Family Plans to view the status of each submitted request and authorization. Any person who, without authorization, accesses, or attempts to access, or who tampers, interferes, or damages any computer network, computer system, computer program, or software or computer data maintained by the Department of Technology Services is subject to civil and/or criminal prosecution under all applicable state or federal laws.

Please log in:

User ID

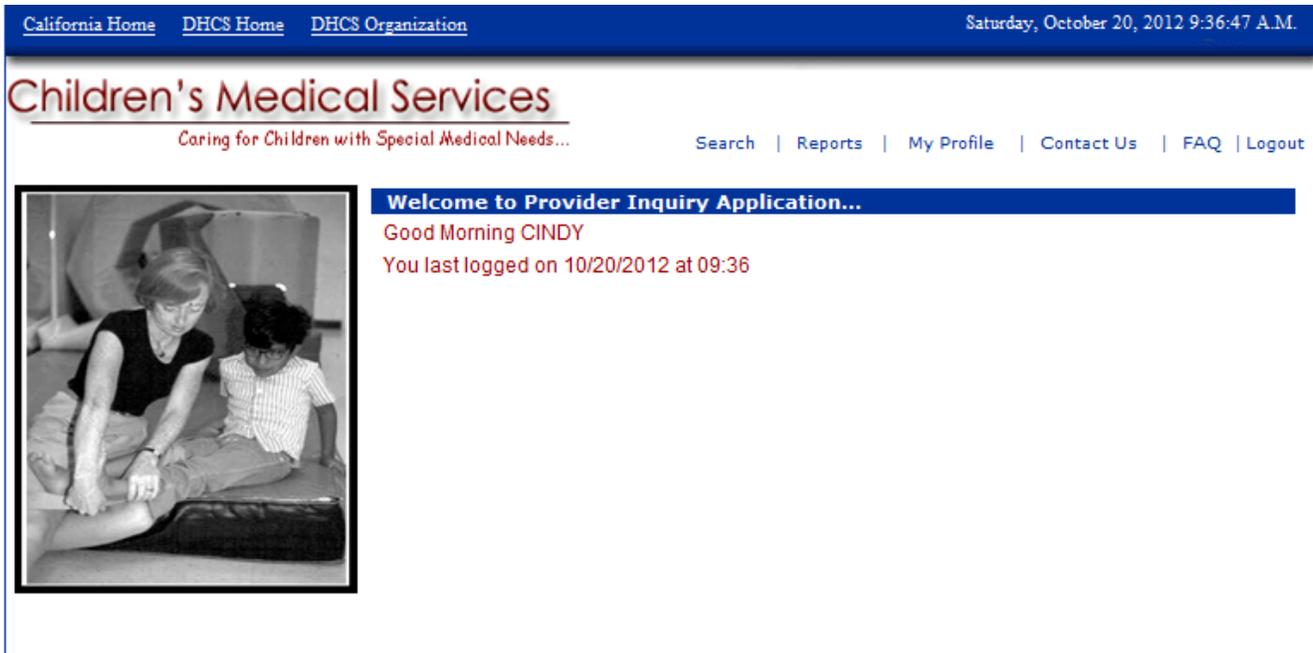
Password

| Step | Action |
|------|---|
| 1 | Type in the unique User Id as assigned. Tab down or click the Password field. |
| 2 | Type in the Password. (Please note your password will expire every 60 days, if you fail to change it you must contact the CMS Net help desk to have it reset) Password rules: <ul style="list-style-type: none"> • Password should be exactly 8 characters in length • Password is case sensitive and must contain <ul style="list-style-type: none"> ○ At least one alphabetic uppercase letter (A - Z) OR ○ one of the national characters (#, @, \$) ○ At least one alphabetic lowercase letter (a-z) ○ At least one number (0-9). • Four consecutive characters from any part of your login as (username), first name, last name or middle name may not be used in your password. |
| 3 | Click on Submit button to execute, or click on Clear to clear the fields and reenter the User ID and password. |

1.2 CMS Net PEDI Welcome Page

The Welcome page displays. From here you may select on the following hyperlinks:

- Search – Displays the Search-Client page to identify a specific CCS or GHPP patient
- Reports – Displays the Report search page
- My Profile – Displays the Update Profile Page or Change Password Page
- Contact Us – Displays CMS Net Help Desk contact information
- FAQ – Displays Links to the California Code of Regulations, Service Code Groupings, Medi-Cal Rates and Service Authorization File (SAF) layout
- Logout – Exits the CMS Net EDI and displays the Logon page



California Home [DHCS Home](#) [DHCS Organization](#) Saturday, October 20, 2012 9:36:47 A.M.

Children's Medical Services

Caring for Children with Special Medical Needs...

[Search](#) | [Reports](#) | [My Profile](#) | [Contact Us](#) | [FAQ](#) | [Logout](#)

Welcome to Provider Inquiry Application...

