

# MMIS POSC Job Aid: Create an AAC Non-Dedicated Device Request

This job aid describes how to enter a Prior Authorization request for a Non-Dedicated Device via the Provider Online Service Center.

## ACCESS ENTER A PA REQUEST

From the Provider Online Service Center home page:

1. Click **Manage Service Authorizations**.
2. Click **Prior Authorizations**.
3. Click **Enter a PA Request**. The **Prior Authorization Templates** page is displayed.

## SELECT ASSIGNMENT TYPE

The assignment types are grouped into three categories: Basic Medical, Durable Medical Equipment, and Therapy Services.

On the **Prior Authorization Templates** page:

1. Under the Durable Medical Equipment **Assignment**
  - a. Select Assignment type: **AAC NON-DEDICATED DEVICE**
  - b. Click the **Continue** button.

The screenshot displays the 'Prior Authorization Templates' page within the MassHealth Provider Online Service Center. The page header includes 'Health and Human Services' and 'Mass.gov'. The navigation bar shows 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The left sidebar lists various services, with 'Enter PA Request' highlighted under 'Prior Authorization'. The main content area prompts the user to select an assignment type. Three dropdown menus are visible: 'Basic Medical Assignment', 'Durable Medical Equipment Assignment', and 'Therapy Services Assignment'. The 'Durable Medical Equipment Assignment' dropdown is open, showing 'AAC NON-DEDICATED DEVICE' as the selected option. A red arrow points to this selection. The 'Continue' button is located at the bottom right of the form area.

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## ENTER MEMBER AND PROVIDER INFORMATION

On the **Base Information** page:

1. Enter the MassHealth **Member ID**.
2. Enter the member's **Height** (optional).
3. Enter the member's **Weight** (optional).
4. Select the **Requesting Provider** from the drop-down list.

**Note:** This is the Therapist/ MassHealth Provider ID and Service Location (PID/SL). The drop-down list displays provider IDs, service locations, NPIs (national provider identifiers), and names accessible to your login ID.

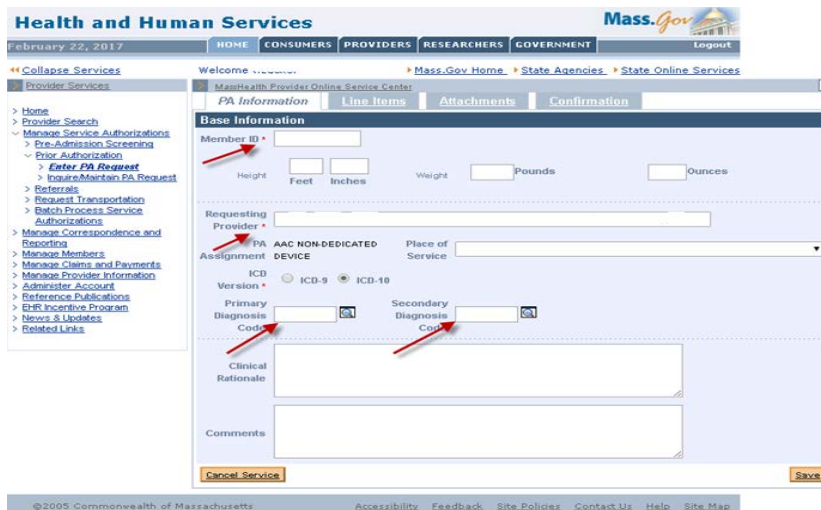
5. Select **Place of Service** from the drop-down menu (optional).
6. Enter the **Primary AND Secondary Diagnosis Codes** (mandatory)

**Note:** When entering diagnosis codes, do not enter periods. Example: diagnosis code F84.0 enter it as F840

- a. The primary diagnosis corresponding to the speech impairment
- b. The secondary diagnosis corresponding to autism spectrum disorders, if applicable

**TIP:** You can click the Field Search icon (  ) to perform a search for the correct diagnosis code.

7. Enter **Clinical Rationale** (medical reason for PA).
8. Enter **Comments** (non-medical explanation of PA).
9. Click the **Line items** tab.



**Note:** Remember to save your document as you enter your information.

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## ADD A LINE ITEM FOR THE iPad

On the **List of Line Items** tab:

10. Click **New Item**.

On The **Basic Medical Details** page is displayed.

