

This Computes!



Department of Health Care Services Children's Medical Services Network (CMS Net) - Information Bulletin #463

September Change Cycle

The CMS Net applications will be down at 5:00 p.m. on Friday, September 9th through 6:00 a.m. Monday, September 12th 2016. This update will implement changes included in the September 2016 change cycle further described below:

Electronic Service Authorization Request (eSAR)

- Senate Bill 1457 requires that the California Children's Services (CCS) and Genetically Handicapped Persons Programs (GHPP) providers submit Service Authorization Requests (SARs) in an electronic format for fee-for-service claims. This policy change supports elimination of paper format SARs for most providers.
- Starting on September 12, 2016, SARs may be submitted electronically, via an ASC X12 278 transaction, to the Department of Health Care Services for the CCS and GHPP Programs.
- In order to submit eSARs, providers must:
 - Register as a Trading Partner with the Department of Health Care Services, Systems of Care Division, Children's Medical Services Electronic Service Authorization (eSAR) system;
 - Be registered as an active Medi-Cal Provider; and
 - Have the ability to generate one of the supported file transmissions:
 - File based: Use the web-based file upload utility in the electronic Service Authorization (eSAR) system to submit ASC X12 278 transactions; or
 - SOAP/HTTPS based: Use HTTPS, secure Web Services method to transmit and receive ASC X12 278 transactions.
- Paper SAR submissions continue to remain an option for small providers and low-volume SAR submitters, and when electronic eSAR submission is not possible due to technical limitations or practicality.

- Providers interested in switching from paper SAR submission to eSAR should contact the CMS Help Desk at cmshelp@dhcs.ca.gov or (866) 685–8449 for additional information.

Service Authorization Request (SAR)

- Updated SAR screens:
 - Rejection Reason Popup:
 - Displays when the user attempts to delete an eSAR.
 - Displays when the user attempts to cancel or deny a pending or authorized SAR linked to an eSAR.
 - Displays when the user views but does not accept any purposed changes on the Enter SAR or Authorize SAR page.
 - Added a “Back” button to return to the previous page.
 - Case Note History section added.
 - Auto generated case note for each eSAR have subject as SAR-Electronic Request.
- Search - Service Authorization page:
 - Added “Awaiting Service Review” section which allows:
 - Ability to search by user’s county.
 - Ability to search by caseload once county is selected.
 - A check box for “Awaiting Service Review” for user’s convenience.
- Search Results - List of SARs added:
 - New SAR status as “Awaiting Service Review”
 - New “Remove” column to delete Awaiting Service Review requests.
 - A caseload hyperlink to “Case Nr/Caseload” column.
- Search Results - List of SARs Client:
 - When client is used as search criteria, the search results have the following added:
 - Case number to the header page.
 - A collapsible “Client Information” header.
- View SAR page:
 - Added ability to attached SAR to web message using the “Attach” button.
 - Added ability to request medical report using the “Create Medical Report Request” button.
 - For Los Angeles County Only: Added ability to generate C-80 Inappropriate Referral Letter using the “Create Incomplete/Pending Letter” button.
- Enter SAR/Authorize SAR page:
 - eSAR request for SAR modification to existing pending or authorize SARs:
 - Purposed changes display as a red hyperlink.
 - When a eSAR update is accepted, the red hyperlink disappears.
 - Expanded the Address 1 and Address 2 fields.

- Update SAR processing rules to allow users to deny or delete a SAR in Request-Approval Status. Previously a user with the SAR EPSDT security role must update to Approved-N in order for the user to delete or deny the SAR.
- Added a new Private Duty Nursing (PDN) SAR cover letter in lieu of a C-51 treatment cover letter when Family is selected as the carbon copy SAR distribution. A PDN SAR is identified by specific procedure codes: Z5836, Z5804, Z5805, Z5832, Z5833, Z5838, Z5840, Z5806, Z5834, Z5834, Z5835 and Z5838.

SAR Reports

- Added “Awaiting Service Review” to status dropdown for SAR related reports, where applicable.
- Added new “eSAR Tracking Report”.

Home Page

- Added two new counter hyperlinks for GHPP and all local county CCS programs.
 - Regional and Statewide users will continue to use the Search – Referrals or Search - Service Authorization page.
- The new counters are:
 - Awaiting Case Review
 - All Awaiting Case Review
 - My Awaiting Case Review
 - Awaiting Service Review
 - All Awaiting Service Review
 - My Awaiting Service Review
- See eSAR manual for descriptions for the new counters. The eSAR manual is available on the Manuals hyperlink of CMS Net Web.

Referral Tracking

- Search – Referrals page
 - Added “Awaiting Case Review” as a Referral Type.
- Referral Information page
 - Added ability to request for medical report request for GHPP and all other local county CCS programs except Los Angeles by changing the referral status to “Incomplete/Pending Information”.
 - For Los Angeles, selecting “Incomplete/Pending Information”, will still generate a C-80. The user will need to access Correspondence module to request medical report request.
 - Mother’s SSN field added.
 - Mother Medi-Cal Nr field added.
 - Patient / Primary Addressee section added.

User Security

- Correction to the error when user to reset their password directly from the login in screen.

Please remember clear your Internet Explorer temporary files and reset the compatibility view settings for your browser after the Change Cycle!

If you have questions, please contact the CMS Net Help Desk at cmshelp@dhcs.ca.gov or call (866) 685-8449.