Letters of Collaboration/Termination (LOC/LOT)

In early 2014, DMH implemented the Letter of Collaboration and Letter of Termination transactions in an attempt to avoid duplication of services. If a CDC 21 is uploaded by an agency for a patient who has already received authorization for services at another agency, an email notification will be sent to DMH's point of contact for that agency alerting them to the request. If a CDC 23 is uploaded, the CDC will be placed in Pending status and, again, the other agency will be notified. The two agencies are then expected to get in contact and use the LOC/LOT letters (either in the PICIS website or now in Milan) to determine how best to serve the client; namely, whether and how to collaborate, or whether to sever services with one or the other agency completely (at the patient's discretion).

The Milan LOC/LOT functions found on the TxPlan tab in a patient's chart are designed to mimic this functionality. Let's assume agency #1 has received authorization to provide services for a client and agency #2 submits a 23. In Milan (let's assume agency #2 is using Milan software), the CDC 23 will move to **Pending status** and the PA itself will stay in Submitted. At that point, agency #2 can either send a Letter of Termination or a Letter of Collaboration.

How to determine if your client has an open PA at another agency:

Several things will happen if you have a client with an open PA at another agency:

1. DMH will send email notification advising that the patient is being seen at another agency

2. DMH will also send an electronic notification to Milan

3. Your PA request will appear on the Pending line of the Milan cockpit

4. Once Milan receives and processes the DMH notification, the patient's name will be highlighted in green on the Milan cockpit (*when you hover over the color the warning will say DMH Notification or Pending CDC – DMH may also send other non-collaboration notifications*)

If these things happen, double-click the patient name, go to the TxPlans tab, you should see the CDC in Pending status. Please note, if you have not sent a request yet you may still have notifications from DMH, these patients will also be highlighted in green.

Sending a Letter of Termination

The Letter of Termination button allows an agency to have a client sever ties with another agency. The dialog is more or less self-explanatory; the admin should select the relevant reasons for ending services at the other agency and save the letter. A print preview box will then appear showing the letter in its printed form. This can be saved locally as a PDF, and then printed to be signed by the client and therapist. The printed LOT should then be faxed to DMH at 888-972-7691.

Id	Request	MainPayor	Facility	Effective	Duration	Completed	Status
324931	Extension	OK MEDICAID	WILLIS Facility	04/16/2014	6 Months	04/30/2014	Submitted
276725	Initial	OK MEDICAID	WILLIS Facility	10/16/2013	6 Months	10/16/2013	Final
274282	PreAuth	OK MEDICAID	WILLIS Facility	09/27/2013	3 Months	10/07/2013	Final

[View Request] [View TxPlan] [Add Comment]

[Print Request] [Print TxPlan] [Print Request Summary] [Print TxPlan Summary]

[Draft TxPlan] [Initial] [Extension] [Modification] [Response] [Correction] [Make PreAuth]

[Letter of Termination] [Letter of Collaboration] [Contest/Courtesy Termination]

LOT/LOC DMH Notifications

Date	Type	PANumber	Text
04/16/2014	14	4888888888	Level PA at another agency, collaboration needed

[View]

Treatment Plan Transactions

Id	TxPlan	Date	Type	Transaction	Status
309839	324931	04/16/2014 12:00 AM CDT	CDC	42 - Extension update	Pending
256924	276725	10/16/2013 02:45 PM CDT	CDC	23 - Admission	Final
253266	274282	09/27/2013 12:00 AM CDT	CDC	21 - Contact	Final

Letter of Termination

Patient [   ] Therapist [▼]

DMH CDC ID [0]   Date 04/21/2014   Recipient ID [03   ]

BODY OF LETTER:

I, [   ], have discussed my services with the clinician identified below and understand that the billing system reflects that I have been receiving services at another agency. After discussing my service options with the clinician, including the possibility of receiving designated services from both agencies, I have decided that I would like to discontinue receiving services from the other agency, and begin receiving services from Family Forward, Inc. as of (DATE WILL PRINT HERE)

My reason for ending services with the other agency is as follows (check all that apply):

☐ Inconvenient location/hours

☐ Concerns about the quality of services received

☐ Does not have a good relationship with staff

☑ Unaware of other agency

☐ Provider doesn't offer all desired services

☐ Moved or new provider is closer or more convenient

☐ Declined to respond

☐ Other (fill in blank) [   ]

I understand that by signing this form I will be ending all of the services previously received at the other agency (including any medication services).