Good Morning CINDY
You last logged on 10/20/2012 at 09:36



1.3 Search-Client Page

You can search using various methods, however, only one patient at a time may be searched. Search options include:

- Case Number only; or
- Client Index Number only (with or without the check digit); or
- Social Security Number only (no pseudo's allowed); or
- Client Last Name (partial entry allowed); or
- Client First Name (partial entry allowed)
- Date of Birth; or
- Gender in combination with Client Name or Date of Birth only
- Service Authorization Request (SAR) or Case Management type actions (Notice of Action or Denial Letters)

| Step | Action |
|------|---|
| 1 | Type in the search criteria. Tab down or click each field you would like to enter. Case Number, CIN and SSN are mutually exclusive. |
| 2 | Click on the Submit button to search or click on Clear to enter a start a search. Note: If the patient is not affiliated to your PEDI Domain, the message "no record found" will display. |

1.3 Client Listing Page

The Client Listing page allows you to select a specific patient to view Requests for Service and Client Eligibility information.

[California Home](#) | [DHCS Home](#) | [DHCS Organization](#)
Saturday, October 20, 2012 10:02:18 A.M.

Children's Medical Services

Caring for Children with Special Medical Needs...

[Search](#) | [Reports](#) | [My Profile](#) | [Contact Us](#) | [FAQ](#) | [Logout](#)

Client Listing

| Case No. | Client Name | AKA | DOB | Gender | CIN | Reg | Med F/R | Pgrm End Date | Case Elig | County |
|------------------------|---|-----|------------------------|--------|------------------------|--------|---------|---------------|-----------|--------|
| 7 <input type="text"/> | AL <input type="text"/> | | 0 <input type="text"/> | F | 9 <input type="text"/> | ACTIVE | E E | 12/31/2012 | 9K | Tulare |
| 7 <input type="text"/> | AL <input type="text"/> | B | <input type="text"/> | F | 9 <input type="text"/> | ACTIVE | E E | 12/31/2012 | 9K | Tulare |

Back

1-1 out of 1 Matching Records

| Step | Action |
|------|---|
| 3 | View the Client Listing Results. If the patient you would like to access is displayed, click the Client Name Hyperlink to View the List of SARs If more than 25 records are returned in your search, you need click on the <i>Next Records</i> hyperlink to view additional results. Click the <i>Prev Records</i> hyperlink to return a page. |
| 4 | Click the Back button if you do not find your patient or wish to initiate a new search. |

1.4 Client Listing Page

The following is an explanation of data displayed on the Client Listing page.

| Field | Contents |
|---------------|--|
| Case No | Displays CCS or GHPP Case Number assigned to the client.. |
| Client Name | Displays the common name the patient is known by. Format is Patient Last Name, First Name Middle Initial |
| AKA Name | Determines if the name displayed in the Client Name field is: A = Alias Name B = Birth Name |
| DOB | Displays patients date of birth |
| Gender | Displays patients gender F = Female M = Male |
| CIN | Displays the Client Index Number (CIN) assigned to the CCS Patient |
| Reg | Displays the current CCS registration status for the patient. Active, Closed, Denied, Transfer/Active, Reopen/Pending, Not Open |
| Med | Displays the current CCS medical eligibility determination for the patient. E = Eligible, I = Ineligible or Blank = not determined |
| F/R | Displays the current financial/residential eligibility status for the patient. E = Eligible, I = Ineligible or Blank = financial or residential not determined |
| Pgrm End Date | Displays the current CCS program eligibility end date for the patient. (When the current financial eligibility determination will expire) |
| Case Elig | Displays the CCS or GHPP specific Aid Code: <ul style="list-style-type: none"> • 9K CCS • 9M MTP only • 9N M/C only • 9R HF - over fin elig • 9U HF - elig not complete • 9V PPCW elig + M/C only • 9W PPCW elig + CCS • 9J GHPP |
| County | Displays the legal county where the patient is registered |

1.5 Search Results – List of SARs

After selecting a patient, the Search Results – List of SARs page will display. This page allows you to select specific Requests for Service to view, and/or print..

[California Home](#) | [DHCS Home](#) | [DHCS Organization](#)
Saturday, October 20, 2012 10:09:42 A.M.

Children's Medical Services

Caring for Children with Special Medical Needs...

