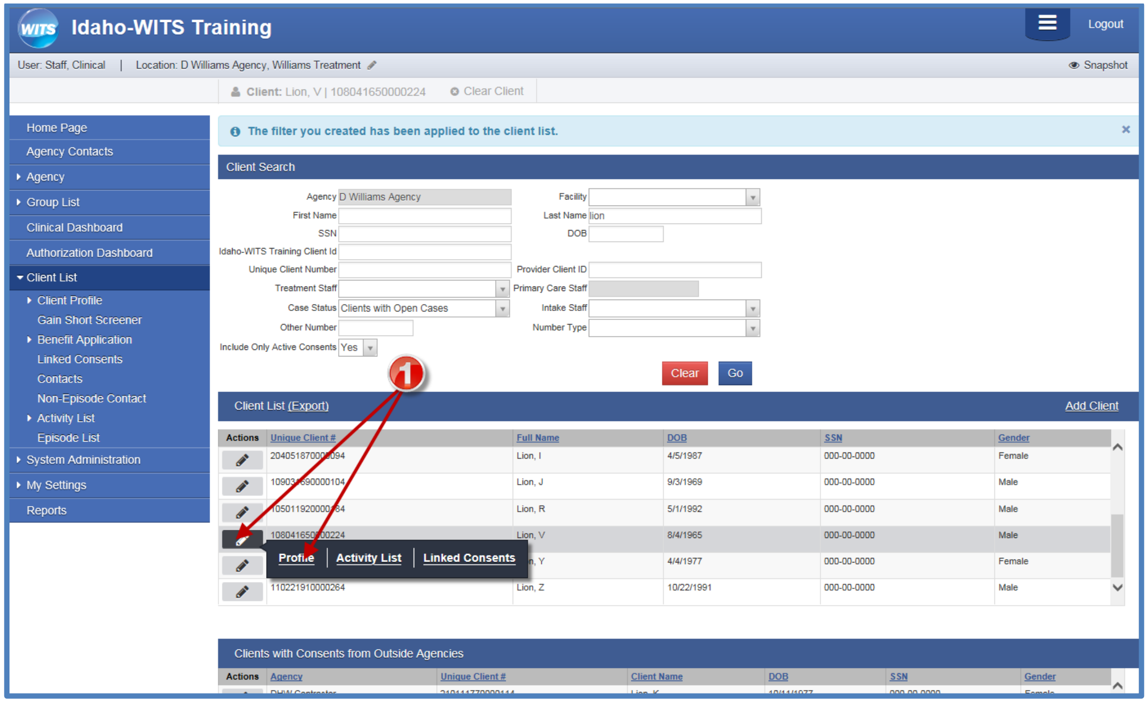
Authorization Change Request – Change to Service for IDHW (non-ATR 4) & IDOC Clients who are Transferring to Another Agency

These instructions are to be used in the following Situations.

- **Transfer a client at the same Level of Care (LOC) or Stage to a different treatment provider and there are two weeks (14 days) or less before the authorization expires.**
- **Transfer a client to a different treatment provider and from one LOC to a different LOC or from one Stage (including Assessment or Pretreatment) to another Stage.**

1. **Getting here:** Login, select the **Facility**, select **Client List** on the Navigation Pane (left menu) to generate the Client Search Screen, find client, click  and select **Client Profile**.



