



Home Care Service Authorization Process: MSHO with Elderly Waiver

When a member is on a waiver, there must be communication between the Care Coordinator and the MCO for State plan, extended, and waiver services to ensure appropriate services and avoid duplication of assessments, services, and effort.

[Information on MA State Plan Services](#)

[Information on MA State Plan home care](#)

[Information on the Elderly Waiver](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Home Care Service Authorization Process: MSHO with Elderly Waiver

Request for authorization of a service or item	State plan home care	Extended State Plan home care services: Elderly Waiver	Elderly Waiver service	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, his/her legal or authorized representative, or a provider acting on behalf of the member. However, PCA Agencies and individual PCAs may not request initial PCA assessments.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.
Who can recommend a service or item?	Anyone	Anyone	Anyone	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator	Care Coordinator	Care Coordinator	Care Coordinator or, for requests requiring clinical review, Medica's Utilization Management Department.	Contact Tribal Case Manager
Who can deny an authorization request?	Medica's Utilization Management Department	Medica's Care Coordination Operations Department	Medica's Care Coordination Operations Department	Medica's Care Coordination Operations Department or, for requests requiring a clinical decision, Medica's Utilization	Contact Tribal Case Manager

Home Care Service Authorization Process: MSHO with Elderly Waiver

				Management Department.	
Steps to request an authorization	State plan home care	Extended State Plan home care services: Elderly Waiver	Elderly Waiver service	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Contact Care Coordinator	Contact Care Coordinator	Contact Care Coordinator	Contact Care Coordinator	Contact Tribal Case Manager
What form and other information must be included in the request?	Care Coordinator will notify provider of any information needed	Care Coordinator will notify provider of any information needed	Care Coordinator will notify provider of any information needed	Care Coordinator will notify provider of any information needed	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Care Coordinator	Care Coordinator	Care Coordinator	Care Coordinator	Tribal Case Manager
Who from the MCO consults with the Care Coordinator and/or Tribal Case Manager prior to making the authorization determination?	<p>Care Coordinator makes the determination for approvals.</p> <p>If the Care Coordinator recommends denying all or part of a request, Medica's Utilization Management Department may consult with the Care Coordinator</p>	<p>Care Coordinator makes the determination for approvals.</p> <p>If the Care Coordinator recommends denying all or part of a request, Medica's Care Coordination Operations Department may consult with the Care Coordinator</p>	<p>Care Coordinator makes the determination for approvals.</p> <p>If the Care Coordinator recommends denying all or part of a request, Medica's Care Coordination Operations Department may consult with the Care Coordinator</p>	<p>Care Coordinator makes the determination for approvals.</p> <p>If the Care Coordinator recommends denying all or part of a request, Medica's Care Coordination Operations Department or Utilization Management Department may consult with the Care Coordinator</p>	Not applicable for Medica

Home Care Service Authorization Process: MSHO with Elderly Waiver

Steps to share an authorization	State plan home care	Extended State Plan home care services: Elderly Waiver	Elderly Waiver service	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator and/or Tribal Case Manager of the authorization decision?	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica's Utilization Management Department will notify the Care Coordinator of the final decision.	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica's Care Coordination Operations Department will notify the Care Coordinator of the final decision.	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica's Care Coordination Operations Department will notify the Care Coordinator of the final decision.	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica's Care Coordination Operations Department or Utilization Management Department will notify the Care Coordinator of the final decision.	Not applicable
How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the authorization decision?	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	Tribal Case Manager to communicate with assigned Medica Care Coordinator
Whom does the MCO contact for information on State Plan home care authorizations?	Care Coordinator	Care Coordinator	Care Coordinator	Care Coordinator	Not applicable
Payment, billing, claims	State plan home care	Extended State Plan home care services	Elderly Waiver service	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	Medica Provider Service Center: 1-800-458-5512	Medica Provider Service Center: 1-800-458-5512	Medica Provider Service Center: 1-800-458-5512	Medica Provider Service Center: 1-800-458-5512	Tribal Case Manager or Medica Provider Service Center: 1-800-458-5512
For billing or claims information or issues, refer to :	Providers may contact Medica Provider Service	Providers may contact Medica Provider Service	Providers may contact Medica Provider Service	Providers may contact Medica Provider Service	Tribal Case Manager, or



Home Care Service Authorization Process: MSHO with Elderly Waiver

	Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Center: 1-800-458-5512 Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Center: 1-800-458-5512 Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Center: 1-800-458-5512 Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Medica as follows: (a) Providers may contact Medica Provider Service Center: 1-800-458-5512 (b) Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).
To apply to join the provider network:	See “ Join the Medica Provider Network ” on medica.com .	See “ Join the Medica Provider Network ” on medica.com .	See “ Join the Medica Provider Network ” on medica.com .	See “ Join the Medica Provider Network ” on medica.com .	Not applicable.
Provider Directory:	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	See Medica’s MSHO Provider Directory on medica.com	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable.