11. Enter the **HCPC Code** for iPad: **E2510**.

12. Enter the **Modifier** in the field labeled **Modifier 1: TW**

**Note:** Please **do not enter** more than one modifier

13. Enter or click on the calendar icon to select the **Requested Effective Date**.

14. Enter or click on the calendar icon to select the **Requested End Date**.

15. Enter the number of **Requested Units**.

16. Enter the **Servicing Provider MassHealth Provider ID and Service Location (PID/SL)**.

**Note:** The Servicing Provider is the Therapist.

17. Click **Add**.

The screenshot displays the 'Enter PA Request' application window. The 'Line Items' tab is active, showing a 'List of Line Items' table with columns: Line Item, Req Units, Procedure Code, Thru Procedure, Modifiers, Status, and Attach. Below the table is a 'New Item' button. The 'Basic Medical Details' section is expanded, showing details for Line Item A, which is in 'IN PROCESS' status. Fields include: Procedure Code (E2510), Modifier 1 (TW), Modifier 2, Thru Procedure, Modifier 3, Modifier 4, Requested Effective Date, Requested End Date, Requested Units, and Requested Service Days. A note states: 'You must either select the Service Provider name using the search or enter the Service Provider ID and Service Location (By selecting the check box, you may also indicate that the Service Provider is the same as the Requesting Provider)'. There are checkboxes for 'Same as Requesting Provider' and 'By selecting the check box, you may also indicate that the Service Provider is the same as the Requesting Provider'. Below these are input fields for 'Service Provider', 'Provider ID / Service Location', and 'FI'. At the bottom are buttons for 'Cancel Item', 'Add', 'Cancel Service', and 'Save'.

# MMIS POSC Job Aid: Create an AAC Non-Dedicated Device Request

## ADD A LINE ITEM FOR THE iPad SOFTWARE

18. Click **New Item**.

On The **Durable Medical Details** page is displayed.

19. Enter the **HCPC Code** for iPad: **E2511**.

20. Enter the **Modifier** in the field labeled **Modifier 1: TW**

**Note:** *Please do not enter more than one modifier*

21. Enter or click on the calendar icon to select the **Requested Effective Date**.

22. Enter or click on the calendar icon to select the **Requested End Date**.

23. Enter the number of **Requested Units**.

24. Enter the MassHealth **Servicing Provider ID and Service Location**.

**Note:** *the Servicing Provider is the Therapist*

25. Click **Add**.

The screenshot shows the 'Enter PA Request' form with the 'Basic Medical Details' section active. The 'List of Line Items' table is empty. The 'Basic Medical Details' section contains the following fields and values:

- Line Item: A
- Status: IN PROCESS
- Procedure Code: E2511
- Modifier 1: TW
- Thru Procedure: (empty)
- Requested Effective Date: (empty)
- Requested End Date: (empty)
- Requested Units: (empty)
- Requested Service Days: (empty)
- Service Provider: (empty)
- Provider ID / Service Location: (empty)

Buttons at the bottom include 'Cancel Item', 'Add', 'Cancel Service', and 'Save'.

**Note:** Remember to save your document as you enter your information.

# MMIS POSC Job Aid: Create an AAC Non-Dedicated Device Request

## ADD A LINE ITEM FOR THE iPad PROTECTIVE CASE

1. Click **New Item**.

On The **Durable Medical Details** page is displayed.

2. Enter the **HCPC** for iPad: **E2599**.
3. Enter the **Modifier** in the field labeled **Modifier 1: TW**

**Note:** Please do not enter more than one modifier

4. Enter or click on the calendar icon to select the **Requested Effective Date**.
5. Enter or click on the calendar icon to select the **Requested End Date**.
6. Enter the number of **Requested Units**.
7. Enter the MassHealth **Servicing Provider ID and Service Location**.  
**Note:** the Servicing Provider is the Therapist
8. Click **Add**.

The screenshot shows the 'Basic Medical Details' form in the MMIS POSC system. The form is titled 'List of Line Items' and has tabs for 'PA Information', 'Line Items', 'Attachments', and 'Confirmation'. The 'Line Items' tab is active, showing a table with columns: Line Item, Req Units, Procedure Code, Thru Procedure, Modifiers, Status, and Attach. Below the table is a 'New Item' button. The 'Basic Medical Details' section contains the following fields:

- Line Item: A
- Status: IN PROCESS
- Procedure Code: E2599
- Modifier 1: TW
- Modifier 2: (empty)
- Thru Procedure: (empty)
- Modifier 3: (empty)
- Modifier 4: (empty)
- Requested Effective Date: (empty)
- Requested End Date: (empty)
- Requested Units: (empty)
- Requested Service Days: (empty)

Below these fields is a note: 'You must either select the Service Provider name using the search or enter the Service Provider ID and Service Location (By selecting the check box, you may also indicate that the Service Provider is the same as the Requesting Provider).' There is a checkbox labeled 'Same as Requesting Provider' which is unchecked. Below this are fields for 'Service Provider' (with a search icon), 'Provider ID / Service Location', and 'PI'. At the bottom are buttons for 'Cancel Item', 'Add', 'Cancel Service', and 'Save'.