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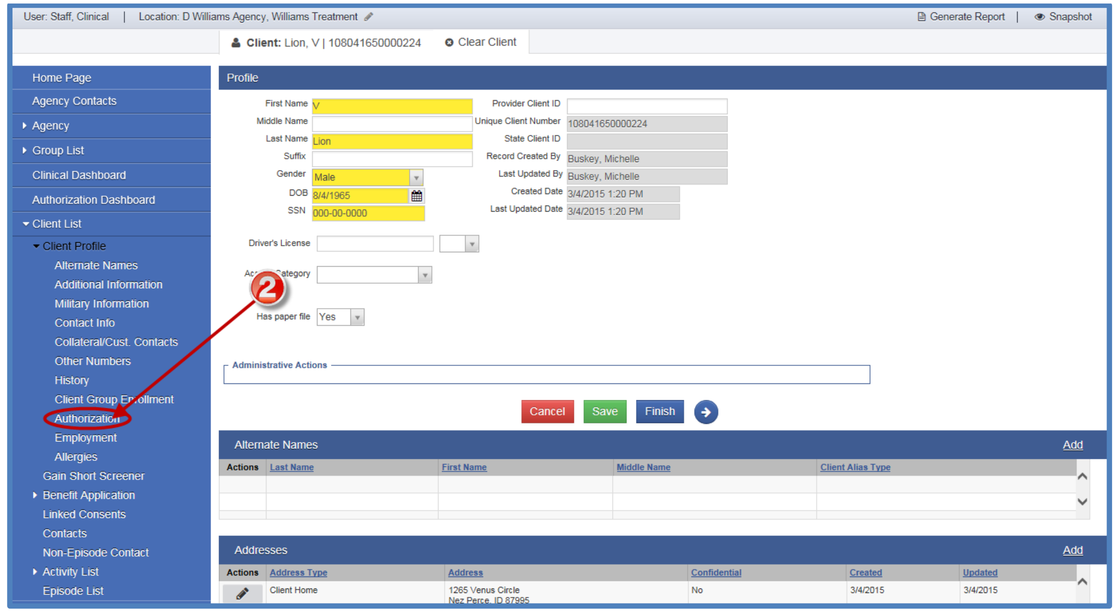
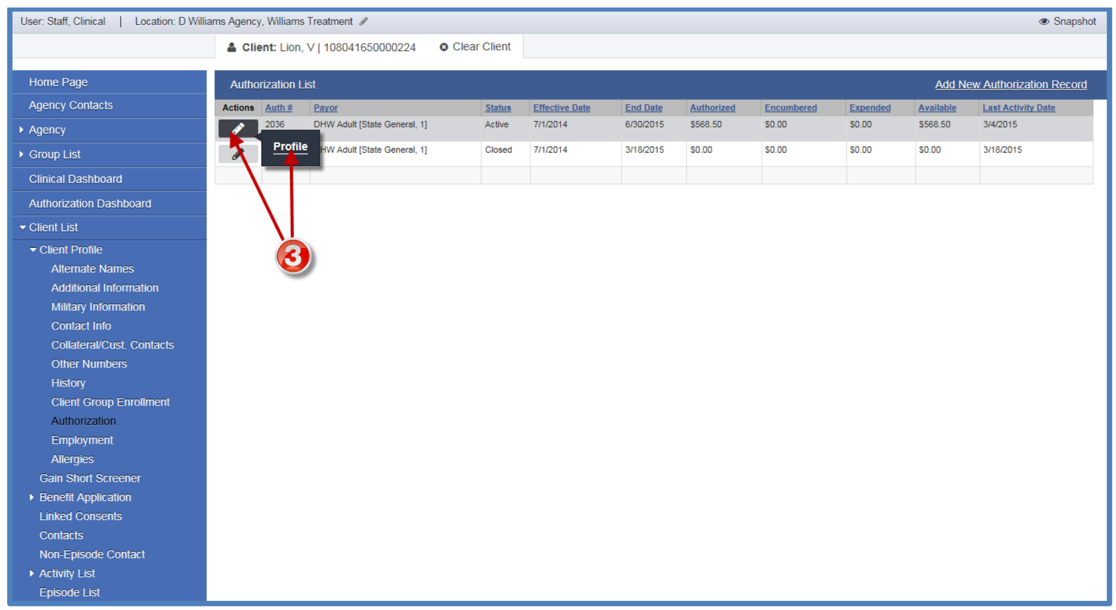
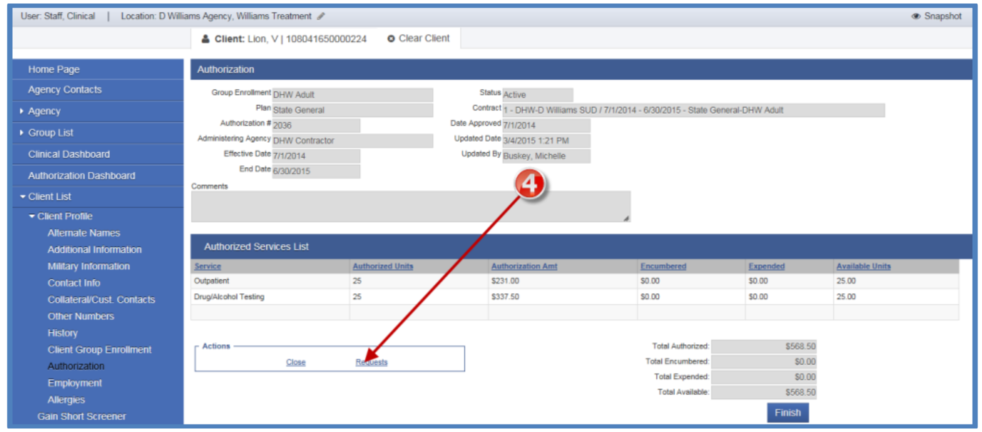
2. Select the **Authorization** on the Navigation Pane