Member Signature (14 and over must sign) _____   Date Signed _____

Legal Guardian Signature _____   Date Signed _____

Name of Clinician, Credentials _____

Clinician Signature _____   Date Signed _____
(clinician name and credentials will be filled in on printed form)

[Save and Print] [Cancel]

After the Refresh button is clicked the status of Final is viewable on the LOT. Because the LOT request must be signed (by both the client and therapist) DMH cannot accept this request electronically; therefore, Milan will automatically set the request to Final instead of uploading it.

If the LOT is accepted, the requesting agency will receive an email from DMH that the termination was accepted. *Note: Milan also receives the notification and it can be viewed in the LOT/LOC DMH Notifications window on the TxPlans tab.* Once Milan receives this confirmation, the PA will be moved (from Submitted) to PreApproved/Final status and the CDC will be moved from Pending to Final.

Contest/Courtesy Termination

If Agency A receives notification that the client is requesting services at Agency B, Agency A can file a Courtesy Termination transaction, which essentially severs the existing PA. The current PA will have a status of Terminated and no notes will be able to be written against it for the date on or after the date of termination. When this occurs Agency A should also update the treatment plan as needed AND submit a discharge CDC.

This button is also used by the agency whose PA has been terminated. They may file an appeal and contest the termination decision, prompting more negotiation between the agencies. The same dialog is used to select either transaction, chosen by clicking the appropriate option from the dropdown menu.

Here's how to send a Contest/Courtesy Termination:

- Click the button and choose an option (either Contest or Courtesy Termination)
- Click Save, then **Refresh** Chart
- Go back to the TxPlans tab
- Highlight the PATerm transaction at the bottom
- Click Submit then Save
- Click Refresh Chart
- Go back to the TxPlans tab to view status of PA Termination request and CDC

Id	Request	MainPayor	Facility	Effective	Duration	Completed	Status
324931	Extension	OK MEDICAID	WILLIS Facility	04/16/2014	6 Months	04/30/2014	Submitted
276725	Initial	OK MEDICAID	WILLIS Facility	10/16/2013	6 Months	10/16/2013	Final
274282	PreAuth	OK MEDICAID	WILLIS Facility	09/27/2013	3 Months	10/07/2013	Final

View Request	View TxPlan	Add Comment

Print Request	Print TxPlan	Print Request Summary	Print TxPlan Summary

Draft TxPlan	Initial	Extension	Modification	Response	Correction	Make PreAuth

Letter of Termination	Letter of Collaboration	Contest/Courtesy Termination

LOT/LOC DMH Notifications

Date	Type	PANumber	Text
04/16/2014	14	4888888888	Level PA at another agency, collaboration needed

View

Treatment Plan Transactions

Id	TxPlan	Date	Type	Transaction	Status
309839	324931	04/16/2014 12:00 AM CDT	CDC	42 - Extension update	Pending
256924	276725	10/16/2013 02:45 PM CDT	CDC	23 - Admission	Final
253266	274282	09/27/2013 12:00 AM CDT	CDC	21 - Contact	Final

Submit Contest or Courtesy Termination Request

Patient Information

Patient:

Prior Auth: 321121

Date: 04/22/2014

Select type of transaction to send: [▼]

Contest Termination
Courtesy Termination

Comments:

Save	Cancel

DMH Notifications

Date	Type	PANumber	Text
06/28/2016	2	4516180624	Customer has a level PA at another agency
06/28/2016	14	4516180625	Level PA at another agency, collaboration needed

[View]

