ILLINOIS
MENTAL HEALTH COLLABORATIVE
FOR ACCESS AND CHOICE

Conversion of Paper PDV to Online PDV

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Clinical Coordinator

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April 21, 2014

What is a PDV and Why is it Important?

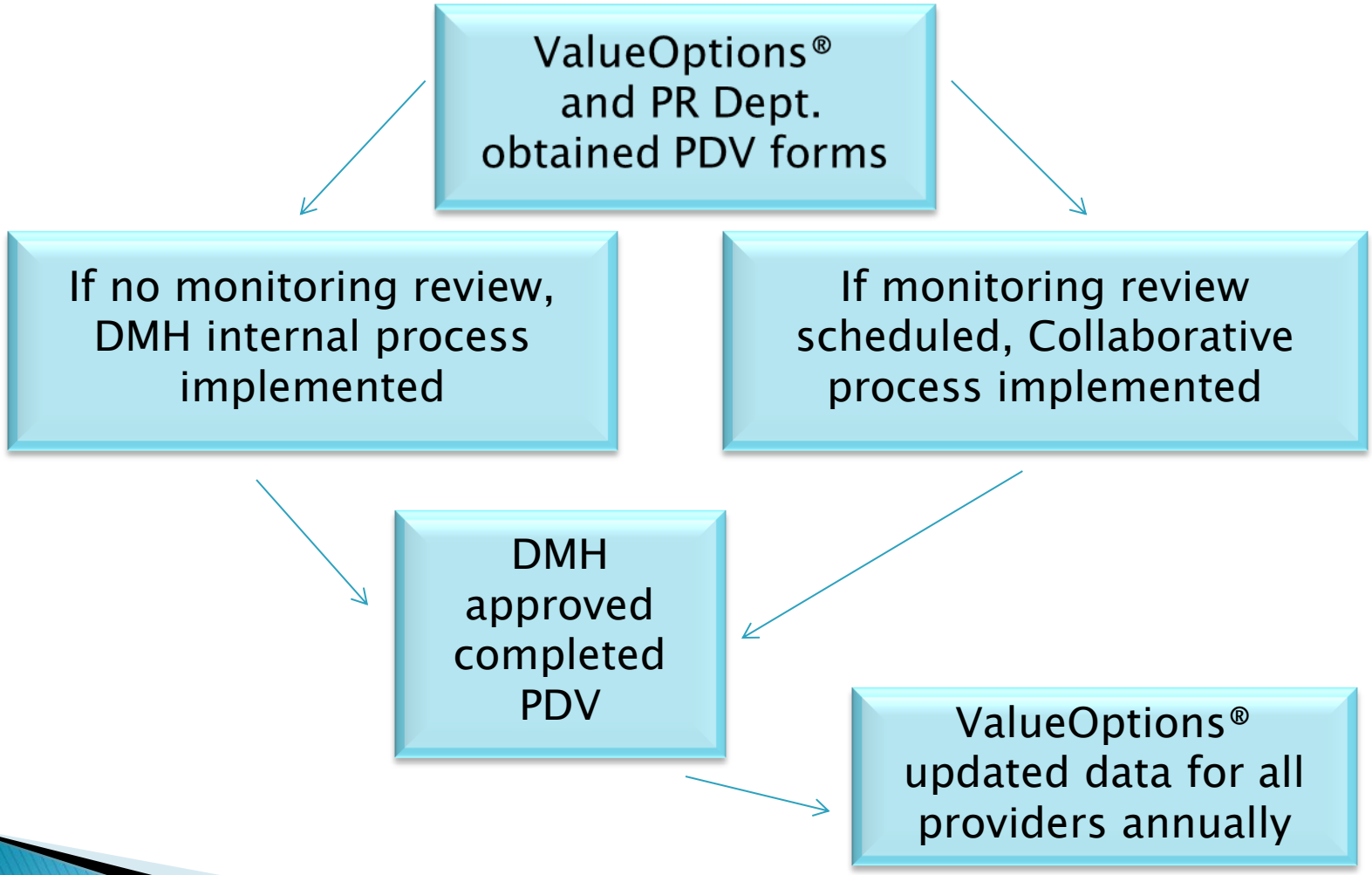
- PDV = Provider Data Verification

Collecting PDV information annually is important:

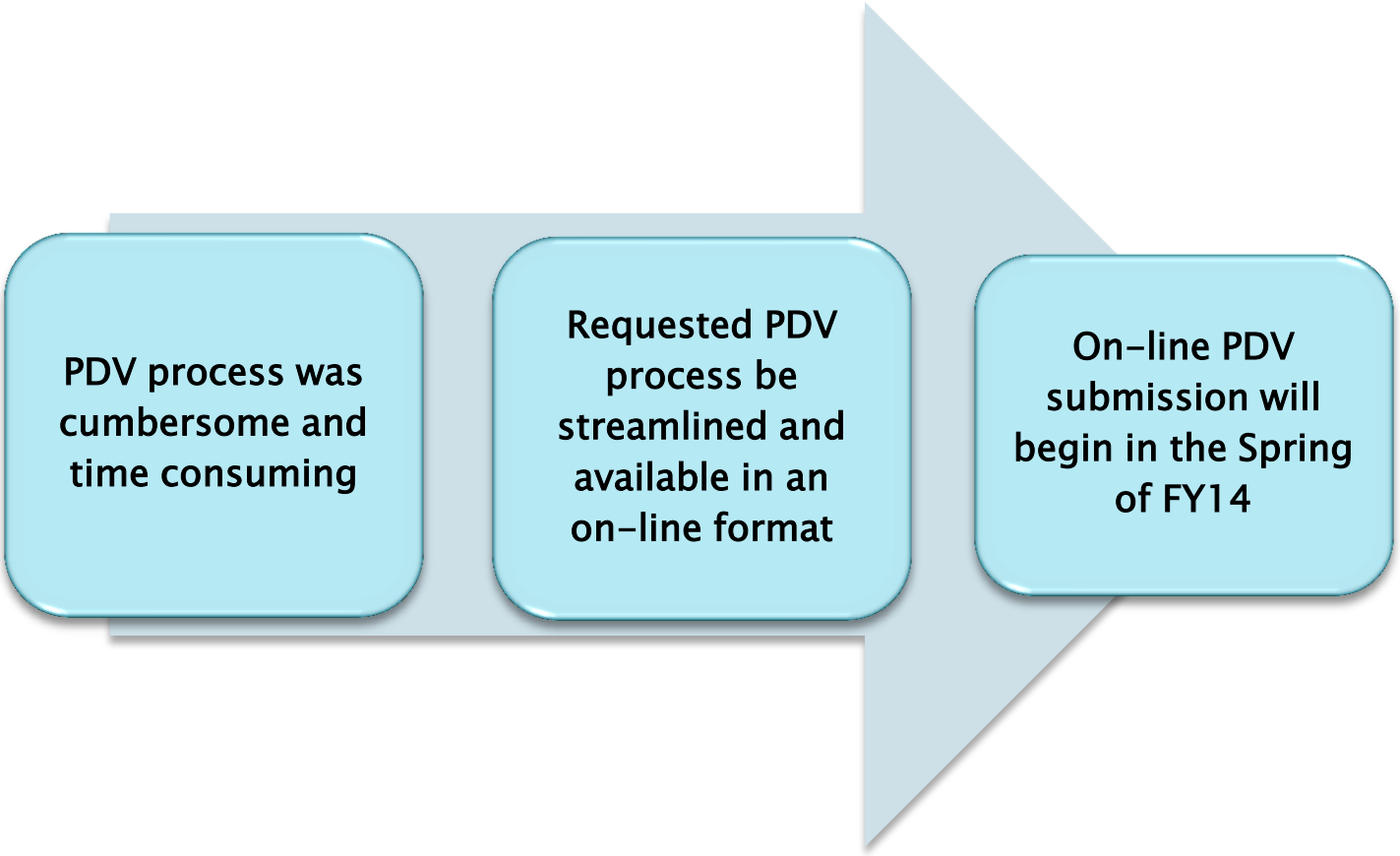
- Ensures accurate information is submitted by your agency is in the data system.

- Registrations, authorizations, accurate and appropriate processing of claims and encounters is dependent upon the information that you provide.