## MMIS POSC Job Aid: Create an AAC Non-Dedicated Device Request

### ADD A LINE ITEM FOR THE FOLLOW UP VISIT

1. Click **New Item**.

On The **Durable Medical Details** page is displayed.

2. Enter the **Procedure Code** for Follow up Visit: **92609**.
3. Enter the **Modifier** in the field labeled **Modifier 1: TW**

**Note:** *Please do not enter more than one modifier*

4. Enter or click on the calendar icon to select the **Requested Effective Date**.
5. Enter or click on the calendar icon to select the **Requested End Date**.
6. Enter the number of **Requested Units**.
7. Enter the MassHealth **Servicing Provider ID and Service Location**.

**Note:** *the Servicing Provider is the Therapist*

8. Click **Add**.

The screenshot displays the 'Enter PA Request' application with tabs for 'PA Information', 'Line Items', 'Attachments', and 'Confirmation'. The 'Line Items' tab is active, showing a 'List of Line Items' table with columns: Line Item, Req Units, Procedure Code, Thru Procedure, Modifiers, Status, and Attach. A 'New Item' button is located below the table. Below the table is the 'Basic Medical Details' form for 'Line Item A' with status 'IN PROCESS'. The form contains the following fields and controls:

- Procedure Code:** 92609 (with a search icon)
- Modifier 1:** TW (with a search icon)
- Modifier 2:** (empty, with a search icon)
- Thru Procedure:** (empty, with a search icon)
- Modifier 3:** (empty, with a search icon)
- Modifier 4:** (empty, with a search icon)
- Requested Effective Date:** (empty, with a calendar icon)
- Requested End Date:** (empty, with a calendar icon)
- Requested Units:** (empty)
- Requested Service Days:** (empty)

Below these fields is a note: "You must either select the Service Provider name using the search or enter the Service Provider ID and Service Location (By selecting the check box, you may also indicate that the Service Provider is the same as the Requesting Provider)."

The form includes the following controls:

- Same as Requesting Provider:** ☐
- Service Provider:** (empty search field with a search icon and an 'X' icon)
- Provider ID / Service Location:** (empty field)
- FI:** (empty field)
- Buttons:** 'Cancel Item', 'Add', 'Cancel Service', and 'Save'.

# MMIS POSC Job Aid: Create an AAC Non-Dedicated Device Request

## ADD A LINE ITEM TO ENTER DME INFORMATION

### FOR DME INFORMATION

1. Click **New Item**.


On The **Durable Medical Details** page is displayed.

2. Enter the **HCPCS** (for example: E2512)
3. Enter the **Modifier** (for example: TW) if applicable

**Note:** Please do not enter more than one modifier

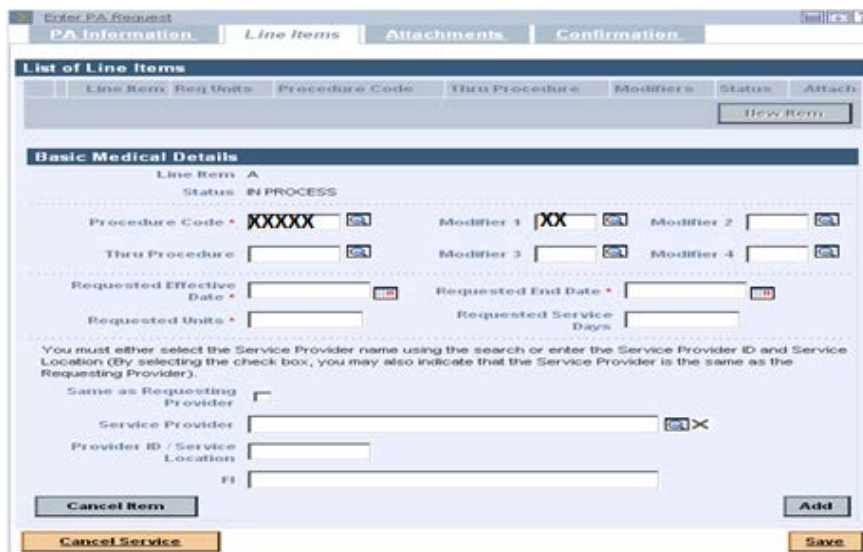
4. Enter or click on the calendar icon to select the **Requested Effective Date**.
5. Enter or click on the calendar icon to select the **Requested End Date**.
6. Enter the number of **Requested Units**.
7. Enter the MassHealth **Servicing Provider ID and Service Location**.