Treatment Plan Transactions

Id	TxPlan	Date	Type	Transaction	Status
510700	508291	06/23/2016 12:00 PM -05:00	CDC	23 - Admission	Pending
510691	508289	06/17/2016 12:00 AM -05:00	CDC	21 - Contact	Final
609	508291	12/15/2016 12:00 AM -06:00	PATerm	Courtesy Termination	Draft

[View] [Print] [Finalize] [Submit] [Add Comment] [Hold]

[SAVE] [Edit Patient] [Refresh Chart] [Open Chart] [Discard Changes]

(Highlight)

Refresh to view status

Treatment Plan Transactions

Id	TxPlan	Date	Type	Transaction	Status
476947	479931	01/24/2016 12:00 AM -06:00	CDC	21 - Contact	Final
5894	479273	04/25/2016 12:00 AM -05:00	LOC	Collaboration Proposal	DMHAccepted
609	530298	12/15/2016 12:00 AM -06:00	PATerm	Courtesy Termination	Final

[View] [Print] [Finalize] [Submit] [Add Comment] [Hold] [LOC History]

[SAVE] [Edit Patient] [Refresh Chart] [Open Chart] [Discard Changes]

<u>IMPORTANT</u>: If you're contesting a termination you also have to send an email to DMH explaining why you're contesting the LOT.   The email must include the client's or parent/guardian's contact information so that they can verify services.   The email address is: gethelp@odmhsas.org 405-521-6444

<u>Sending a Letter of Collaboration</u>

The Letter of Collaboration button allows you to send or respond to an LOC request. By collaborating, both agencies agree to provide certain services and share the monetary amount of the open PA.

Id	Request	MainPayor	Facility	Effective	Duration	Completed	Status
324931	Extension	OK MEDICAID	WILLIS Facility	04/16/2014	6 Months	04/30/2014	Submitted
276725	Initial	OK MEDICAID	WILLIS Facility	10/16/2013	6 Months	10/16/2013	Final
274282	PreAuth	OK MEDICAID	WILLIS Facility	09/27/2013	3 Months	10/07/2013	Final

[View Request] [View TxPlan] [Add Comment]

[Print Request] [Print TxPlan] [Print Request Summary] [Print TxPlan Summary]

[Draft TxPlan] [Initial] [Extension] [Modification] [Response] [Correction] [Make PreAuth]

[Letter of Termination] [Letter of Collaboration] [Contest/Courtesy Termination]

LOT/LOC DMH Notifications

Date	Type	PANumber	Text
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[View]

Treatment Plan Transactions

Id	TxPlan	Date	Type	Transaction	Status
309839	324931	04/16/2014 12:00 AM CDT	CDC	42 - Extension update	Pending
256924	276725	10/16/2013 02:45 PM CDT	CDC	23 - Admission	Final
253266	274282	09/27/2013 12:00 AM CDT	CDC	21 - Contact	Final

When the Admin clicks the Letter of Collaboration button a dialog box very similar to the LOC webpage on PICIS will appear.

The admin should enter relevant data, including the dollar amount proposed to be allocated to each agency and the services each agency is to provide.   When the Admin has completed the form there are a few options for saving the request:

- Editing - This option is for an agency still unsure (perhaps because they are unsure as to which services they will be providing); a new LOC will be *saved* to the chart in **Editing** status. This will NOT upload
- Draft – This option will save the request in **Draft** status, ready to be submitted
- Cancel – This option cancels the LOC request

To submit an LOC do the following:

- Complete the Letter of Collaboration
- Click Draft
- Click Save, then **Refresh** Chart
- Go back to the TxPlans tab
- Highlight the LOC transaction at the bottom
- Click Submit then Save
- Click Refresh Chart
- Go back to the TxPlans tab to view status, it should read DMH Accepted – if it does not double-click to read the rejection reason from DMH