History of Verification of Provider Data



Provider Feedback

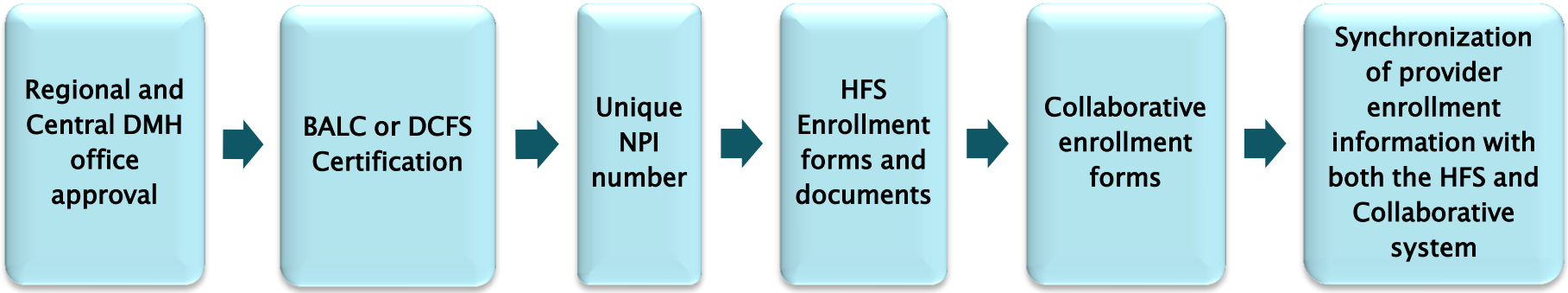


Benefits of an Electronic Process

- Improved Satisfaction –
  - Providers, DHS/DMH staff and Collaborative staff requested
  - Process smoother, less time consuming
- Improved Accuracy –
  - On-line data entry results in a decrease in legibility issues
- Improved Efficiency–
  - Pre-populated data
  - Quicker submission
  - Quicker review
  - One process for all providers

Current Add New Site Procedure

- Not part of the new on-line PDV process
- Continue to use established process
- DMH Provider Enrollment Requires:



Forms and instructions regarding request for changes are available on the Collaborative website under Provider Forms

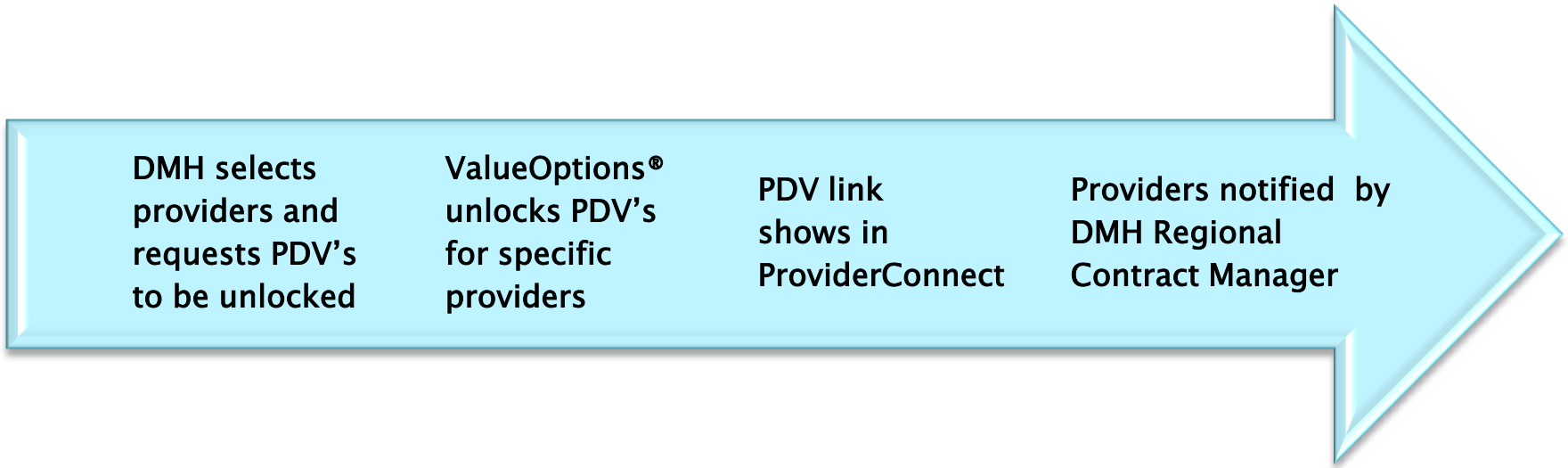
ProviderConnect

- A free, online, secure application
- A portal into the DMH/Collaborative MIS System (CAS)
- Access via the Collaborative website:
  www.illinoismentalhealthcollaborative.com
- Available 24 hours a day, 7 days a week
- Contains the link to access PDV

Important Points about ProviderConnect Access

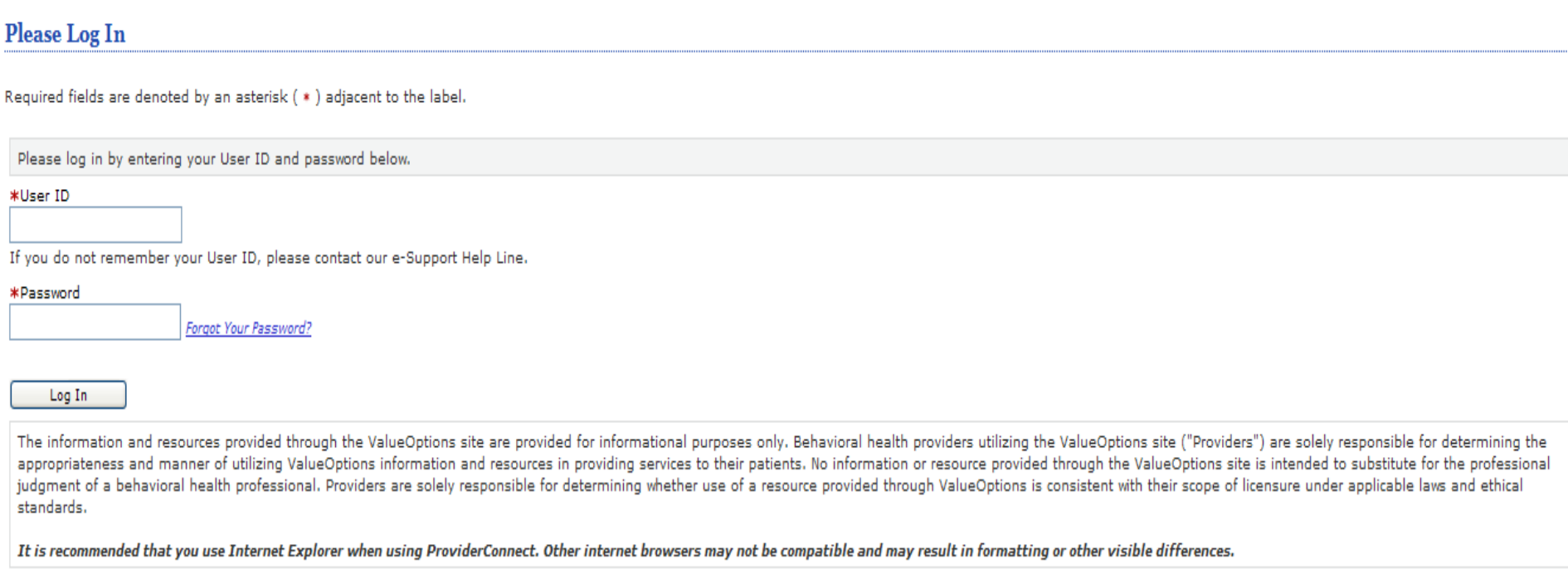
- Agencies must be enrolled with the Collaborative and HFS
- Contact National Networks at 800-397-1630 to obtain a Provider ID number. The Provider ID number is assigned by ValueOptions.
- Each Provider, with a Provider ID number, will be able to obtain one ProviderConnect logon ID
- Providers may obtain additional logons for ProviderConnect – contact the ValueOptions® EDI Helpdesk
  - (888) 247-9311 and press option 3,
  - Monday through Friday, 7 a.m. – 5 p.m. CST
  - The Turn-around-time for additional logons in 48 hours