**Note:** The Servicing Provider is the MassHealth DME Provider. Enter the MassHealth Provider DME Provider Number and Service Location

**TIP:** You can click the Field Search icon (  ) to perform a search for the Provider ID

8. Click **Add**.

Repeat steps 1-8 if you have additional DME accessories to enter.



The screenshot shows the 'Enter PA Request' form with the 'Basic Medical Details' section active. The 'Line Item' is 'A' and the 'Status' is 'IN PROCESS'. The 'Procedure Code' is 'XXXXX' and the 'Thru Procedure' is empty. The 'Requested Effective Date' and 'Requested End Date' are both empty. The 'Requested Units' and 'Requested Service Days' are also empty. The 'Service Provider' section includes a checkbox for 'Same as Requesting Provider' (unchecked), a text field for 'Service Provider' (empty), and a text field for 'Provider ID / Service Location' (empty). There are buttons for 'Cancel Item', 'Add', 'Cancel Service', and 'Save'.

**Note:** Remember to save your document as you enter your information.



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## ADD AN ATTACHMENT

On the **List of Attachments** tab:

1. Click **New Item**. The **Attachment Details** page is displayed.

2. Select the **Report Type** from the drop-down list.

**Note:** Choose the one that most closely matches the type of document being attached.

3. Select the **Transmission Code** from the drop-down list.

**Note:** Select **Electronically Only** for electronic documents.

4. Enter a brief description or comment in the **Description** field.

5. Click **Browse**. The **Open** window is displayed.

6. Navigate to the file you want to attach and click **Open**.

7. Click **Add/Upload**.

8. Click the **Confirmation** tab

The screenshot shows the 'Enter PA Request' application interface. At the top, there are four tabs: 'PA Information', 'Line Items', 'Attachments' (which is selected), and 'Confirmation'. Below the tabs is a 'List of Attachments' section with a table that has columns for 'Date Attached', 'Reference #', and 'Description'. A 'New Item' button is located to the right of the table. Below this is the 'Attachment Details' form. It contains several fields: 'Report Type' (a dropdown menu), 'Transmission Code' (a dropdown menu), 'Description' (a text area), 'Reference #' (a text field), and 'Control #' (a text field). At the bottom of the form, there is a 'File Name' field with a 'Browse...' button next to it. Below the form are three buttons: 'Cancel Item', 'Add / Upload', and 'Cancel Service'. At the very bottom right, there is a 'Save' button.



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### SUBMIT REQUEST

On the **PA Confirmation**

1. Verify the information is correct.
2. Click **Submit**. The Confirmation submits message displays.
3. Review any messages and select checkbox to bypass warning messages, if applicable.
4. Click **Submit**. **Prior Authorization Response** page will indicate if you have successfully submitted the PA request.

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## GLOSSARY OF TERMS

**Adjudicate** – There are header level PA statuses to tell where the PA request is in the process. Adjudicated means MassHealth has made a decision on the PA and that all lines have been finalized. Finalized is when all line statuses are cancelled, approved, modified, or denied. When the PA is adjudicated, a letter is sent to the member (with right to appeal for denied or modified lines), and provider.

**Assignment Code** – Code to indicate to whom PA request is assigned for review.

**AAC NON-Dedicated Device:** Assignment code for Non Dedicated Devices

**Report Type** – drop down list of document types. Frequently used types include:

**Initial Assessment** – initial request

**Patient Medical History Document** - reevaluation

**Status** – Indicates where the request is in the process of being reviewed and adjudicated. Status options:

**Additional Information Received** – Indicates information missing from the original request has been received.

**Adjudicated** – Indicates PA review has been completed.

**Approved** – Request is approved by MassHealth. A PA letter is generated and sent to the member and provider.

**Cancelled by Provider** – Status used for all lines when Provider Voids the PA Request.

**Note:** provider can only void a PA while the PA is in Ready for Review status.

**Denied** – Request has been denied by MassHealth. A PA letter is generated and sent to the member (with right to appeal), and to the provider.

**In Process** – Request has only been saved, and has not been submitted to MassHealth for review.

**In Review** – Request has been submitted by provider and assigned to a MassHealth reviewer.

**Modified** – Request has been altered by MassHealth reviewer either in adjudicating or as an adjustment requested by the provider. A PA letter is generated and sent to the member (with right to appeal), and to the provider.

**Submitted** – Request has been submitted, and **Ready for Review**, but has not been assigned to MassHealth reviewer.

**Void** – Request has been voided by MassHealth. A PA letter is not generated.

**Tracking Number** – Number assigned to PA request prior to MassHealth review.

**Transmission Code** – Method by which provider transmits attachment to MassHealth. Only the two transmission code listed below will be accepted.

**By Mail**

**Electronically**