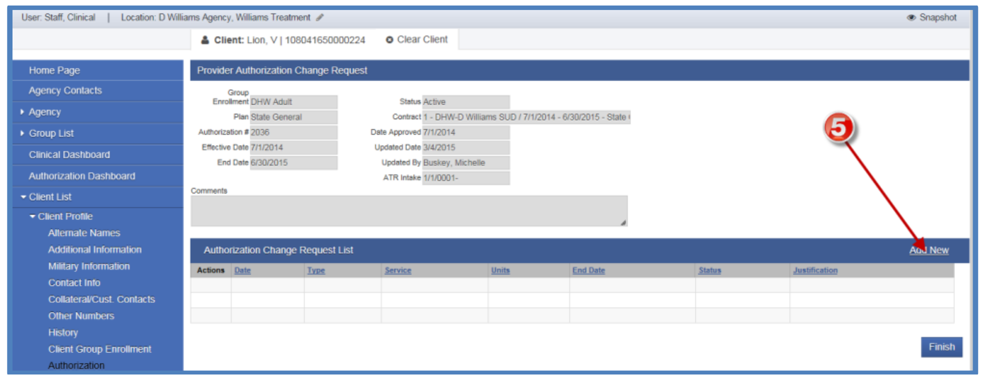
3. Click  and select **Profile** to review the active Authorization.



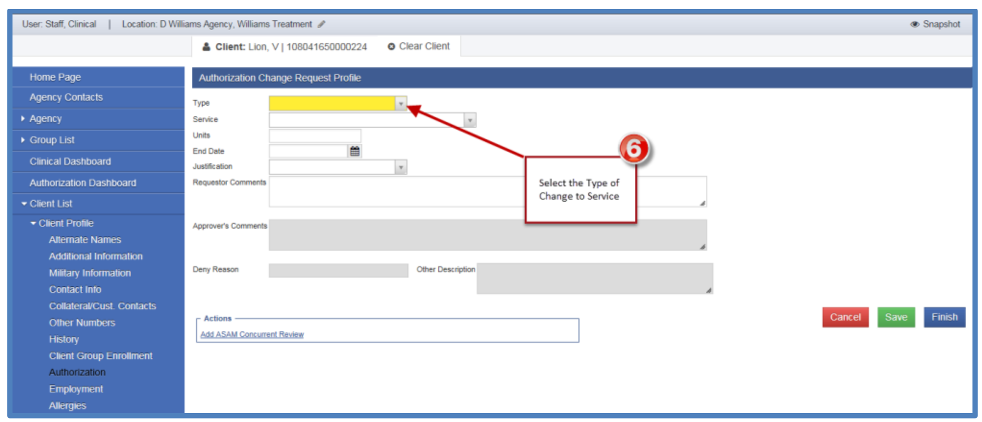
4. Click **Requests** under the Actions box.



5. The Authorization Change Request List displays. Click **Add New**.



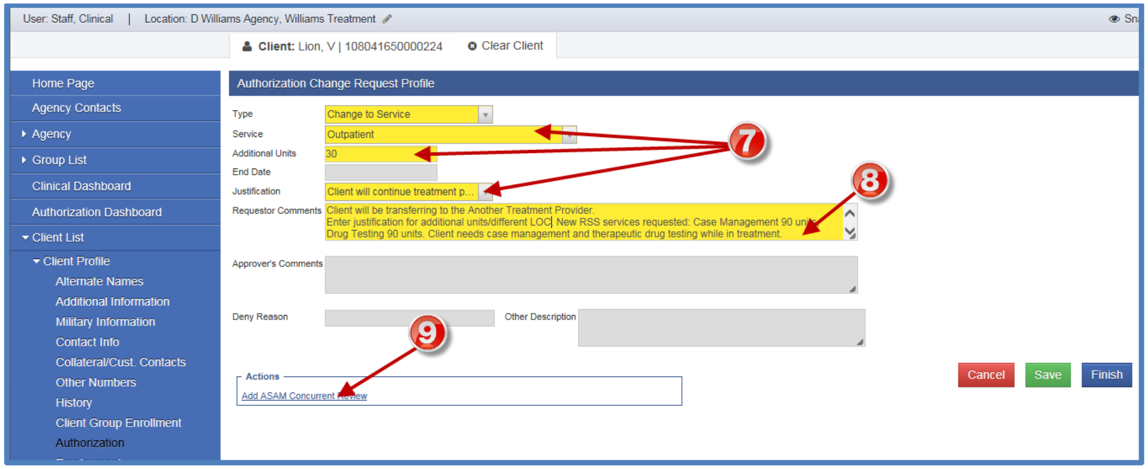
6. The Authorization Change Request List displays. Select **Change to Service**.