Behind the Scenes – The Beginning of the New Electronic OnLine PDV Process

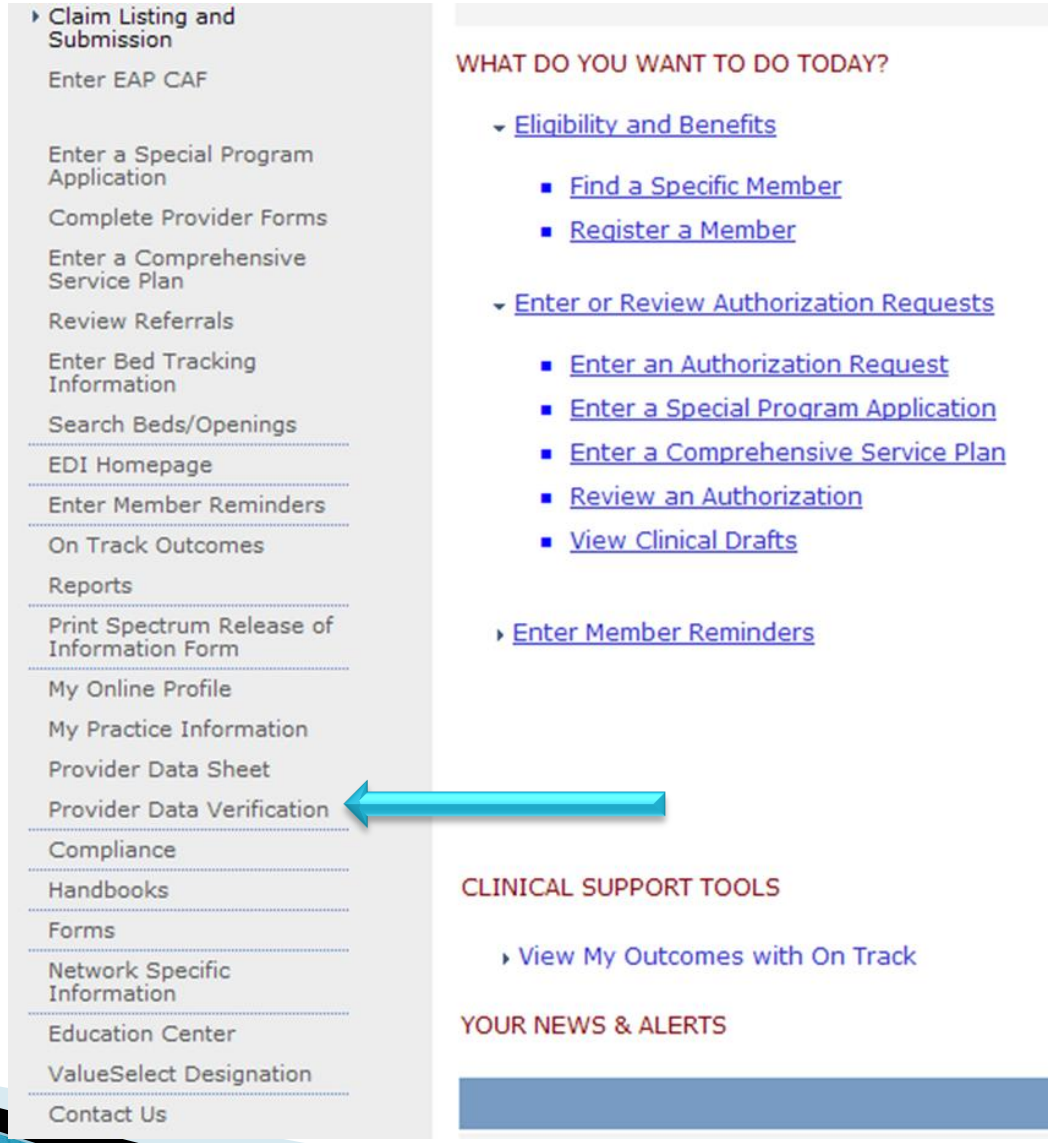


Provider accesses the PDV link in ProviderConnect

ProviderConnect Log In



Where is the link for the PDV form?

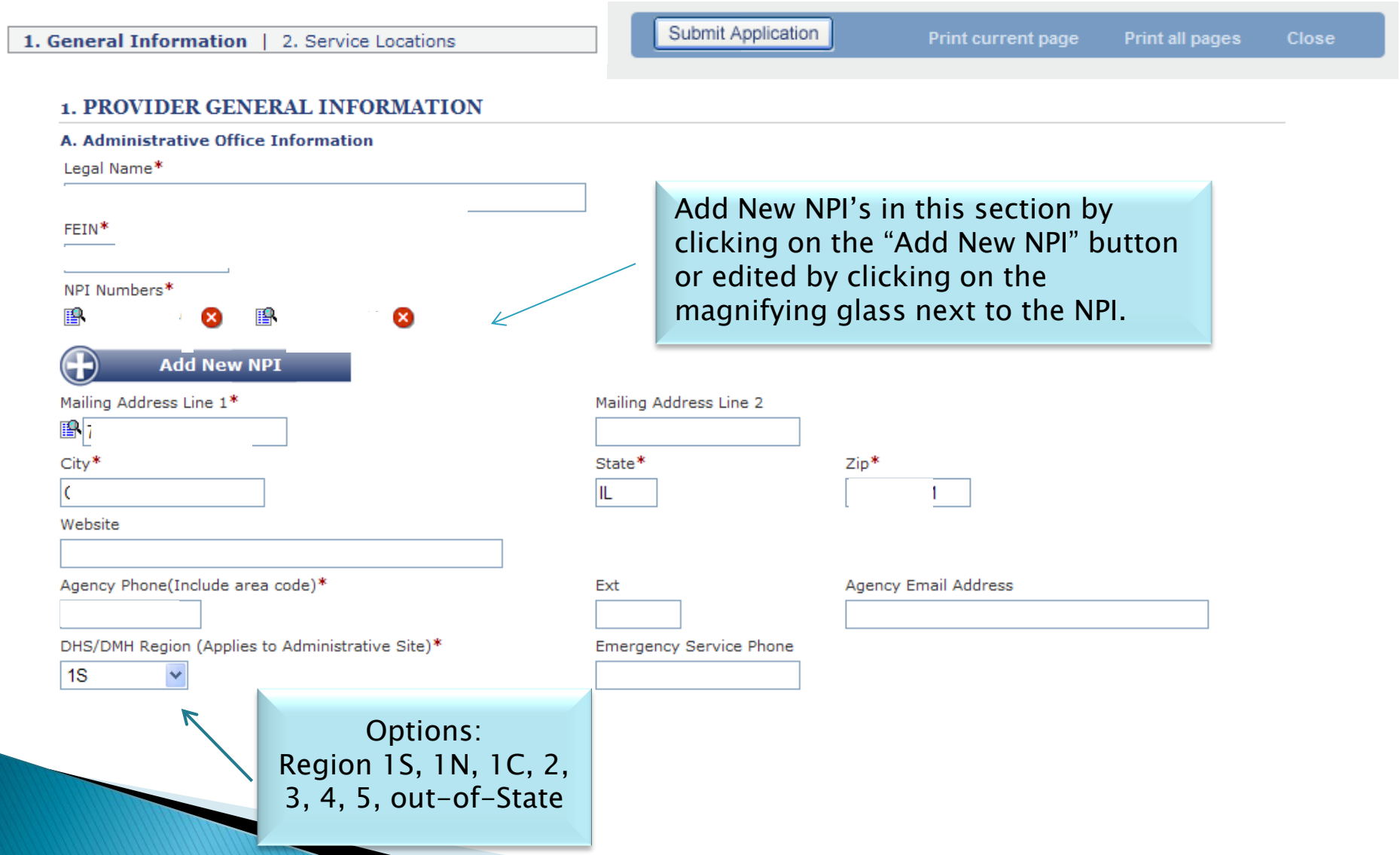


Elements of the PDV Form

- **There are two main tabs**:
  - Tab 1: General information
  - Tab 2: Service Locations

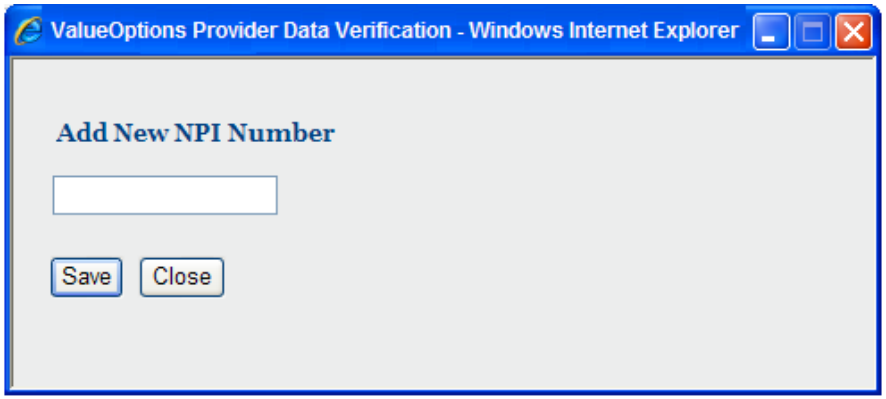
- **General Information has six sections**:
  - Administrative Office Information
  - Chief Executive Officer – CEO
  - Accreditations and Certifications
  - Previous Names
  - Doing Business As Names (DBA's)
  - Attestation

General Information

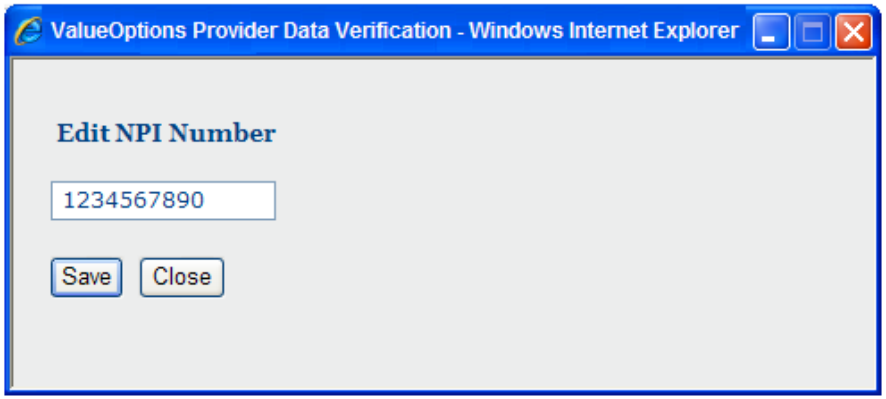


NPI Pop-up's

A pop-up window will open allowing users to enter (Add) a new NPI number.