Home Care Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Home Care Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

Request for authorization of a service or item	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, his/her legal or authorized representative, or a provider acting on behalf of the member. However, PCA Agencies and individual PCAs may not request initial PCA assessments.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.
Who can recommend a service or item?	Anyone	Anyone	Anyone	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator working collaboratively with waiver worker (DHS 5841)	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Care Coordinator working collaboratively with waiver worker (DHS 5841) or, for requests requiring clinical review, Medica's Utilization Management Department	Contact Tribal Case Manager
Who can deny an authorization request?	Medica's Utilization Management Department	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Medica's Care Coordination Operations Department or, for	Contact Tribal Case Manager

Home Care Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

requests requiring a clinical decision, Medica's Utilization Management Department.

				requests requiring a clinical decision, Medica's Utilization Management Department.	
Steps to request an authorization	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Contact Care Coordinator	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Contact Care Coordinator	Contact Tribal Case Manager
What form and other information must be included in the request?	Care Coordinator will notify provider of any information needed	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Care Coordinator will notify provider of any information needed	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Care Coordinator	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Care Coordinator	Tribal Case Manager
Who from the MCO consults with the Waiver or Tribal Case Manager PRIOR to making the authorization determination?	Care Coordinator	Not applicable for Medica.	Not applicable for Medica.	Care Coordinator	Not applicable for Medica
Steps to share an authorization	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Waiver or Tribal Case Manager of the authorization decision?	Care Coordinator communication via DHS-5841 Managed Care Organization/County /Tribal Agency Communication Form - Authorization of Home Care Services, sharing of plan of care, phone	Not applicable	Not applicable	For home care services, Care Coordinator communication via DHS-5841 Managed Care Organization/County/Tribal Agency Communication Form - Authorization of Home Care Services, sharing of plan of care,	Not applicable



Home Care Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

	call, etc. or Medica's Utilization Management department			phone call, etc.	
How does the Waiver or Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable	DHS-5841 Recommendation for State Plan Home Care Services- sent to Care Coordinator	DHS-5841 Recommendation for State Plan Home Care Services- sent to Care Coordinator	Not applicable.	Tribal Case Manager to communicate with assigned Medica Care Coordinator
Whom does the MCO contact for information on State Plan home care authorizations?	Care Coordinator	Waiver Case Manager.	Waiver Case Manager.	Care Coordinator	Not applicable.
Payment, billing, claims	State plan home care	Extended State Plan home care services	Waiver service: CAC, CADI, BI, DD	Additional or supplemental service	Tribal-provided service or item
For payment authorization issues, refer to:	Medica Provider Service Center: 1-800-458-5512	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Medica Provider Service Center: 1-800-458-5512	Tribal Case Manager or Medica Provider Service Center: 1-800-458-5512
For billing or claims information or issues, refer to:	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Tribal Case Manager, or Medica as follows: (a) Providers may contact Medica Provider Service Center: 1-800-458-5512 (b) Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).
To apply to join the provider network:	See " Join the Medica Provider Network " on medica.com .	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	See " Join the Medica Provider Network " on medica.com .	Not applicable.



Home Care Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

Provider Directory:	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable.

Home Care Service Authorization Process: MSHO without a waiver

[Information on MA State Plan services](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Home Care Service Authorization Process: MSHO without a waiver

Request for authorization of a service or item	State plan home care	Extended State Plan home care services: EW, CAC, CADI, BI, DD	Waiver service: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, his/her legal or authorized representative, or a provider acting on behalf of the member. However, PCA Agencies and individual PCAs may not request initial PCA assessments.	Not applicable - no waiver or extended services.	Not applicable - no waiver. Member, his/her legal representative, or a provider acting on behalf of the member may request a screening for EW services	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.
Who can recommend a service or item?	Anyone	Not applicable - no waiver or extended services.	Not applicable - no waiver.	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator	Not applicable - no waiver or extended services.	Not applicable - no waiver.	Care Coordinator or, for requests requiring clinical review, Medica's Utilization Management Department.	Contact Tribal Case Manager
Who can deny an authorization request?	Medica's Utilization Management Department	Not applicable - no waiver or extended services.	Not applicable - no waiver.	Medica's Care Coordination Operations Department or, for requests requiring a clinical decision, Medica's Utilization Management Department.	Contact Tribal Case Manager