[Search](#) | [Reports](#) | [My Profile](#) | [Contact Us](#) | [FAQ](#) | [Logout](#)

Search Results - List of SARs for [] ; Case Number: []

| SAR Number | Provider Name | ProviderId | Provider Type | Status | Service Begin Date | Service End Date | Initial Auth Date | Last Updated Date |
|--------------------|-----------------------|------------|---------------|------------|--------------------|------------------|-------------------|-------------------|
| 91 | ELLIOTT, MICHAEL J MD | 1104845569 | PHYSICIAN | AUTHORIZED | 10/19/2011 | 10/18/2012 | 10/05/2011 | 10/05/2011 |
| 91 | ELLIOTT, MICHAEL J MD | 1104845569 | PHYSICIAN | AUTHORIZED | 10/19/2012 | 12/31/2012 | 10/01/2012 | 10/01/2012 |
| 97 | GERARDI, JOSEPH A D0 | 1407871734 | PHYSICIAN | AUTHORIZED | 10/19/2010 | 10/18/2011 | 10/27/2010 | 10/27/2010 |

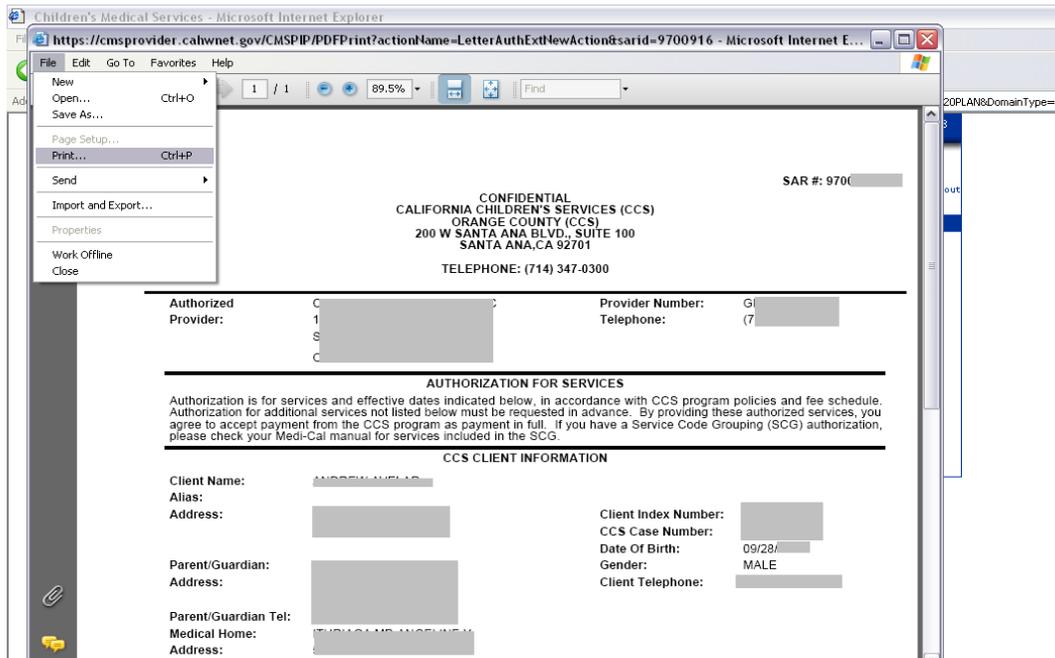
Back

1-3 out of 3 Matching Records

| Step | Action |
|------|---|
| 5 | <p>Click the SAR Number hyperlink to view/print the SAR, NOA or Denial. The will display in a pop-up window for viewing/printing. Only one request may be selected at a time.</p> <p>If there are more than 25 records returned in your search, you will need to click on the <i>Next Records</i> hyperlink to view additional results. Click the <i>Prev Records</i> hyperlink to return a page.</p> <p><i>The requests are filed in Service Begin Date Order, then by SAR Number.</i></p> |
| 6 | Click the Back button if you do not find the SAR or wish to select another patient from the Client Listing Page. |

1.6 View/Print SAR

After clicking the SAR Number hyperlink, a new window will open on top of the current web page with the SAR to print.



| Step | Action |
|------|--|
| 7 | To print a copy of the SAR or Denial Letter, click on File, then Print. You will print using your web browser to the default printer established on your computer. |
| 8 | Click on the "X" or File then Close to close the pop-up window. The Search Results – List of SARs page continues to display to select another SAR to view/print. |

1.7 Search Results – List of Case Management Letters

After selecting a patient, the Search Results – List of Letters page will display. This page allows you to select specific Notice of Action or Denial Letters to view, and/or print..

California Home | DHCS Home | DHCS Organization | Saturday, October 20, 2012 10:11:54 A.M.