7. Select the **Service** (the current treatment LOC), enter the **Number of Requested Units**, and select the **Justification Reason**.
   - **Enter Zero units for an IDOC client who is changing stages.**

8. **Comments**.
   - **Transfer a client at the same Level of Care (LOC) or Stage to a different treatment provider and there are two weeks (14 days) or less before the authorization expires:** Specify the new agency and enter a justification for additional units. If new or additional RSS services are requested, include the name of the service, number of units, and justification for each RSS service. Include the name of the Stand Alone RSS provider if applicable.
   - **Transfer a client to a different treatment provider and from one LOC to a different LOC or from one Stage (including Assessment or Pretreatment) to another Stage:** Specify the new agency, note the current level of care (LOC) and the requested LOC or Stage. If new or additional RSS services are requested, include the name of the service, number of units, and justification for each RSS service. Include the name of the Stand Alone RSS provider if applicable.

9. Click **Add ASAM Concurrent Review**.

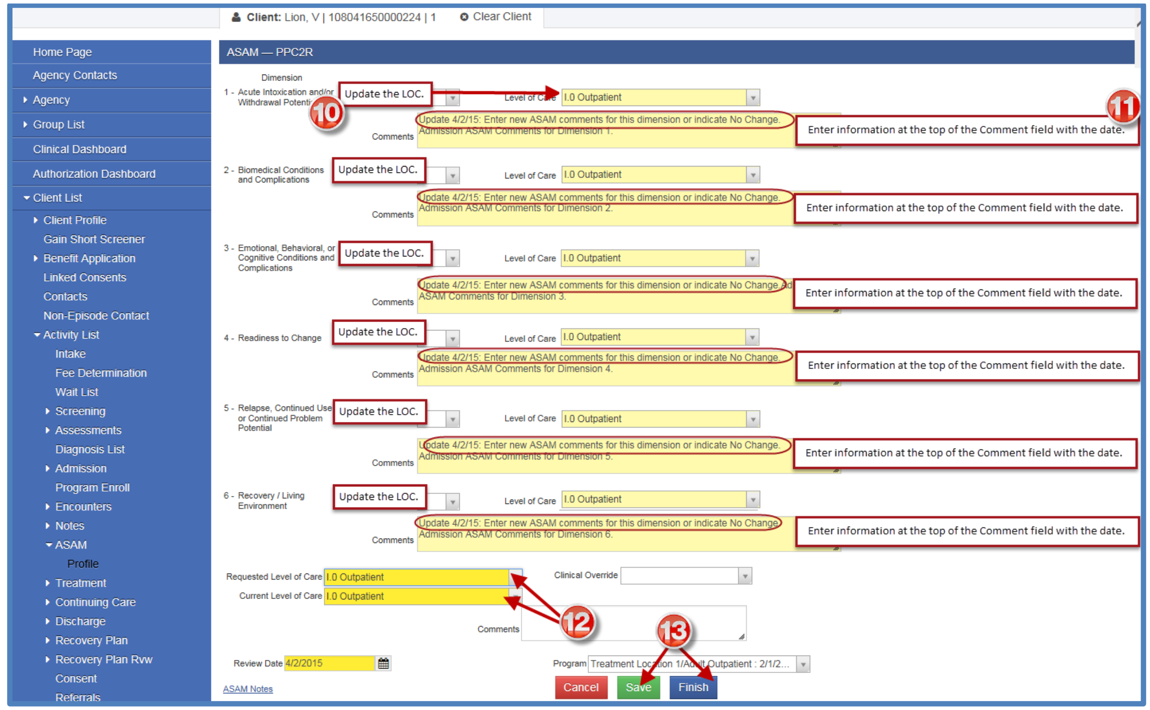


10. Update the **Level of Care** for each Dimension.

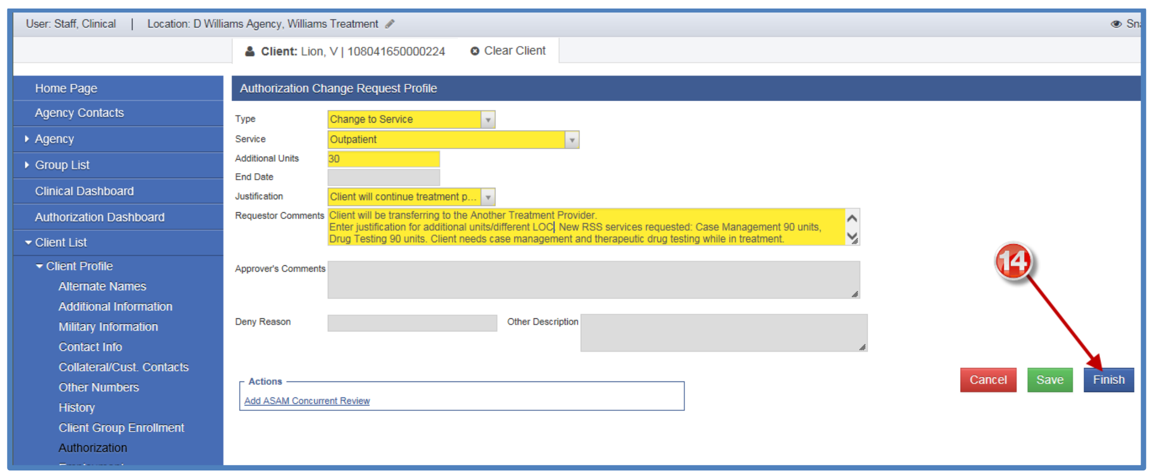
11. Update **Comments** for each Dimension. Enter the updated information at the top of each Comment field and document it as: Update (date). **DO NOT DELETE ANY PREVIOUS COMMENTS.**

12. Select the **Requested Level of Care** and the **Current Level of Care**.

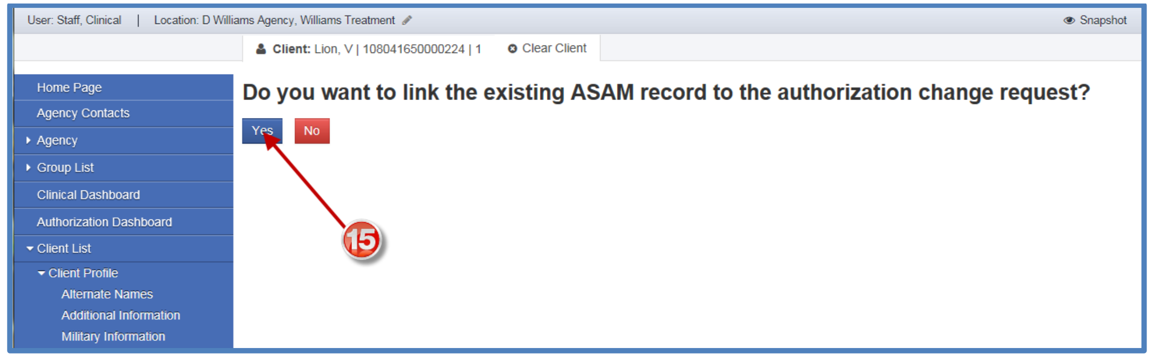
13. Click **Save** and **Finish**.