Home Care Service Authorization Process: MSHO without a waiver

Steps to request an authorization	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Contact Care Coordinator	Not applicable - no waiver or extended services.	Not applicable – no waiver.	Contact Care Coordinator	Contact Tribal Case Manager
What form and other information must be included in the request?	Care Coordinator will notify provider of any information needed	Not applicable - no waiver or extended services.	Not applicable – no waiver.	Care Coordinator will notify provider of any information needed	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Care Coordinator	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator	Tribal Case Manager
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica’s Utilization Management Department may consult with the Care Coordinator	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica’s Care Coordination Operations Department or Utilization Management Department may consult with the Care Coordinator	Not applicable for Medica
Steps to share an authorization	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator or Tribal Case Manager of the authorization decision?	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all	Not applicable

Home Care Service Authorization Process: MSHO without a waiver

	or part of a request, Medica’s Utilization Management Department will notify the Care Coordinator of the final decision.			or part of a request, Medica’s Care Coordination Operations Department or Utilization Management Department will notify the Care Coordinator of the final decision	
How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the service authorization decision?	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	Tribal Case Manager to communicate with assigned Medica Care Coordinator
Whom does the MCO contact for information on State Plan home care authorizations?	Care Coordinator	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator	Not applicable
Payment, billing, claims	State plan home care	Extended State Plan home care services	Elderly Waiver service	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	Medica Provider Service Center: 1-800-458-5512	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Medica Provider Service Center: 1-800-458-5512	Tribal Case Manager or Medica Provider Service Center: 1-800-458-5512
For billing or claims authorization information or issues, refer to:	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free)	Tribal Case Manager, or Medica as follows: (a) Providers may contact Medica Provider Service Center: 1-800-458-5512 (b) Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).



Home Care Service Authorization Process: MSHO without a waiver

To apply to join the provider network:	See “ Join the Medica Provider Network ” on medica.com .	Not applicable – no waiver or extended services.	Not applicable – no waiver.	See “ Join the Medica Provider Network ” on medica.com .	Not applicable.
Provider Directory:	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable – no waiver or extended services.	Not applicable – no waiver.	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable.



Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

When a member is on a waiver, there must be communication between the Care Coordinator and the MCO for State plan, extended, and waiver services to ensure appropriate services and avoid duplication of assessments, services, and effort.

[Information on MA State Plan services](#)

[Information on MA State Plan home care.](#)

[Information on the Elderly Waiver](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

Request for authorization of a service or item	State plan home care	Extended State Plan home care services: Elderly Waiver	Elderly Waiver service	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, his/her legal or authorized representative, or a provider acting on behalf of the member. However, PCA Agencies and individual PCAs may not request initial PCA assessments.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.
Who can recommend a service or item?	Anyone	Anyone	Anyone	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator	Care Coordinator	Care Coordinator	Care Coordinator or, for requests requiring clinical review, Medica's Utilization Management Department.	Contact Tribal Case Manager
Who can deny an authorization request?	Medica's Utilization Management Department	Medica's Care Coordination Operations Department	Medica's Care Coordination Operations Department	Medica's Care Coordination Operations Department or, for requests requiring a clinical decision, Medica's	Contact Tribal Case Manager

Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

Utilization Management Department.

				Utilization Management Department.	
Steps to request an authorization	State plan home care	Extended State Plan home care services: Elderly Waiver	Elderly Waiver service	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Contact Care Coordinator	Contact Care Coordinator	Contact Care Coordinator	Contact Care Coordinator	Contact Tribal Case Manager
What form and other information must be included in the request?	Care Coordinator will notify provider of any information needed	Care Coordinator will notify provider of any information needed	Care Coordinator will notify provider of any information needed	Care Coordinator will notify provider of any information needed	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Care Coordinator	Care Coordinator	Care Coordinator	Care Coordinator	Tribal Case Manager
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica's Utilization Management Department may consult with the Care Coordinator	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying a request, Medica's Care Coordination Operations Department may consult with the Care Coordinator	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica's Care Coordination Operations Department may consult with the Care Coordinator	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica's Utilization Management Department may consult with the Care Coordinator	Not applicable for Medica
Steps to share an authorization	State plan home care	Extended State Plan home care services: Elderly Waiver	Elderly Waiver service	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator of the authorization decision?	Care Coordinator makes the determination for	Care Coordinator makes the determination for approvals.	Care Coordinator makes the determination for	Care Coordinator makes the determination for	Not applicable

Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

	<p>approvals.</p> <p>If the Care Coordinator recommends denying all or part of a request, Medica's Utilization Management Department will notify the Care Coordinator of the final decision.</p>	<p>If the Care Coordinator recommends denying all or part of a request, Medica's Care Coordination Operations Department will notify the Care Coordinator of the final decision.</p>	<p>approvals.</p> <p>If the Care Coordinator recommends denying all or part of a request, Medica's Care Coordination Operations Department will notify the Care Coordinator of the final decision.</p>	<p>approvals.</p> <p>If the Care Coordinator recommends denying all or part of a request, Medica's Utilization Management Department will notify the Care Coordinator of the final decision.</p>	
How does the Care Coordinator or Tribal Case Manager notify the MCO of the authorization decision?	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	Tribal Case Manager to communicate with assigned Medica Care Coordinator
Whom does the MCO contact for information on State Plan home care authorizations?	Care Coordinator	Care Coordinator	Care Coordinator	Care Coordinator	Not applicable
Payment, billing, claims	State plan home care	Extended State Plan home care services	Elderly Waiver service	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	Medica Provider Service Center: 1-800-458-5512	Medica Provider Service Center: 1-800-458-5512	Medica Provider Service Center: 1-800-458-5512	Medica Provider Service Center: 1-800-458-5512	Tribal Case Manager or Medica Provider Service Center: 1-800-458-5512
For billing or claims authorization information or issues, refer to:	<p>Providers may contact Medica Provider Service Center: 1-800-458-5512.</p> <p>Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-</p>	<p>Providers may contact Medica Provider Service Center: 1-800-458-5512.</p> <p>Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).</p>	<p>Providers may contact Medica Provider Service Center: 1-800-458-5512.</p> <p>Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-</p>	<p>Providers may contact Medica Provider Service Center: 1-800-458-5512.</p> <p>Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-</p>	Tribal Case Manager, or Medica as follows: (a) Providers may contact Medica Provider Service Center: 1-800-458-5512 (b) Members may contact Medica



Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

	3630 (toll free).		3630 (toll free).	3630 (toll free).	Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).
To apply to join the provider network:	See “ Join the Medica Provider Network ” on medica.com.	See “ Join the Medica Provider Network ” on medica.com.	See “ Join the Medica Provider Network ” on medica.com.	See “ Join the Medica Provider Network ” on medica.com.	Not applicable.
Provider Directory:	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	See Medica’s MSC+ Provider Directory on medica.com	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable.



Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI, and DD waivers](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

Request for authorization of a service or item	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, his/her legal or authorized representative, or a provider acting on behalf of the member. However, PCA Agencies and individual PCAs may not request initial PCA assessments.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.
Who can recommend a service or item?	Anyone	Anyone	Anyone	Anyone	Contract Tribal Case Manager
Who can approve an authorization request?	Care Coordinator working collaboratively with waiver worker (DHS 5841)	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Care Coordinator working collaboratively with waiver worker (DHS 5841) or, for requests requiring clinical review, Medica's Utilization Management Department	Contact Tribal Case Manager
Who can deny an authorization request?	Medica's Utilization Management Department	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Medica's Care Coordination Operations Department or, for requests requiring a clinical decision, Medica's Utilization Management Department.	Contact Tribal Case Manager

Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

Steps to request an authorization	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Contact Care Coordinator	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Contact Care Coordinator	Contact Tribal Case Manager
What form and other information must be included in the request?	Care Coordinator will notify provider of any information needed	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Care Coordinator will notify provider of any information needed	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Care Coordinator	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Care Coordinator	Tribal Case Manager
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica's Utilization Management Department may consult with the Care Coordinator	Not applicable for Medica.	Not applicable for Medica.	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica's Utilization Management Department may consult with the Care Coordinator	Not applicable for Medica
Steps to share an authorization	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator and/or Tribal Case Manager of the authorization decision?	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all	Not applicable

Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

	or part of a request, Medica's Utilization Management Department will notify the Care Coordinator of the final decision.			or part of a request, Medica's Utilization Management Department will notify the Care Coordinator of the final decision.	
How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the service authorization decision?	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	DHS-5841	DHS-6037	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	Tribal Case Manager to communicate with assigned Medica Care Coordinator
Whom does the MCO contact for information on State Plan home care authorizations?	Care Coordinator.	Waiver Case Manager.	Not applicable.	Care Coordinator	Not applicable for Medica
Payment, billing, claims	State plan home care	Extended State Plan home care services	Elderly Waiver service	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	Medica Provider Service Center: 1-800-458-5512	Not applicable for Medica. Contact the County / Tribe	Not applicable. . Contact the County / Tribe	Medica Provider Service Center: 1-800-458-5512	Tribal Case Manager or Medica Provider Service Center: 1-800-458-5512
For billing or claims information or issues, refer to:	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Not applicable for Medica. Contact the County / Tribe	Not applicable. . Contact the County / Tribe	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Tribal Case Manager, or Medica as follows: (a) Providers may contact Medica Provider Service Center: 1-800-458-5512 (b) Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).

Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

To apply to join the provider network:	See “ Join the Medica Provider Network ” on medica.com .	Not applicable for Medica. Contact the County / Tribe	Not applicable for Medica. Contact the County / Tribe	See “ Join the Medica Provider Network ” on medica.com .	Not applicable.
Provider Directory:	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable for Medica. Contact the County / Tribe	Not applicable for Medica. Contact the County / Tribe	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable.



Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver					
Request for authorization of a service or item	State plan home care	Extended State Plan home care services: EW, CAC, CADI, BI, DD	Waiver service: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, his/her legal or authorized representative, or a provider acting on behalf of the member. However, PCA Agencies and individual PCAs may not request initial PCA assessments.	Not applicable – no waiver or extended services.	Not applicable – no waiver Member, his/her legal representative, or a provider acting on behalf of the member may request a screening for EW services	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.
Who can recommend a service or item?	Anyone	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator or, for requests requiring clinical review, Medica’s Utilization Management Department.	Contact Tribal Case Manager
Who can deny an authorization request?	Medica’s Utilization Management Department	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Medica’s Care Coordination Operations Department or, for requests requiring a clinical decision, Medica’s Utilization Management Department.	Contact Tribal Case Manager

Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

Steps to request an authorization	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Contact Care Coordinator	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Contact Care Coordinator	Contact Tribal Case Manager
What form and other information must be included in the request?	Care Coordinator will notify provider of any information needed	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator will notify provider of any information needed	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Care Coordinator	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator	Tribal Case Manager
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica’s Utilization Management Department may consult with the Care Coordinator	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator makes the determination for approvals. If the Care Coordinator recommends denying all or part of a request, Medica’s Utilization Management Department may consult with the Care Coordinator	Not applicable for Medica
Steps to share an authorization	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator or Tribal Case Manager of the authorization decision?	Care Coordinator makes the determination for approvals.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator makes the determination for approvals.	Contact Tribal Case Manager

Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

	If the Care Coordinator recommends denying all or part of a request, Medica's Utilization Management Department will notify the Care Coordinator of the final decision.			If the Care Coordinator recommends denying all or part of a request, Medica's Utilization Management Department will notify the Care Coordinator of the final decision.	
How does the Care Coordinator or Tribal Case Manager notify the MCO of the service authorization decision?	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	When applicable, Care Coordinator submits a Referral Form to Medica to enter an authorization into the claim system.	Tribal Case Manager to communicate with assigned Medica Care Coordinator
Whom does the MCO contact for information on State Plan home care authorizations?	Care Coordinator	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator	Not applicable
Payment, billing, claims	State plan home care	Extended State Plan home care services	Elderly Waiver service	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	Medica Provider Service Center: 1-800-458-5512	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Medica Provider Service Center: 1-800-458-5512	Tribal Case Manager or Medica Provider Service Center: 1-800-458-5512
For billing and claims information or issues, refer to:	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free)	Tribal Case Manager, or Medica as follows: (a) Providers may contact Medica Provider Service Center: 1-800-458-5512 (b) Members may contact Medica Customer Service at



Home Care Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

952-992-2580 or 1-888-347-3630 (toll free).

Not applicable.

Not applicable.

					952-992-2580 or 1-888-347-3630 (toll free).
To apply to join the provider network:	See “ Join the Medica Provider Network ” on medica.com .	Not applicable – no waiver or extended services.	Not applicable – no waiver.	See “ Join the Medica Provider Network ” on medica.com .	Not applicable.
Provider Directory:	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable – no waiver or extended services.	Not applicable – no waiver.	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable.



Home Care Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC, CADI, BI, and DD waiver services.