Children's Medical Services

Caring for Children with Special Medical Needs

Search | Reports | My Profile | Contact Us | FAQ | Logout

Search Results - List of Letters for [] ; Case Number: []

| County | Client Name | CIN # | Case # | Correspondence Description | PrintDt |
|--------|-------------|-------|--------|--|--------------------|
| Kern | A [] | [] | [] | NOA-REF Notice of Action - Referral (07/2008) #1329729-2010 | 03/03/2010 4:09 PM |
| Kern | A [] | [] | [] | NOA-CMS Notice of Action - Case Management (07/2008) #5861403-2012 | 04/25/2012 5:19 PM |

[Back](#)

[Back to Top of Page](#)

[Conditions of Use](#) | [Privacy Policy](#) | [Deployment Information](#)

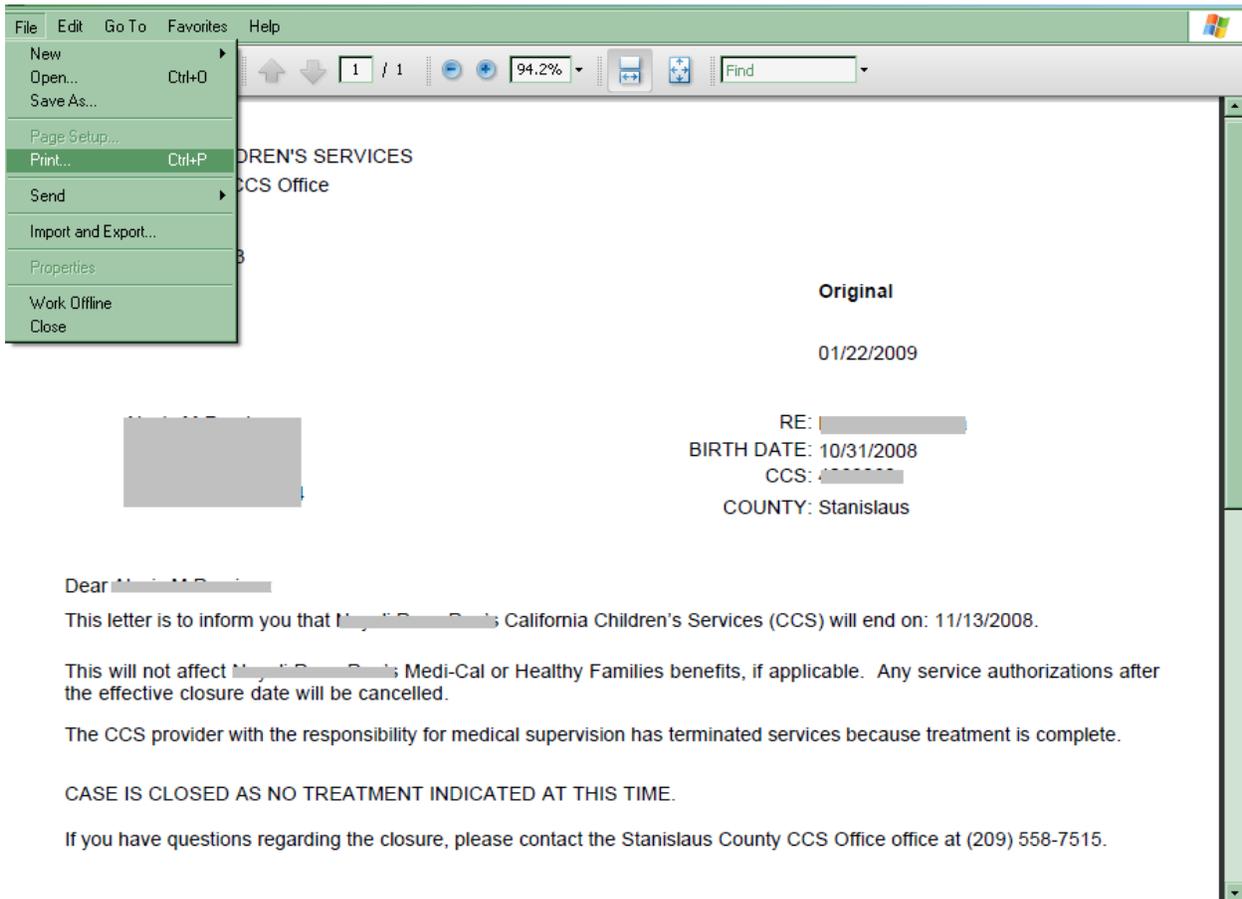
Browser is connected to MCALCMSAPP05

Copyright © 2012 State of California.

| Step | Action |
|------|--|
| 5 | <p>Click the Correspondence Description hyperlink to view/print the NOA or Denial letter.</p> <p>If there are more than 25 records returned in your search, you will need to click on the <i>Next Records</i> hyperlink to view additional results. Click the <i>Prev Records</i> hyperlink to return a page.</p> <p>The requests are filed in Service Begin Date Order, then by SAR Number. Only one request may be selected at a time.</p> |
| 6 | <p>Click the Back button if you do not find the SAR or wish to select another patient from the Client Listing Page.</p> |

1.8 View/Print Case Management NOA/Letters

After clicking the Letter Number hyperlink, a new window will open on top of the current web page with the letter to print.



| Step | Action |
|------|--|
| 7 | To print a copy of the NOA or Denial Letter, click on File, then Print. You will print using your web browser to the default printer established on your computer. |
| 8 | Click on the "X" or File then Close to close the pop-up window. The Search Results – List of SARs page continues to display to select another SAR to view/print. |

2.1 Reports

There are six report types that may generated from the CMS Net PEDI for users.