14. Click **Finish**.

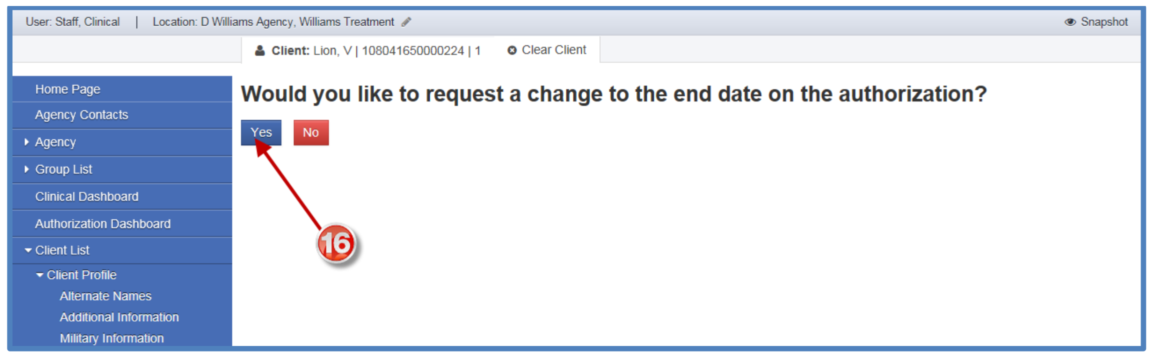


15. Select <u>**Yes**</u> to link the ASAM record with the Authorization Change Request.

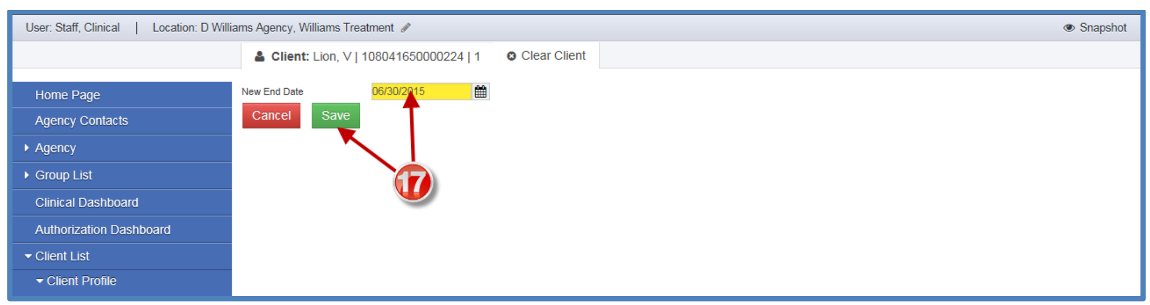


16. Select <u>**Yes**</u> to request a change to the end date Authorization.

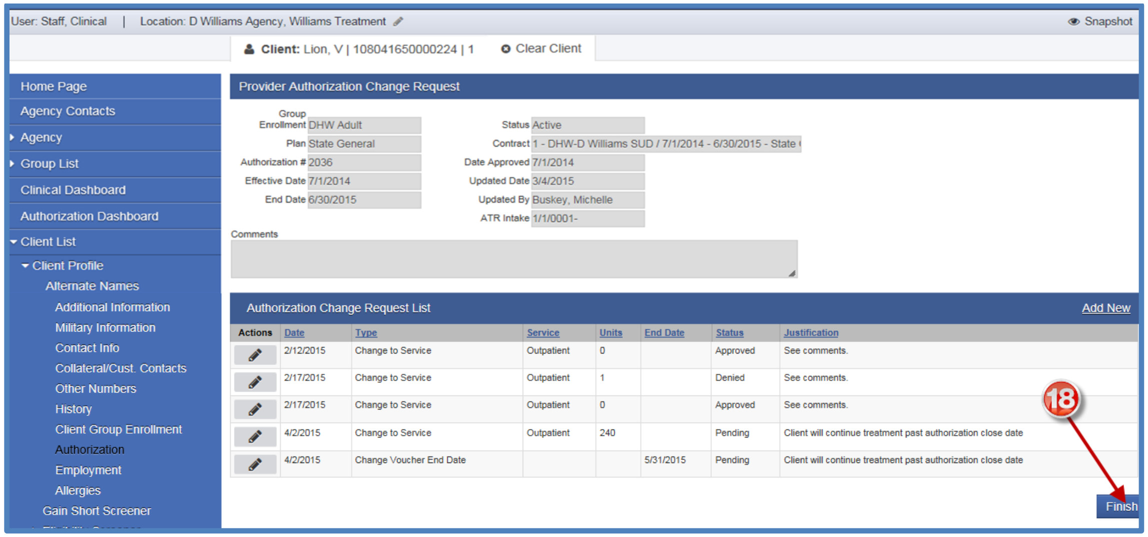
- <u>**For an IDOC client, select NO**</u>. IDOC authorization date spans are specific in each stage. A Change to Voucher End Date request that accompanies an Authorization Change Request for an IDOC client will be denied and the allowed authorization date span will be used.



17. Enter the <u>**New End Date**</u> and click <u>**Save**</u>.



18. Click **<u>Finish</u>**.



19. Close the Program Enrollment and complete the Discharge (select the discharge reason of Transferred).