[Information on MA State Plan Services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

[Information on Special Needs BasicCare](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Home Care Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver

Request for authorization of a service or item	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member. However, PCA Agencies and individual PCAs may not request initial PCA assessments.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.
Who can recommend a service or item?	Anyone	Anyone	Anyone	Anyone	Anyone	Contact Tribal Case Manger
Who can approve an authorization request?	Care Coordinator	Not applicable for Medica. Contact the County /Tribe.	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Care Coordinator or, for requests requiring clinical review, Medica’s Utilization Management Department.	Contact Tribal Case Manager

Home Care Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver

Who can deny an authorization request?	Medica's Utilization Management Department	Not applicable for Medica. Contact the County /Tribe.	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Medica's Care Coordination Operations Department or, for requests requiring a clinical decision, Medica's Utilization Management Department.	Contact Tribal Case Manager
Steps to request an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Contact Care Coordinator	Not applicable for Medica. Contact the County /Tribe.	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Contact Care Coordinator	Contact Tribal Case Manager
What form and other information must be included in the request?	Care Coordinator will notify provider of any information needed	Not applicable for Medica. Contact the County /Tribe.	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Care Coordinator will notify provider of any information needed	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Care Coordinator	Not applicable for Medica. Contact the County /Tribe.	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Care Coordinator	Tribal Case Manager
Who from the MCO consults with the Waiver or Tribal Case Manager PRIOR to making the authorization determination?	Care Coordinator	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Care Coordinator	Not applicable for Medica
Steps to share an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Waiver and/or Tribal Case Manager of the	Communication via DHS-5841Recommendation	Not applicable for Medica. This is a County / Tribe	Not applicable for Medica. This is a County / Tribe	Not applicable for Medica. This is a County / Tribe	Communication via DHS-5841Recommendation	Not applicable for Medica

Home Care Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver

authorization decision?	for State Plan Home Care Services, sharing of plan of care, phone call, etc.	responsibility.	responsibility.	responsibility.	for State Plan Home Care Services, sharing of plan of care, phone call, etc.	
How does the Waiver and/or Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable	DHS-5841sent to Medica Care Coordinator	DHS-5841sent to Medica Care Coordinator	DHS-5841sent to Medica Care Coordinator	Not applicable.	DHS-5841sent to Medica Care Coordinator
Whom does the MCO contact for information on State Plan home care authorizations?	Care Coordinator	Waiver Case Manager.	Waiver Case Manager.	Waiver Case Manager.	Care Coordinator	Not applicable.
Payment, billing, claims	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Extended State Plan home care services	Waiver service: CAC, CADI, BI, DD	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	Medica Provider Service Center: 1-800-458-5512	Not applicable for Medica. This is a County / Tribe responsibility.	Not applicable for Medica. This is a County / Tribe responsibility.	Not applicable for Medica. This is a County / Tribe responsibility.	Medica Provider Service Center: 1-800-458-5512	Tribal Case Manager
For billing or claims information or issues, refer to:	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Not applicable for Medica. This is a County / Tribe responsibility.	Not applicable for Medica. This is a County / Tribe responsibility.	Not applicable for Medica. This is a County / Tribe responsibility.	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Tribal Case Manager
To apply to join the provider network:	See “ Join the Medica Provider Network ” on medica.com .	Not applicable for Medica. This is a County / Tribe responsibility.	Not applicable for Medica. This is a County / Tribe responsibility.	Not applicable for Medica. This is a County / Tribe responsibility.	See “ Join the Medica Provider Network ” on medica.com .	Not applicable.
Provider Directory:	See “ Find physicians and facilities - Minnesota Public ”	Not applicable for Medica. This is a County / Tribe	Not applicable for Medica. This is a County / Tribe	Not applicable for Medica. This is a County / Tribe	See “ Find physicians and facilities - Minnesota Public ”	Not applicable.



Home Care Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver

[Programs members](#)⁷
on [medica.com](#)

responsibility.

responsibility.

responsibility.