- HF/MCP Client Listing (*Available only to Plans*) – Listing of all clients that are associated to the Plan
- Daily Activity-SAR report - Summary that allows you to view each SAR before Printing.
- Daily Activity-Case Mgmt report - Summary that allows you to view each Notice of Action or Denial Letter before Printing.
- Export SAF – Flat file of all SARs generated for the client (may be imported into DB or other sytem) Refer to the FAQ for the SAF layout.
- Referral Report – Lists the status of a case or service referral you sent to CCS, and also allows you to view any referral letter generated.
- Print Report generates all the SAR, NOA and Denial Letters for you to print according to your search criteria.

California Home | [DHCS Home](#) | [DHCS Organization](#) Saturday, October 20, 2012 10:16:16 A.M.

Children's Medical Services

Caring for Children with Special Medical Needs...

Search | [Reports](#) | [My Profile](#) | [Contact Us](#) | [FAQ](#) | [Logout](#)

HF/MCP Client Listing
Daily Activity - SAR
Daily Activity - Case Mgmt
Export SAF
Print

Welcome to Provider Inquiry Applica
Good Morning HFBLRH
You last logged on 10/20/2012 at 09:52

2.2 HF/MCP Client Listing

The HF/MCP Report is **only accessible to Healthy Families and Medi-Cal Managed Care Plans**. The data contained on the report is established in a Memorandum of Understanding (MOU) between Systems of Care Division and the Plans. Information displays on the HF/MCP report for actively enrolled clients in each plan *up to 12 months from the termination date* from the plan. The report is available in several formats Portable Document Format (PDF), Hypertext Markup Language (HTML), Excel or Comma Separated Value (CSV).



| Step | Action |
|------|--|
| 1 | Click the option button to select the report. |
| 2 | Click the search button to execute the report or the Clear button to change the report format. |

Note: Please note that the Excel Report View is limited to 65,000 rows of data. If you receive the message “Reference is not Valid” you will not be allowed to generate the Excel report. Please use the .CSV as an alternative.

Depending on the format selected a PDF, HTML, Excel or CSV presentation will display. The PDF report is shown.

CCS Tracking List for Managed Care Plan Program

| Patient DOB/CCS/CIN/SSH | Primary DX/Secondary DX/Other DX | Elig Status/Elig Start Date | Reason Inelig/Closed Denied Date | Ref by/Pri Care Provider | Reg Status/DX Only |
|-------------------------|--|-----------------------------|--|--------------------------|--------------------|
| | 770.7 CHRONIC RESPIRATORY DISEASE ARISING IN THE PERINATAL PERIOD , 362.21 RETROLENTAL FIBROPLASIA | 9N M/C ONLY 04/06/2001 | NO TREATMENT INDICATED AT THIS TIME 06/12/2007 | | MD, CLOSED |
| | 824.8 UNSPECIFIED FRACTURE OF ANKLE, CLOSED | 9K CCS 08/12/2006 | TREATMENT COMPLETED 08/12/2007 | | DE LA CLOSED |
| | 424.3 PULMONARY VALVE DISORDERS , 746.02 STENOSIS OF PULMONARY VALVE, CONGENITAL , 745.4 VENTRICULAR SEPTAL DEFECT | 9N M/C ONLY 02/11/2004 | | | MD, ACTIVE NO |
| | 287.3 PRIMARY THROMBOCYTOPENIA | 9N M/C ONLY 10/24/2006 | | | IRIS ACTIVE NO |
| | 749.10 CLEFT LIP, UNSPECIFIED | 9K CCS 06/21/2007 | | | 4827) ACTIVE NO |
| | 493.90 ASTHMA, UNSPECIFIED, UNSPECIFIED | | MEDICALLY INELIGIBLE 11/13/2006 | | KIN MD, DENIED |

| Step | Action |
|------|---|
| 3 | Click the HF/MCP Report selection from the Reports menu. |
| 4 | To print the HF/MCP Report, , click on File, then Print. You will print using your web browser to the default printer established on your computer. |

2.3 Daily Activity Report – SAR

You can generate the report by entering a specific provider ID or for a specific county. The Start Date and End Date are the date of the ACTION, not the dates of service. Start Date, End Date and Status are Required fields for a search.