A pop-up window will open allowing users to update NPI number.



General Information, continued

Tab 1, continued

Payment Address Line 1*

Payment Address Line 2

City*

State*

Zip*

CHICAGO

IL

60610-3503

Payment Phone

B. Chief Executive Office - CEO

Chief Executive Officer*

Phone* 000-000-0000

Ext:

C. Accreditations and Certifications

Expiration Date

Has the Facility been reviewed and accredited by Joint commission?* ◉ Yes ○ No ○ N/A 03/08/2014

Has the Facility been reviewed and accredited by CARF?* ○ Yes ◉ No ○ N/A

Has the Facility been reviewed and accredited by COA?* ○ Yes ◉ No ○ N/A

Has the Facility been reviewed and accredited by HFAP?* ○ Yes ◉ No ○ N/A

D. Previous Name

E. Doing Business As Names(DBA's)

F. Attestation

The agency certifies that all information provided on this form to the illinois Mental health Collaborative for Access and Choice is true and correct to the best of the Agency's knowledge and that it is free of any significant missstatements,misrepresentations or omissions.

Name of Person Submitting*

submitting person

Save Save & Next

Tab 2 – Service Locations

- **Has seven sections**
  - Site Information
  - Residential Services
  - Prescriber Services
  - Available Services
  - Population Served
  - Languages Spoken by Direct Service Staff
  - Accessibility

Key Points for Service Locations Tab

- Lists all active Service Locations at the time the PDV was created
- When this tab is opened for the first time all Service Locations will be in red, indicating that the provider needs to "take action" with each location.
- Each Service Location header will contain the Medicaid ID, Vendor ID and its current status (Action Required, Verified, Requested to be Removed).
- Each Service Location must be verified in order to submit the PDV application

How to “Verify” sites:

- Click the “Verify” icon

for each site shown and complete information

PROVIDERCONNECT
VALUEOPTIONS

1. General Information | **2. Service Locations**

2. SERVICE LOCATIONS

To verify your Service Locations select the Verify icon in the middle of the Service Location listing. In order to submit this application online you must verify each Service Location . If you need to make additional changes after you have already verified a Service Location, click the verified banner to expand the section and then click the Edit icon.

SERVICE LOCATION INFORMATION

⚠ MEDICAID SITE ID — [redacted] VENDOR ID — [redacted] —ACTION REQUESTED

Name:
Address:

Phone:

Medicaid ID:

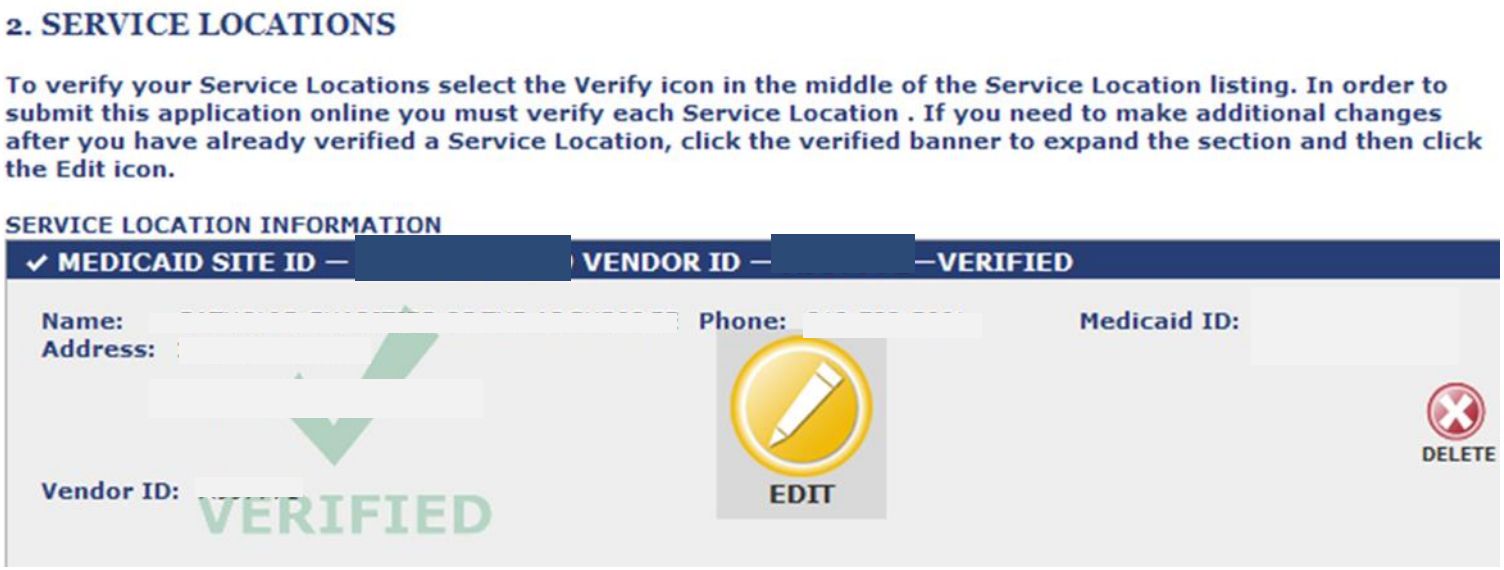
VERIFY

DELETE

Vendor ID:

How to “Edit” once information is verified:

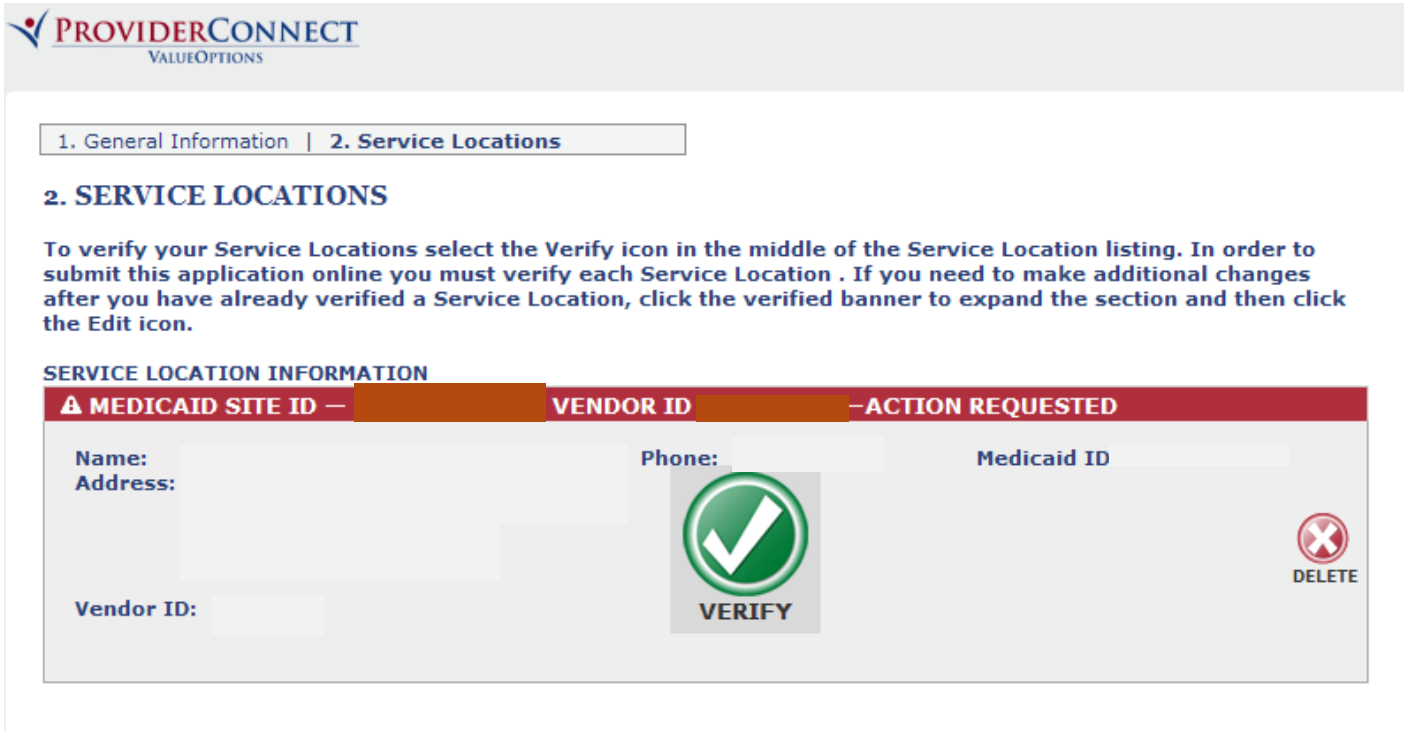
- Click the “Edit” icon



How to “Delete” a site:

Click the “Delete” icon

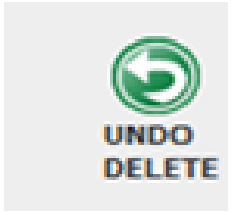
Before



After

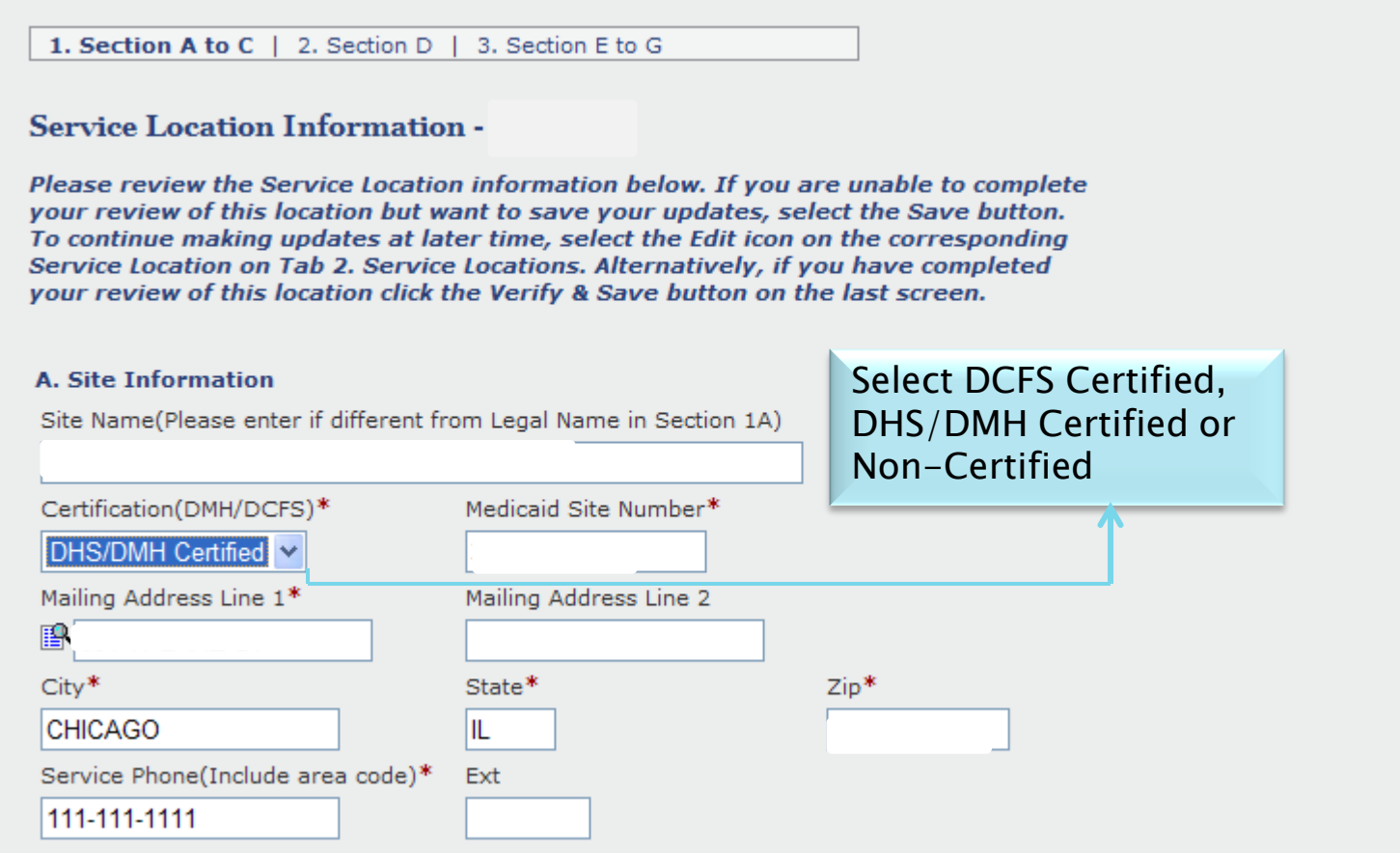
How to undo a deletion of a site:

- Click the “Undo Delete” icon



Section A – Site Information

- Once selected, a pop-up will be triggered showing all the fields for the specific Service Location that was selected



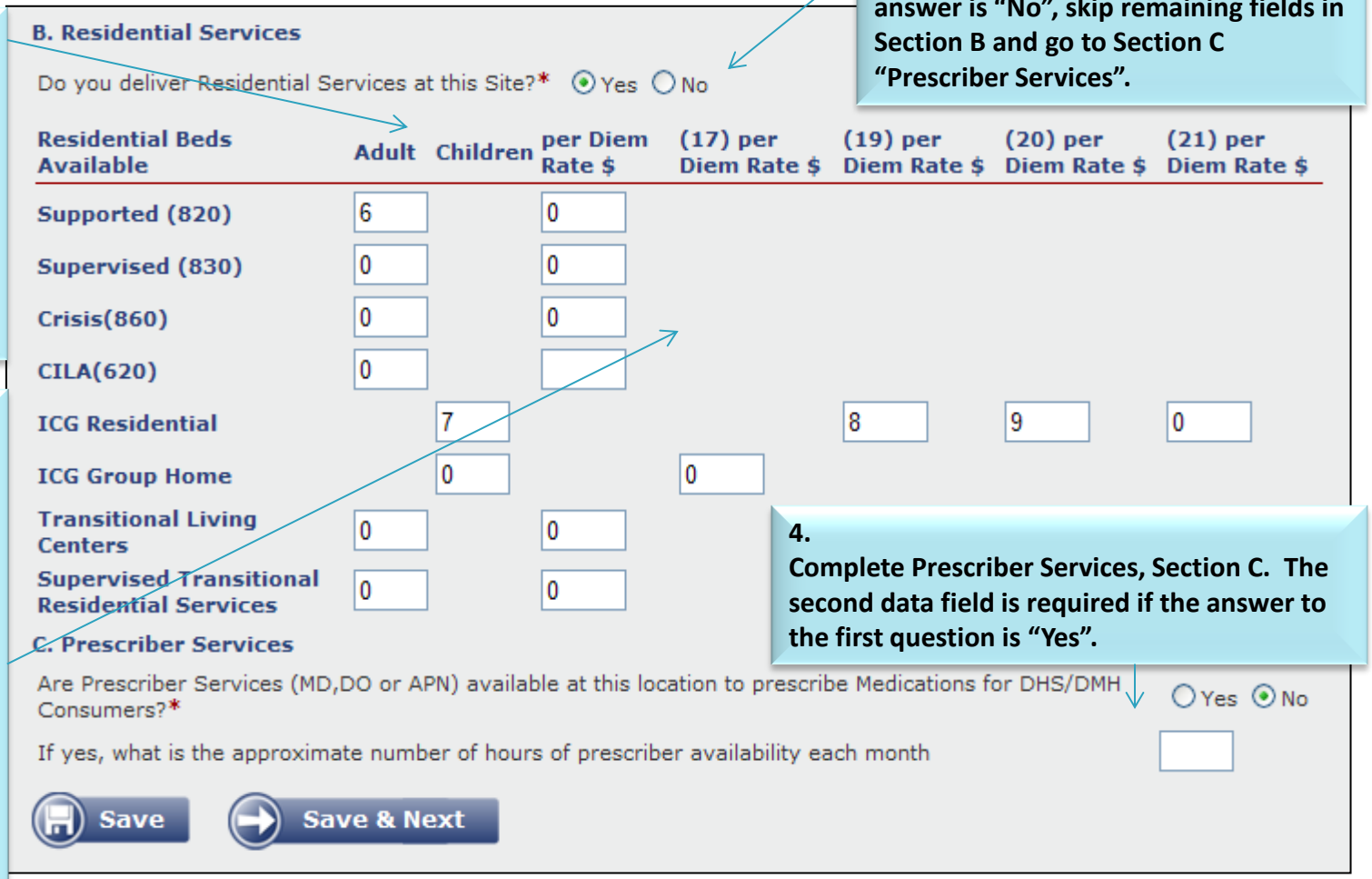
Section B – Residential Services and Section C – Prescriber Services

1.
If answer is "Yes" here, go to step 2. If answer is "No", skip remaining fields in Section B and go to Section C "Prescriber Services".