[Programs members](#)⁷
on [medica.com](#)



Home Care Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver

[Information on MA State Plan services.](#)

[Information on MA State Plan home care.](#)

[Information on Special Needs BasicCare.](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Home Care Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver

Request for authorization of a service or item	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member. However, PCA Agencies and individual PCAs may not request initial PCA assessments.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.
Who can recommend a service or item?	Anyone	Anyone	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator	Not applicable for Medica. Contact the County / Tribe.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator or, for requests requiring clinical review, Medica’s Utilization Management Department.	Contact Tribal Case Manager

Home Care Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver

Who can deny an authorization request?	Medica's Utilization Management Department	Not applicable for Medica. Contact the County / Tribe.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Medica's Care Coordination Operations Department or, for requests requiring a clinical decision, Medica's Utilization Management Department.	Contact Tribal Case Manager
Steps to request an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Contact Care Coordinator	Not applicable for Medica. Contact the County / Tribe.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Contact Care Coordinator	Contact Tribal Case Manager
What form and other information must be included in the request?	Care Coordinator will notify provider of any information needed	Not applicable for Medica. Contact the County / Tribe.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator will notify provider of any information needed	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Care Coordinator	Not applicable for Medica. Contact the County / Tribe.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator /	Tribal Case Manager
Who from the MCO consults with the Tribal Case Manager PRIOR to making the authorization determination?	Care Coordinator	Not applicable for Medica.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator	Not applicable.
Steps to share an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator / navigator, Tribal Case Manager, or county	Communication via DHS-5841 Recommendation for State Plan Home	Not applicable	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Communication via DHS-5841 Recommendation for State Plan Home	Not applicable

Home Care Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver

worker of the authorization decision?	Care Services, sharing of plan of care, phone call, etc.				Care Services, sharing of plan of care, phone call, etc.	
How does the Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable.	Not applicable	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Not applicable.	Tribal Case Manager to communicate with assigned Medica Care Coordinator
Whom does the MCO contact for information on State Plan home care authorizations?	Care Coordinator	Not applicable, Contact the County / Tribe.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Care Coordinator	Not applicable.
Payment, billing, claims	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to:	Medica Provider Service Center: 1-800-458-5512	Not applicable for Medica. Contact the County / Tribe.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Medica Provider Service Center: 1-800-458-5512	Tribal Case Manager
For billing or claims information or issues, refer to:	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Not applicable for Medica. Contact the County / Tribe.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2580 or 1-888-347-3630 (toll free).	Tribal Case Manager,
To apply to join the provider network:	See “ Join the Medica Provider Network ” on medica.com.	Not applicable for Medica. Contact the County / Tribe.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	See “ Join the Medica Provider Network ” on medica.com.	Not applicable.



Home Care Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver

Provider Directory:	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable for Medica. Contact the County / Tribe.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable.
----------------------------	--	--	--	-----------------------------	--	-----------------



Home Care Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Home Care Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

Request for authorization of a service or item	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, his/her legal or authorized representative, or a provider acting on behalf of the member. However, PCA Agencies and individual PCAs may not request initial PCA assessments.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.
Who can recommend a service or item?	Anyone	Anyone	Anyone	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	Medica's Utilization Management Department	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Medica's Utilization Management Department	Contact Tribal Case Manager
Who can deny an authorization request?	Medica's Utilization Management Department	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Medica's Utilization Management Department	Contact Tribal Case Manager
Steps to request an authorization	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Providers may fax a completed Medica Home Care Request Form to Medica Home Care Intake: (952) 992-3554.	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	To begin the prior authorization process, providers may call Medica at 1-800-458-5512. Providers may	Contact Tribal Case Manager

Home Care Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

	Members may call Medica Customer Service at 952-992-2322 or 1-800-373-8335 (toll free).			also fax prior authorization information to Medica's Utilization Management Department at 952-992-3556 or 952-992-3554. Members may call Medica Customer Service at 952-992-2322 or 1-800-373-8335 (toll free)	
What form and other information must be included in the request?	Link to Medica Home Care Request Form – instructions/specifics included on the form	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Providers may refer to the “Prior Authorization List & Request Forms” page on medica.com. Members may call Medica Customer Service at 952-992-2322 or 1-800-373-8335 (toll free).	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Medica's Utilization Management Department	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Medica's Utilization Management Department	Tribal Case Manager
Who from the MCO consults with the Waiver or Tribal Case Manager PRIOR to making the authorization determination?	Medica's Utilization Health Management Department	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	When appropriate, Medica's Utilization Management Department consults with the County / Tribe.	Not applicable for Medica

Home Care Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

Steps to share an authorization	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Waiver and/or Tribal Case Manager of the authorization decision?	DHS-5841 form used by Medica's Utilization Health Management Department	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	DHS-5841 form used by Medica's Utilization Health Management Department	Not applicable.
How does the Waiver and/or Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable	DHS-5841	DHS-6037/ DHS-5841	Not applicable	DHS-6037/ DHS-5841
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable	Waiver Case Manager	Waiver Case Manager	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Extended State Plan home care services: CAC, CADI, BI, DD	Waiver service: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization Information or issues, <refer to / contact>:	Medica Provider Service Center: 1-800-458-5512	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Medica Provider Service Center: 1-800-458-5512	Tribal Case Manager
For billing or claims information or issues, <refer to / contact>:	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2322 or 1-800-373-8335 (toll free)	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2322 or 1-800-373-8335 (toll free).	Tribal Case Manager,
To apply to join the MCO> provider network:	See " Join the Medica Provider Network " on medica.com.	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	See " Join the Medica Provider Network " on medica.com.	Not applicable for Medica.