Treatment Plan Transactions

Id	TxPlan	Date	Type	Transaction	Status
510700	508291	06/23/2016 12:00 PM -05:00	CDC	23 - Admission	Pending
510691	508289	06/17/2016 12:00 AM -05:00	CDC	21 - Contact	Final
7153	508291	12/15/2016 12:00 AM -06:00	LOC	Collaboration Proposal	Draft

View Print Finalize **Submit** Add Comment Hold LOC History

SAVE Edit Patient **Refresh Chart** Open Chart Discard Changes

Refresh to view status

Treatment Plan Transactions

Id	TxPlan	Date	Type	Transaction	Status
499067	497935	04/25/2016 12:00 AM -05:00	CDC	21 - Contact	Final
7148	530294	12/14/2016 12:00 AM -06:00	LOC	Collaboration Proposal	DMHAccepted
1583	530294	12/14/2016 12:00 AM -06:00	LOT	Letter of Termination	Final

View Print Finalize Submit Add Comment Hold LOC History

SAVE Edit Patient Refresh Chart Open Chart Discard Changes

The Collaboration Process

At the beginning of the collaboration process, the only way for agency #1 to know that another agency wants to collaborate is to *view the email notifications from DMH (these notifications are also viewable in Milan on the TxPlans Tab).* In the example below, the LOC request appears in Incoming status at Agency #1. The Admin double-clicks the Incoming request and it shows that Agency #2 wants to use $300 per month for Individual, Group, and Family Psychotherapy. They are proposing that Agency #1 use $500 per month for Individual and Group Rehab.

Treatment Plan Transactions

Id	TxPlan	Date	Type	Transaction	Status
75416	111727	11/19/2011 12:00 AM CST	CDC	42 - Extension update	Final
45914	83047	05/16/2011 10:17 PM CDT	CDC	42 - Extension update	Final
24147	61051	11/15/2010 12:00 AM CST	CDC	23 - Admission	Final
2126	48181	04/27/2010 12:00 AM CDT	CDC	23 - Admission	Final
2	320364	04/13/2014 07:00 PM CDT	LOC	Collaboration Proposal	Incoming

View Print Finalize Resubmit Add Comment Hold LOC History

SAVE Edit Patient Refresh Chart Open Chart Discard Changes

In this example, the Admin for Agency #1 can either click the Accept button to send the LOC request to DMH for approval or click the Close button and send a new LOC request to Agency #2 with a different dollar amount/service proposal.

The agencies involved in the collaboration of care may continue sending and responding to LOC's until both parties accept the terms. After the Admin has completed a request, the Admin needs to click Refresh Chart to view the request.

Because it's possible for LOCs to travel back and forth several times while agencies negotiate, only the latest one will be shown; the LOC History button will show the complete list of all LOCs that have been sent out or received for the patient in question.

Milan currently displays the following possible statuses for LOC's:

- Draft - ready for upload later in the day.
- Incoming – notice from another agency requesting or responding to LOC request (double-click to view and/or Accept the LOC)
- Editing – an LOC that is *saved* and may still be edited. This will NOT upload
- Submitted – request was sent to DMH, status will be viewable after chart has been refreshed

  After submission:

- DMH Rejected – rejected by DMH, create a new LOC request
- DMH Accepted – accepted by DMH, awaiting response from other agency
- Final – DMH and both agencies have agreed to the collaboration

The LOC function in Milan is designed to automatically reallocate units (to the agreed upon amount) for both agencies once the LOC reaches the status of Final Milan. Additionally, the Lockusage option (on Patient Tab) will automatically become active – this will "lock" units and prevent anyone other than an Admin from moving units, it also prevents modifications to the treatment plan. *If you do not immediately see the LockUsage checked on the Patient tab please log off and log back on.*

IMPORTANT: When a collaboration or termination is in Final status an Admin should clear the notifications by double-click each one and choosing Close. This action tells Milan that the notice was read and the green highlight will disappear within 24 hours. If you do not tell Milan that the notices were read it will prevent other important warnings (eligibility, TPR) from showing up on the patient's chart.

LOC/LOT Reports are available for Administrative staff – for more information please see the Reports section.