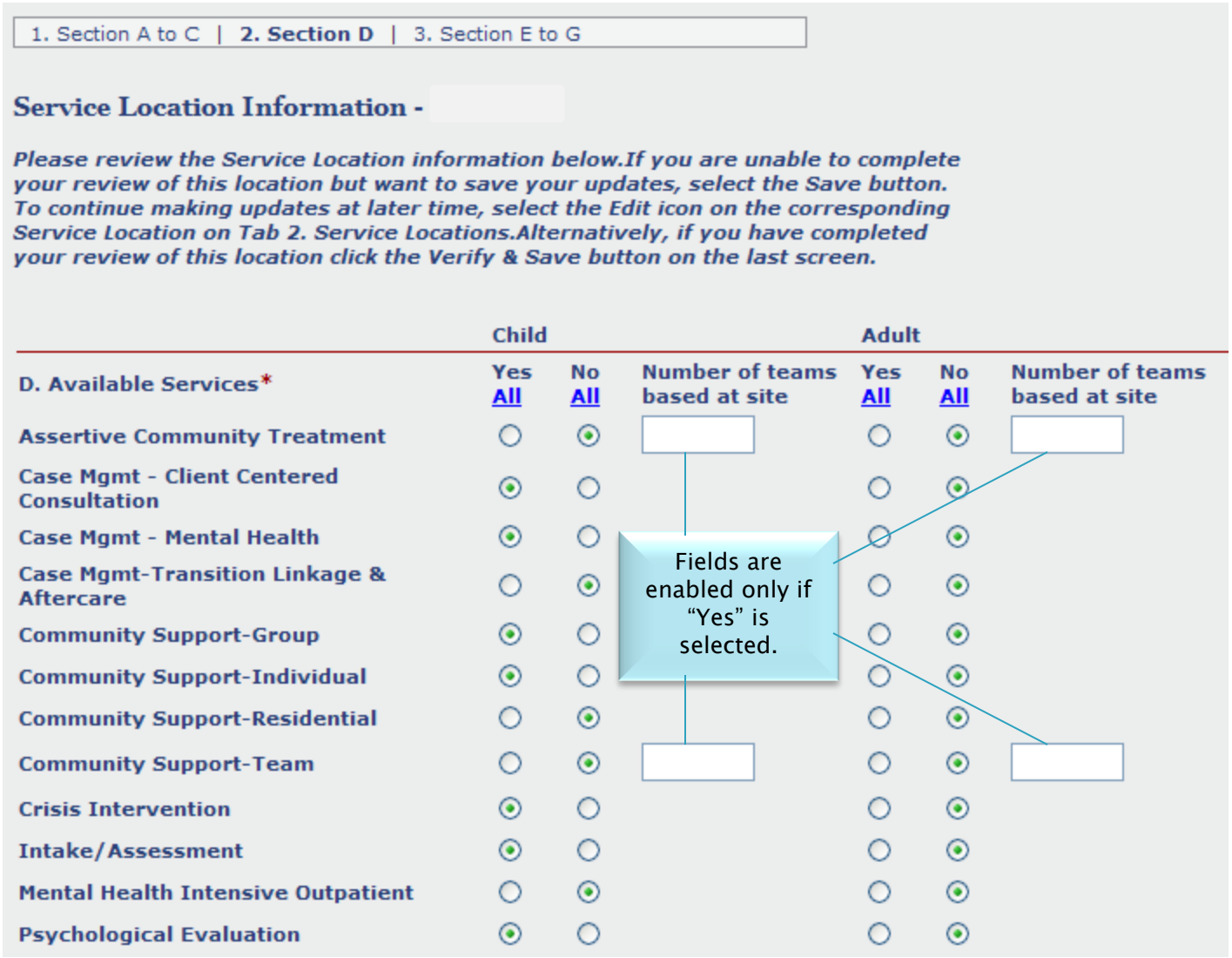
2.
Must enter a number in ALL adult and child bed capacity fields in Section B. Number may be "0", but all fields need an entry if "Yes" was selected in step #1.

3.
Enter per diem rate. If corresponding bed capacity is greater than "0", per diem rate is required. If corresponding bed capacity is zero, per diem rate is not required- can leave blank (do not have to enter"0"). Per diem rate for Supervised Residential (830) is optional – can leave blank

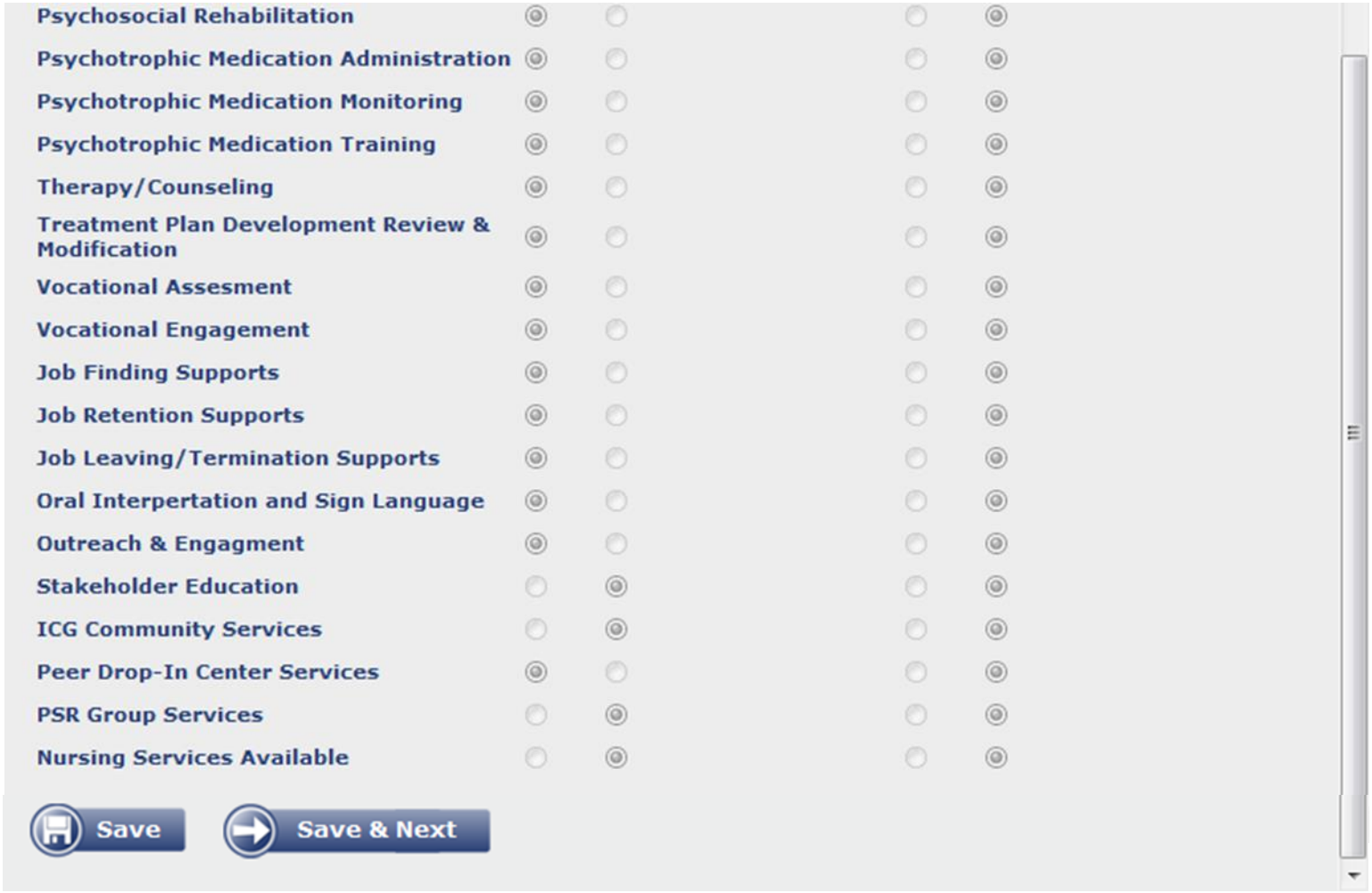
4.
Complete Prescriber Services, Section C. The second data field is required if the answer to the first question is "Yes".



