ALERT
QUICK REFERENCE GUIDE

ALERT	WHO RESOLVES	RESOLUTION
No authorization available during the appointment	MCO	MCO issues a new auth or clarifies
Member is ineligible during the appointment	MCO	MCO changes eligibility or clarifies
Manual entry reason is missing on the appointment	Provider	Provider updates the visit with a manual reason
Late reason is missing on the appointment	Provider	Provider updates the visit with a late reason
Missed reason is missing on the appointment	Provider	Provider updates the visit with a missed reason
The appointment occurred outside of an authorization	MCO	MCO updates auth or clarifies
The visit has a claim in progress and is locked	Provider	Provider views claim status and takes appropriate action
The payer has marked the provider as inactive during appointment	MCO	MCO re-activates the provider or clarifies
The claim has been denied by the payer	Provider	Provider views claim status and takes appropriate action
Caregiver is ineligible during the appointment	Provider	Provider ensures caregiver is eligible to deliver services
The claim has been rejected	Provider	Provider views claim status and takes appropriate action
Appointment has 0 units to bill	Provider	Provider updates the visit via manual entry with units in order to bill
Appointment service code has no rate or unit definition	Provider	Provider completes a manual entry in order to bill
Appointment has a terminated authorization	MCO	MCO updates the authorization or clarifies
Appointment exceeds authorization/segments max units	Provider	Provider completes a manual entry that reduces units to allow billing or requests additional units from the MCO
Caregiver has no birth date set	Provider	Provider updates caregiver birth date

Appointment has no attestation	Member	Member to attest through the member portal
Appointment has a caregiver without license number	Provider	Provider adds a caregiver license ID in employee details
User has no medicaid ID set	Provider	Provider adds a worker medicaid ID in employee details
Appointment has no duration	Provider	Provider completes a manual entry to update the visit duration
Early reason is missing on the appointment	Provider	Provider updates the visit with an early reason
Appointment has no service modifier	Provider	Provider updates the visit in appointment visit details to include a service modifier