Daily Activity Report - SAR

Required fields are marked in *

| | | | |
|--------------|--|------------|--|
| Domain | ANTHEM BLUE CROSS | | |
| County | <div style="border: 1px solid gray; padding: 2px;"> Alameda Alpine Amador Butte </div> | | |
| Start Date * | <input type="text" value="02/01/2009"/> | End Date * | <input type="text" value="02/13/2009"/> |
| Status * | <div style="border: 1px solid gray; padding: 2px;"> Select Authorized Denied Canceled Pending </div> | Sort By | <input type="text" value="Provider Name"/> |

| Step | Action |
|------|---|
| 1 | Click the Daily Activity - SAR Report from the Reports Menu |
| 2 | Type in the search criteria. Tab down or click each field you would like to enter. The Start Date and End Date must be 2 weeks or less. |
| 3 | Click the Search button to execute the Report Search, or Clear to modify the search criteria. |

CALIFORNIA CHILDREN'S SERVICES (CCS) / GENETICALLY HANDICAPPED PERSONS PROGRAM (GHPP)

HF
Daily Activity Report
Date:10/01/2011 - 10/12/2011

| SAR Number | Provider Name | Provider Type | Client Name | Case Number | CIN | DX | Status | Service Begin Dt | Service End Dt | Initial Auth Dt | Last Updated Dt |
|--------------------------------|-----------------------|---------------|----------------------|----------------------|----------------------|----------|------------|------------------|----------------|-----------------|-----------------|
| <input type="text" value="9"/> | ELLIOTT, MICHAEL J MD | PHYSICIAN | <input type="text"/> | <input type="text"/> | <input type="text"/> | 4 737.30 | AUTHORIZED | 10/19/2011 | 10/18/2012 | 10/05/2011 | 10/05/2011 |

2.4 Daily Activity Report – Case Management

You can generate the report by entering a specific client ID or for a specific county. The Start Print Date and End Print Date are required for the search.

California Home | DHCS Home | DHCS Organization | Saturday, October 20, 2012 10:22:32 A.M.

Children's Medical Services

Caring for Children with Special Medical Needs... | Search | Reports | My Profile | Contact Us | FAQ | Logout

Daily Activity Report - Case Management

Required fields are marked in *

Domain: HF BLUE CROSS-RHDP

Sort By: Client Name

County: Select (Alameda, Alpine, Amador)

Start Print Date: End Print Date:

Search **Clear**

| Step | Action |
|------|---|
| 1 | Click the Daily Activity – Case Management Report from the Reports Menu |
| 2 | Type in the search criteria. Tab down or click each field you would like to enter. The Start Date and End Date must be 2 weeks or less. |
| 3 | Click the Search button to execute the Report Search, or Clear to modify the search criteria. |

California Home | DHCS Home | DHCS Organization | Saturday, October 20, 2012 10:31:55 A.M.

Children's Medical Services

Caring for Children with Special Medical Needs... | Search | Reports | My Profile | Contact Us | FAQ | Logout

Search Results:

| County | Client Name | CIN # | Case # | Correspondence Description | PrintDt |
|--------|-------------|-------|--------|------------------------------------|---------------------|
| Fresno | M... | | 3 | CCSCL Closure Letter #5445749-2011 | 12/29/2011 10:20 AM |

Back

[Back to Top of Page](#)

[Conditions of Use](#) | [Privacy Policy](#) | [Deployment Information](#)

Browser is connected to MCALCMSAPP05
Copyright © 2012 State of California.

2.5 Export SAF Report

The SAF report contains all of the authorized, cancelled, modified and denied SARs for the specified time period. The SAF file layout is also accessible on the “FAQ” link.

| Step | Action |
|------|--|
| 1 | Select the SAF Begin Date and SAF End Date. |
| 2 | Click Run Report to generate the SAF report. Click on clear to modify the report criteria. |

Children's Medical Services - Service Authorization File layout

| Field | Start Position | End Position | Comments |
|----------------------|----------------|--------------|---|
| SAR Number | 1 | 11 | |
| SAR Type | 12 | 14 | MED, DEN, SCC |
| SAR Status | 15 | 15 | A- Add (First time authorization) C- Cancel D- Deny U- CIN Update M- Modify (Extension, updates, etc) |
| SAR Funding Category | 16 | 16 | |
| SAR Legal County | 17 | 18 | County code |
| Patient CIN | 19 | 27 | |
| Provider ID | 28 | 37 | |
| Service Begin Date | 38 | 45 | YYYYMMDD |
| Service End Date | 46 | 53 | YYYYMMDD |
| Number of days | 54 | 56 | |
| Service Code | 57 | 75 | Service code section starts here and may occur upto 60 times |
| Modifiers | 76 | 83 | |
| Units Allowed | 84 | 87 | |
| Units Used | 88 | 91 | |
| Quantity | 92 | 102 | |
| Allowed Amount | 103 | 111 | |

2.6 Referral Report

Pulls all referrals for a domain that meet the selected provider ID, county, date range, and referral status criteria.