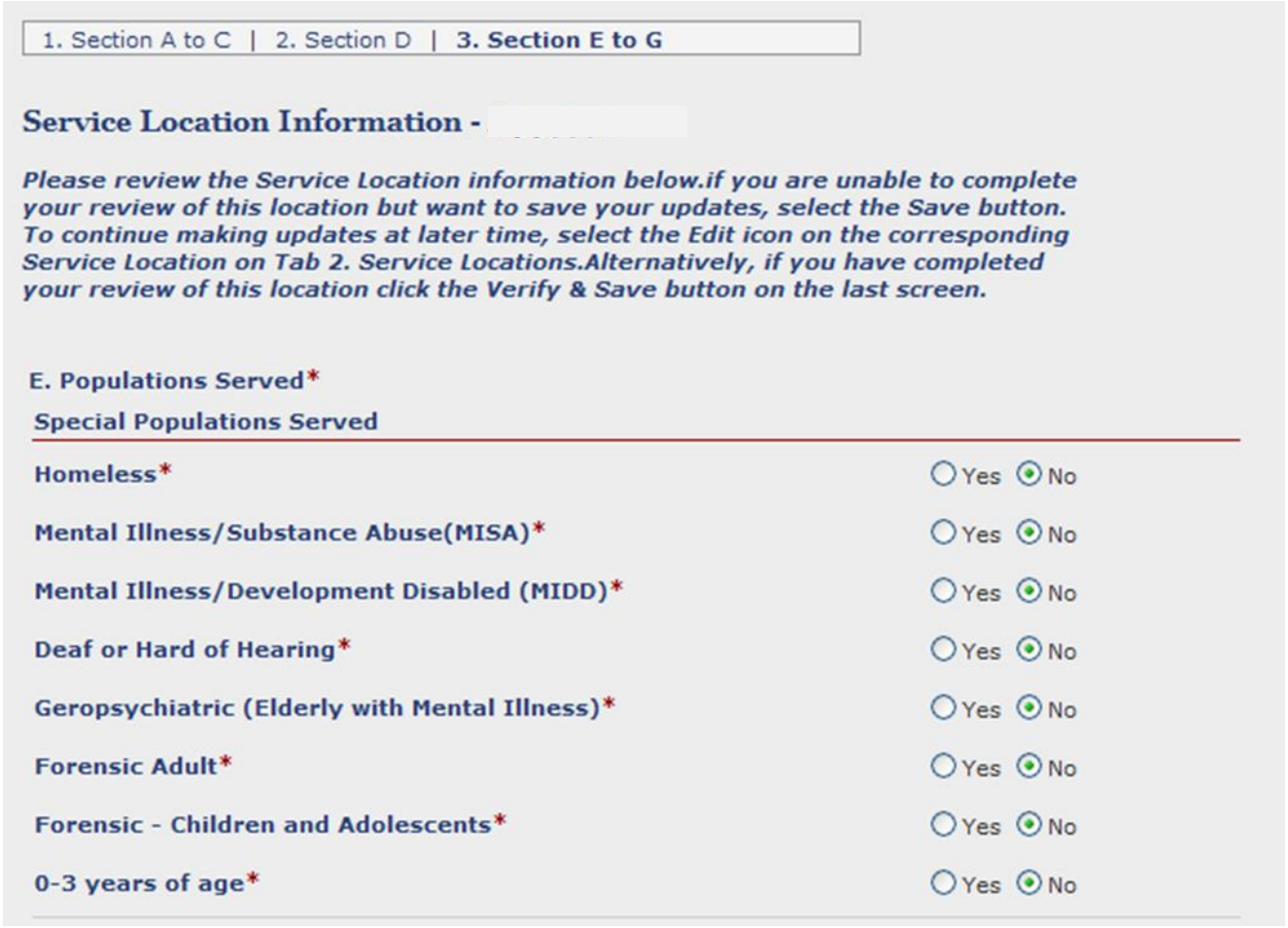
Section D – Available Services



Section D, continued



Section E – Populations Served


1. Section A to C | 2. Section D | **3. Section E to G**

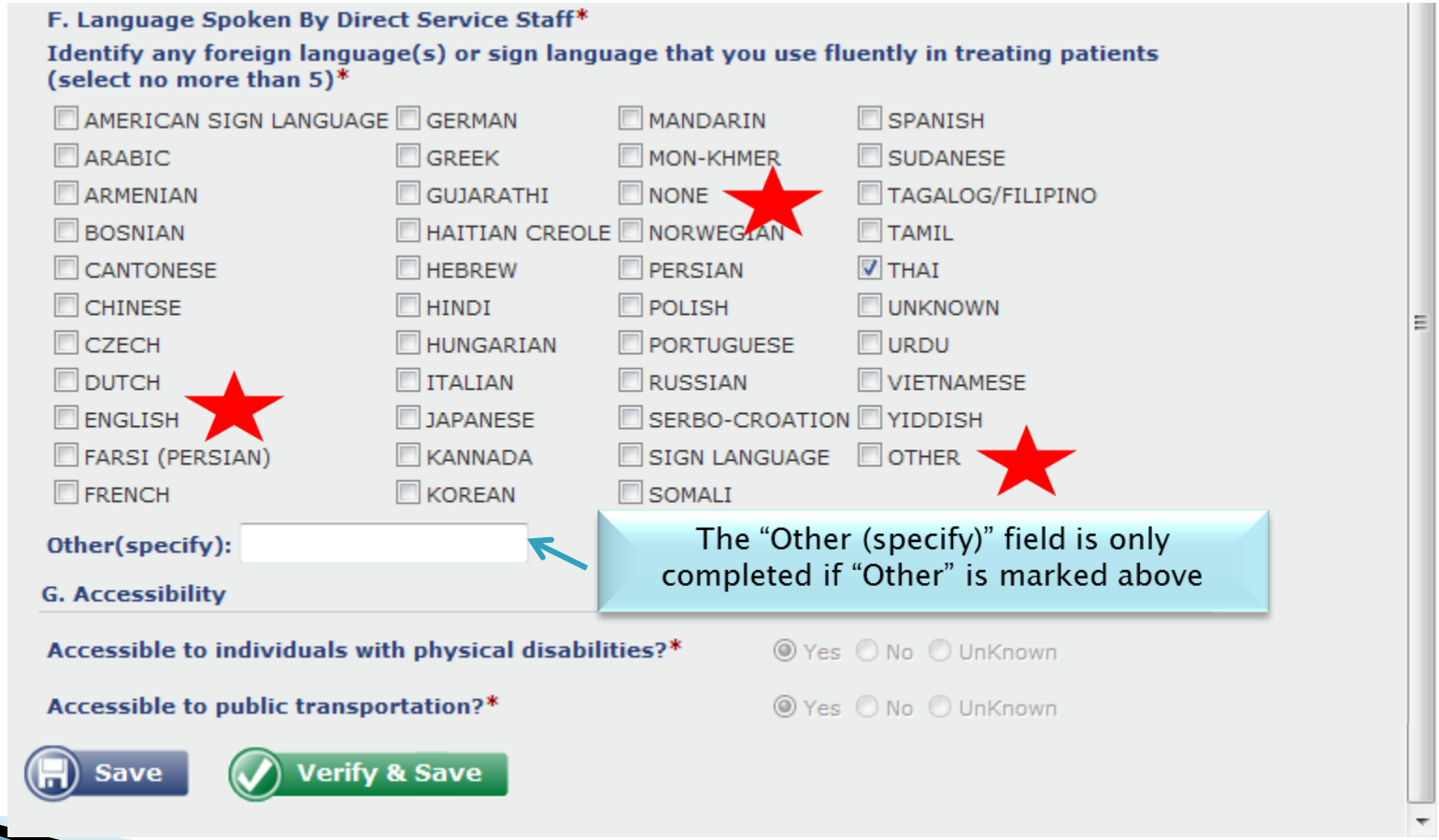
Service Location Information -

Please review the Service Location information below.if you are unable to complete your review of this location but want to save your updates, select the Save button. To continue making updates at later time, select the Edit icon on the corresponding Service Location on Tab 2. Service Locations.Alternatively, if you have completed your review of this location click the Verify & Save button on the last screen.

