

QUESTIONS AND ANSWERS

1. Q: What will happen to SAR requests for pending cases which are denied through Client Eligibility
A: Nothing, when a case is denied through Client Eligibility you will still need to access the SAR module and deny any pending SARs.
2. Q: What happens if a user initiates a future closure and leaves for vacation or is out of the office on the date of the closure? How will the incomplete letter be finished?
A: Anyone within a county can take action on another county user's correspondence. Therefore, if the letter is left as incomplete and another user can go in and finish the process.
3. Q: How will the providers know the SARs have been cancelled and the case is closed?
A: The SARs will be posted in PEDI with a cancelled water mark and the effective date of the closure. Providers will **not** see the NOAs generated by the closure of the case.
4. Q: How will dental SARs be handled?
A: The dental/orthodontia SARs will **not** be automatically cancelled. They will remain authorized.
5. Q: When a case is closed will the authorizations be good through the closure date?
A: Yes
6. Q: What would you use The Future Closure feature for?
A: Age 21, HRIF and financial reasons.
7. Q: If only 1 NOA is created what happens to the other NOAs?
A: There will be no other NOAs created. Providers will see the cancelled SARs on PEDI or if the provider isn't on PEDI and the county will have to carbon copy the NOA to the provider.
8. Q: Will anything be published?
A: Yes. The frequently asked questions will be posted. The manual is already posted.
9. Q: Will incomplete letters be able to be printed as a batch?
A: NOAs created by the closure of the case will display with the rest of the letter generated with a status of incomplete and can be printed at the same time in a batch.
10. Q: Who will get incomplete letter?
A: Whoever enters the closure will see the incomplete letter at the time of closure unless any updates are made in Client Eligibility after the closure entry. Then the user who updated the record will be the see the NOA in there incomplete letters.
11. Q: How is the county going to know about all the cancelled SARs?
A: Case Notes will list all of the SARs. They will see a draft Case Note with all the SARs lists which have been cancelled.
12. Q: Is there a way to automatically .cc all of the providers on the NOA so they can have a copy if they don't have access to PEDI?
A: We can talk about other alternatives.
13. Q: When is this supposed to go in?
A.: Saturday, May 16, 2009 is implementation date.

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14. Q: Can counties and providers reprint the cancelled SARs?
A: Yes, counties can reprint cancelled SARs using the CMS Net SAR module. Providers participating in the PEDI can view cancelled SARs. They will display the cancelled water mark with the effective date.
15. Q: How are providers notified of this change and that they need to use PEDI to look up the cancelled SARs for closed cases?
A: It was recommended during the CCS Executive meeting as part of the efficiencies suggestions for counties to encourage more providers to use PEDI versus mailing hard copy letters and NOAs when possible.
16. Q: Can we add something to the SAR reminding them to sign up for PEDI?
A: We will consult with CMS Branch management.
17. Q: Will the reason for closure be listed on the NOA?
A: Yes
18. Q: Will the SARs be auto cancelled for current closures?
A: Yes
19. Q: Will there be a tickler for all of the cases closed and SARs cancelled in a future date?
A: We will consider this request.
20. Q: What are the reasons for closing a case in the future?
A: Age 21 and financial. Any closure can be used except Aid Code Closure and Residence Established in another county.
21. Q: Will this impact MTP?
A: No.
22. Q: Is there a way to automatically close the case without user intervention when a client turns 21?
A: Not currently but we will consider this request.
23. Q: How far in advance can we close a case?
A: 60 days
24. Q: Does it cost anything for a provider to join PEDI?
A: No. Just contact the CMS Net Help desk for filling out the HIPAA paperwork.
25. Q: Can a web message be sent listing all the SARs closed?
A: We will consider this request. Someone suggested a tickler or a report also.
26. Q: Why can't pharmacy SARs be viewed by pharmacists in PEDI?
A: Because of the way pharmacies' are set up in the system. They would be able to see more information then they are allowed based on HIPAA rules.
27. Q: Why is there only a 60 day timeframe for future closures why can we have up to 3 years for HRIF cases?
A: We will consult CMS Branch to consider this request