Referral Report

Required fields are marked in *

Domain *

Provider ID County

- Alameda
- Alpine
- Amador
- Butte

Begin Date * End Date * Note: 31 Day Maximum Date Range

Referral Status Sort By

View Report in: PDF Excel

| Step | Action |
|------|--|
| 1 | Domain County will be automatically selected. |
| 2 | Provider ID and Find Button Type the NPI or provider number of the provider or plan you want to report on. Click Find to verify provider ID can be used for your domain. |
| 3 | County The legal county of the client in CMS Net. |
| 4 | Select Begin and End Date Select Begin and End Date of the referral. Cannot be more than 31 days apart. |
| 5 | Referral Status Select what referral status will be reported, or leave on "Select" to report on all statuses. |
| 6 | Sort By Sort the report by Provider Name or Client Name. |

| | |
|---|---|
| 7 | View Report in: Radio Buttons Click the radio button next to the format you want to view the report in. PDF: Adobe Acrobat Excel: Microsoft Excel |
| 8 | <u>Search Letters</u> Print Incomplete Referral letters for any clients matching the search criteria. |
| 9 | <u>Run Report (button)</u> Click run report and the page will be refreshed with the new report. |

Search Letters

Search Results:

| County | Client Name | CIN # | Case # | Correspondence Description | PrintDt |
|----------------------|-------------|-------|--------|--|---------------------|
| State Administration | John Jones | | | C-80 Inappropriate Referral Letter #7142026-2013 | 06/19/2013 11:18 AM |
| State Administration | Jason Jones | | | C-80 Inappropriate Referral Letter #7142029-2013 | 06/19/2013 11:21 AM |

[Back](#)

Run Report

CALIFORNIA CHILDREN'S SERVICES (CCS) GENETICALLY HANDICAPPED PERSONS PROGRAM (GHPP)

Referral Report

Domain Name : SANTA BARBARA COTTAGE HOSPITAL

Date Range : 06/01/2013 To 06/19/2013

| Referral # | Provider Name | Provider Type | Client Name | Referral Status | Referral Rec'd Dt. | Inapp Ref Letter Sent | Reason |
|------------|---------------|---------------|-------------|------------------------------|--------------------|-----------------------|--------|
| | | | | Accepted for Service Request | 09/01/2011 | | |
| | | | | Accepted for Service Request | 05/31/2012 | | |
| | | | | Accepted for Service Request | 06/20/2012 | | |
| | | | | Accepted for Service Request | 01/29/2013 | | |
| | | | | Accepted for Service Request | 04/03/2013 | | |
| | | | | Received/Pending Review | 06/06/2013 | | |
| | | | | Accepted for Service Request | 12/15/2011 | | |
| | | | | Accepted for Service Request | 02/23/2012 | | |
| | | | | Accepted for Service Request | 05/22/2012 | | |
| | | | | Accepted for Service Request | 06/20/2012 | | |

2.7 Print

Prints all the SARs or Case Management correspondence generated between a specific date range.

Print Authorizations, Cancellations, Denials & Case Management NOAs Report

Required fields are marked in *

Domain *

Print Criteria

Provider ID County
 Alpine
 Amador
 Butte

Start Date *  End Date * 

Status *

| Step | Action |
|------|--|
| 1 | Domain County will be automatically selected. |
| | Print Criteria Print SARs, Case Management, or Both. Providers can only print case management correspondence if the provider is a healthy families or managed care plan. |
| 2 | Provider ID Type the NPI or provider number of the provider or plan you want to report on. |
| 3 | County The legal county of the client in CMS Net. |
| 4 | Select Begin and End Date Select Begin and End Date of the referral. Cannot be more than 31 days apart. |
| 6 | Status Choose the status of the SARs you want to view. |
| 8 | Search Prints the SAR or Case Management correspondence matching the search criteria. |

3.1 My Profile - Change Password

You are required to change your PEDI password every 60 days. If you do not change it before the 60th day, it will be automatically terminated and you will need to contact the CMS Net help desk for assistance. Additionally, if your password has been compromised you may reset it.

California Home | DHCS Home | DHCS Organization | Saturday, October 20, 2012 10:50:45 A.M.