E. Populations Served*

Special Populations Served	
Homeless*	○ Yes ◉ No
Mental Illness/Substance Abuse(MISA)*	○ Yes ◉ No
Mental Illness/Development Disabled (MIDD)*	○ Yes ◉ No
Deaf or Hard of Hearing*	○ Yes ◉ No
Geropsychiatric (Elderly with Mental Illness)*	○ Yes ◉ No
Forensic Adult*	○ Yes ◉ No
Forensic - Children and Adolescents*	○ Yes ◉ No
0-3 years of age*	○ Yes ◉ No

Section F –
Languages Spoken by the Direct Service Staff
Section G – Accessibility



Service Locations, continued

- Example shows that one site is verified, two more sites need to be verified

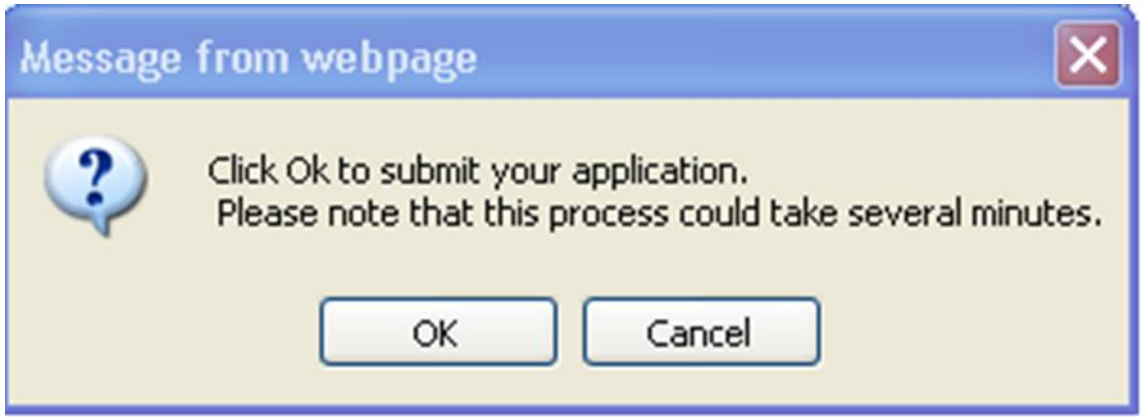
The blue row shows that the site has been verified

PDV Completion

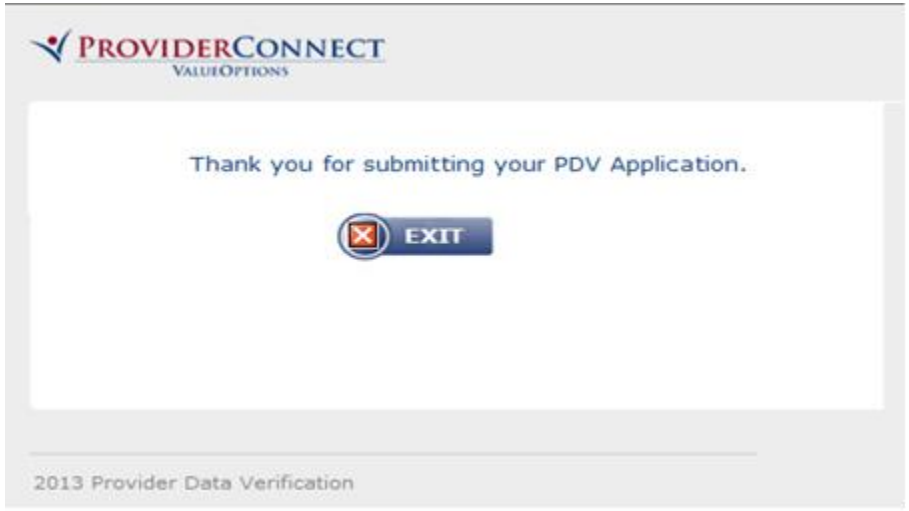
Service Locations page after all service locations have been verified

PDV Completion

- Once the user hits the ‘Submit’ button, a pop up message would appear confirming user’s action



PDV Completion

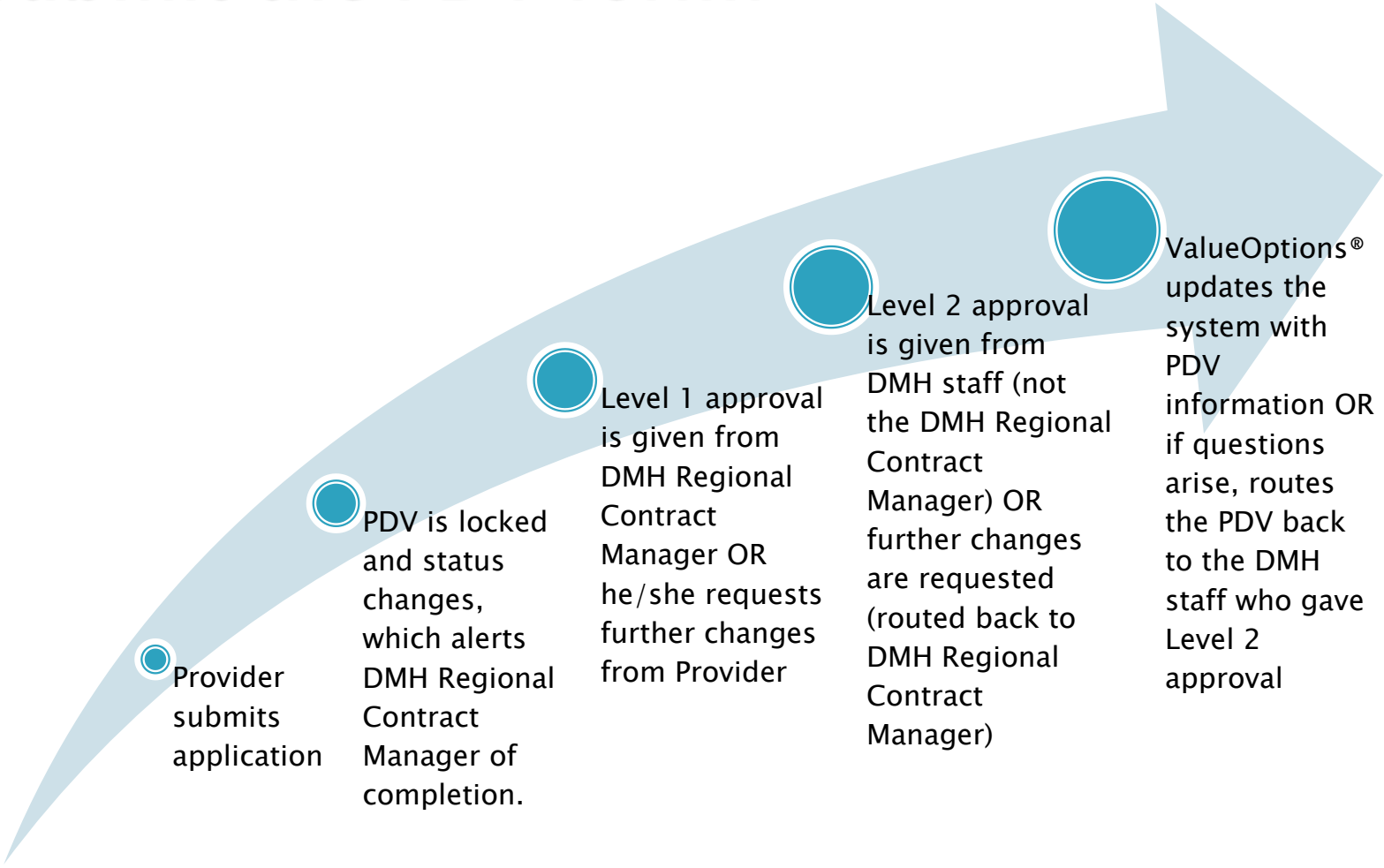


Read only view

- Once application has been submitted you won't be able to make any changes – PDV is locked

- Save and Submit buttons will no longer be present

What happens once I complete and submit the PDV form?



Helpful Final Reminders

- As changes occur throughout the year to agency sites, these changes must be updated ASAP using the appropriate PDV forms. It is critical that we have accurate information on file to process registrations, authorizations and to support HFS claims processing.

- Remember that you must discuss the addition/deletion of sites with your DMH contract manager.

- If technical problems occur, contact the EDI Help Desk.
  (888) 247-9311 and press option 3,
  Monday through Friday, 7 a.m. – 5 p.m. CST

QUESTIONS ???

Presented by:
Chris McConkey, LCPC
Clinical Coordinator

**Following this training, please direct all provider specific questions to your assigned DMH Regional Contract Manager.