Home Care Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

Provider Directory:	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable for Medica. Contact the County / Tribe.	Not applicable for Medica. Contact the County / Tribe.	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable for Medica.
----------------------------	--	--	--	--	----------------------------



Home Care Service Authorization Process: Families and Children (F&C) without a waiver

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Home Care Service Authorization Process: Families and Children (F&C) without a waiver

Request for authorization of a service or item	State plan home care	Extended State Plan home care services: EW, CAC, CADI, BI, DD	Waiver service: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, his/her legal or authorized representative, or a provider acting on behalf of the member. However, PCA Agencies and individual PCAs may not request initial PCA assessments.	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.	Member, his/her legal or authorized representative, or a provider acting on behalf of the member.
Who can recommend a service or item?	Anyone	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Anyone	Contact Tribal Case Manager
Who can approve an authorization request?	Medica's Utilization Management Department	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Medica's Utilization Management Department	Contact Tribal Case Manager
Who can deny an authorization request?	Medica's Utilization Management Department	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Medica's Utilization Management Department	Contact Tribal Case Manager
Steps to request an authorization	State plan home care	Extended State Plan home care services: EW, CAC, CADI, BI, DD	Waiver service: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Providers may fax a completed Medica Home Care Request Form to Medica Home Care Intake: (952) 992-	Not applicable – no waiver or extended services.	Not applicable – no waiver.	To begin the prior authorization process, providers may call Medica at 1-800-458-5512. Providers may	Contact Tribal Case Manager

Home Care Service Authorization Process: Families and Children (F&C) without a waiver

	3554 Members may call Medica Customer Service at 952-992-2322 or 1-800-373-8335 (toll free).			also fax prior authorization information to Medica's Utilization Management Department at 952-992-3556 or 952-992-3554. Members may call Medica Customer Service at 952-992-2322 or 1-800-373-8335 (toll free)	
What form and other information must be included in the request?	Link to Medica Home Care Request Form – instructions/specifics included on form	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Providers may refer to the “Prior Authorization List & Request Forms” page on medica.com. Members may call Medica Customer Service at 952-992-2322 or 1-800-373-8335 (toll free)	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Medica's Utilization Health Management Department	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Medica's Utilization Health Management Department	Tribal Case Manager
Who from the MCO consults with the Tribal Case Manager PRIOR to making the authorization determination?	Medica's Utilization Health Management Department	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Not applicable.	Not applicable.
Steps to share an authorization	State plan home care	Extended State Plan home care services: EW, CAC, CADI, BI, DD	Waiver service: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Tribal Case Manager of the	DHS-5841	Not applicable – no waiver or extended services.	Not applicable – no waiver.	DHS-5841 form used by Medica's Utilization	Not applicable for Medica



Home Care Service Authorization Process: Families and Children (F&C) without a waiver

authorization decision?				Health Management Department	
How does the Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Not applicable	Through DHS-5841 form
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Not applicable	Not applicable.
Payment, billing, claims	State plan home care	Extended State Plan home care services: EW, CAC, CADI, BI, DD	Waiver service: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, <refer to / contact>:	Medica Provider Service Center: 1-800-458-5512	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Medica Provider Service Center: 1-800-458-5512	Tribal Case Manager
For billing or claims information or issues, <refer to / contact>:	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2322 or 1-800-373-8335 (toll free).	Not applicable – no waiver or extended services.	Not applicable – no waiver.	Providers may contact Medica Provider Service Center: 1-800-458-5512. Members may contact Medica Customer Service at 952-992-2322 or 1-800-373-8335 (toll free).	Tribal Case Manager,
To apply to join the <MCO> provider network:	See “ Join the Medica Provider Network ” on medica.com .	Not applicable – no waiver or extended services.	Not applicable – no waiver.	See “ Join the Medica Provider Network ” on medica.com .	Not applicable.
Provider Directory:	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable – no waiver or extended services.	Not applicable – no waiver.	See “ Find physicians and facilities - Minnesota Public Programs members ” on medica.com	Not applicable.