Children's Medical Services

Caring for Children with Special Medical Needs... | Search | Reports | My Profile | Contact Us | FAQ | Logout

Change Password

Please enter your current password, new password and verify your new password.

| | |
|---------------------|----------------------|
| Current Password | <input type="text"/> |
| New Password | <input type="text"/> |
| Verify New Password | <input type="text"/> |

Password Rules

- Password should be exactly 8 characters in length
- Password is case sensitive and must contain
 - At least one alphabetic uppercase letter (A - Z)
 - OR
 - one of the national characters (#, @, \$)
 - At least one alphabetic lowercase letter (a-z)
 - At least one number (0-9).
- Four consecutive characters from any part of your login as (username), first name, last name or middle name may not be used in your password.

| Step | Action |
|------|--|
| 1 | <p>Type your current password in the current Password field tab down or click in the new password field. Password criteria:</p> <ul style="list-style-type: none"> • Password should be exactly 8 characters in length • Password is case sensitive and must contain • At least one alphabetic uppercase letter (A - Z) • OR • one of the national characters (#, @, \$) • At least one alphabetic lowercase letter (a-z) • At least one number (0-9). • Four consecutive characters from any part of your login as (username), first name, last name or middle name may not be used in your password. |
| 2 | <p>Type your new password in the Verify New Password field and click on submit.</p> |
| 3 | <p>If the two entered passwords do not match you will receive a message “<i>Please confirm your password</i>“. Reenter your new password and verify password again. If the two entered passwords match, you will receive a message “<i>Password changed successfully</i>“.</p> |

3.2 My Profile – User Profile

The User Profile page allows you access to update your own your first name, last name, email address, contact phone number and extension. Keeping contact information up to date assists your PEDI liaison contact you as well as the CMS Net Help Desk.

California Home [DHCS Home](#) [DHCS Organization](#) Saturday, October 20, 2012 10:53:20 A.M.

Children's Medical Services

Caring for Children with Special Medical Needs...

[Search](#) | [Reports](#) | [My Profile](#) | [Contact Us](#) | [FAQ](#) | [Logout](#)

User Profile

Required fields are marked in *

User Profile

First Name *:

Last Name *:

Email *:

Phone *: () - Extension

| Step | Action |
|------|--|
| 1 | First name, Last Name, Email address and Phone number are required fields. |
| 2 | Click Save button after updating your profile. |

4.1 Contact Us

The Contact Us link contains information how to contact the CMS Net Help Desk for Password resets and technical assistance. Additionally, it contains the hyperlink to contact the CCS and or GHPP programs to follow-up regarding Service Authorization Requests where you see no activity or is missing.

California Home | DHCS Home | DHCS Organization | Saturday, October 20, 2012 10:59:04 A.M.

Children's Medical Services

Caring for Children with Special Medical Needs...

Search | Reports | My Profile | Contact Us | FAQ | Logout

Contact Us

If you are experiencing difficulties with this application, please contact the CMS Net Help Desk at (916) 327-2378 or toll free at 866-685-8449 or email at cmshelp@dhcs.ca.gov.

For Los Angeles County Providers only, please contact the Help Desk at (626) 569-6630 or email at CMSNetSupport@ph.lacounty.gov.

If you have a question about a particular patient, please contact the responsible CCS County at <http://www.dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx> or contact the responsible Regional Office at <http://www.dhcs.ca.gov/formsandpubs/publications/Pages/CMSContacts.aspx>

For GHPP patients, please contact GHPP at <http://www.dhcs.ca.gov/services/ghpp/Pages/default.aspx>

5.1 FAQ

The FAQ link contains some of the most common questions related to the CMS Net PEDI. Click the link to view the FAQs. Additionally, there are menu selections to access:

- A link to the California Code of Regulations that dictate CCS Policy
- A link to the CCS/GHPP Service Code Groupings on the Medi-Cal Website
- A link to the Procedure Code Rates on the Medi-Cal Website
- A link to the Service Authorization File (SAF) layout

[California Home](#) [DHCS Home](#) [DHCS Organization](#) Saturday, October 20, 2012 11:01:30 A.M.

Children's Medical Services

Caring for Children with Special Medical Needs...

[Search](#) | [Reports](#) | [My Profile](#) | [Contact Us](#) | [FAQ](#) | [Logout](#)

CMS Net Provider Frequently Asked Questions

| | |
|------------------|---|
| Question: | Why can't I pull up my patient's record/information? |
| Answer: | The request for service has not been entered into CMS Net Web -or- the request for service/authorization/denial/cancellation occurred in CMS Net legacy. Only information that has been entered into CMS Net Web (SAR's) will be accessible through this mechanism. |
| Question: | Who do I contact to find out the status of my request for service if it has not yet been entered into CMS Net? |
| Answer: | Contact the responsible CCS County at: http://www.dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx -or-Contact the responsible Regional Office at http://www.dhcs.ca.gov/formsandpubs/publications/Pages/CMSContacts.aspx -or-Contact GHPP at http://www.dhcs.ca.gov/services/ghpp/Pages/default.aspx |
| Question: | Who do I contact if I cannot login? |
| Answer: | Please contact the CMS Net Help Desk at (916) 327-2378 or toll free at 866-685-8449 or email at cmshelp@dhcs.ca.gov . |
| Question: | Can I submit a referral/request for service via the CMS Net Provider Application? |
| Answer: | No, currently the referrals/requests for service must be manually submitted, however, in future versions we anticipate accommodating electronic transmittals. |