

How to View Authorization Information

As an Individual Provider, you can view your authorization summary information. IOne will store all authorization records for your easy access and view anytime. Review instructions below on how to access this information.

- Log in to IOne.

- Click on Authorization Summary found on the top left of the page.

There are 2 Authorization record(s) on this page.

Authorization Id	Client	Provider	Start Date	End Date	Service	Unit Type	Total Authorized Units	Create Date	Status	Business Status	System Status
1020011846-1-1	CNSITEST	John Cyrus	06/01/2015	06/30/2015	T1019: Personal care service	Hour	1.50	8/2/2015 12:21:00 AM	Active	20 - Approved	30 - Error
1020011846-2-1	CNSITEST	John Cyrus	05/01/2015	05/31/2015	T1019: Personal care service	Hour	12.50	8/2/2015 12:21:00 AM	Active	20 - Approved	30 - Error

- This page will default to displaying all active authorization records. You may search for a specific authorization by any or a combination of the following filters:
 - Client Last Name
 - Client First Name
 - Client ID

- Authorization ID
 - Service Type
 - Status
- Once you have set your filters to help you narrow down the results, click **Search**.
 - When the Authorization that you are searching for is found, you may click on a link in the first column under **Authorization ID** to review the detail within the authorization record.

There are 2 Authorization record(s) on this page.

Authorization ID	Client	Provider	Start Date	End Date	Service	Unit Type	Total Authorized Units	Create Date	Status	Business Status	System Status
1020011846-1-1	CNSI TEST	John Cyrus	06/01/2015	06/30/2015	T1019: Personal care service	Hour	1.50	8/2/2015 12:21:00 AM	Active	20 - Approved	30 - Error
1020011846-2-1	CNSI TEST	John Cyrus	05/01/2015	05/31/2015	T1019: Personal care service	Hour	12.50	8/2/2015 12:21:00 AM	Active	20 - Approved	30 - Error

- This will take you to the **Authorization Detail** page, which provides you with information of authorized services. The Authorization Details page is information to that which can be found in the authorization letter that is sent to you each time a change in services is made. The authorization letter includes monthly authorization information.

Authorization Summary
Direct Deposit Setup
PTO Hours
Provider Profile
Invoice
Timesheets

Authorization Detail

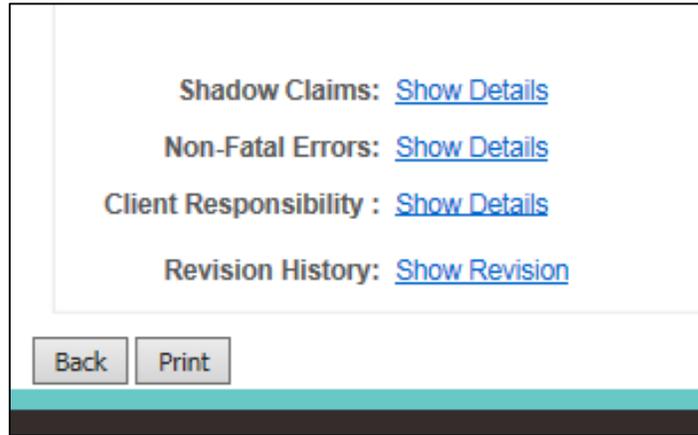
Authorization Details

Authorization Header Details

Admin ID:	206 - ADSA-H	Client Auth Entry Date:	5/15/2015
Reporting Unit ID:	041	Reporting Unit:	ALTCEW/ELDER SERVICES
System Status:	30 - Error	Business Status:	20 - Approved
Client - Provider Relationship:	Aunt/Uncle		

Authorization Id:	1020011846-1-1	Unit Type:	Hours
Service Type:	T1019: Personal care service	Unit Increment:	15 minutes
Service Modifier 1:		Total Units in unit increment:	6.00 units
Client Name:	CNSI TEST	Authorized Units:	1.50 Hours
ProviderOne Client ID:	201446428WA	Invoiced Units:	0.00 Hours
Provider Name:	John Cyrus	Paid Units:	0.00 Hours
Date Range:	6/1/2015 - 6/30/2015	Remaining Units:	1.50 Hours
Last Modified:	8/2/2015 12:21:00 AM	Business Status:	20 - Approved
Date Created:	8/2/2015 12:21:00 AM	System Status:	30 - Error
Created By:	PPL_SYSTEM		
Place of Service:			
Service Reason Code:			

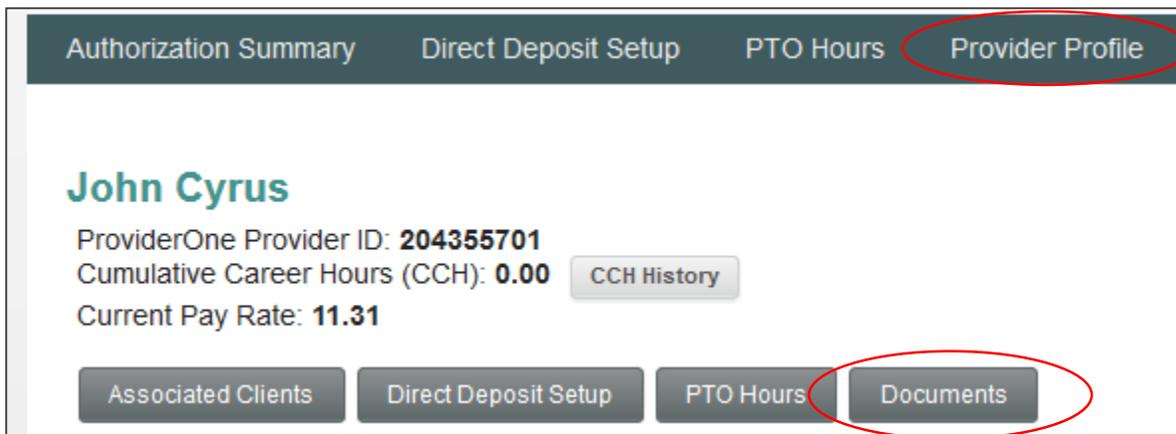
- On the bottom of the screen, you will see a list similar to the one shown below



- The hyperlink that appears next to each of these terms will **Show Details** for you to view:
 - Shadow Claims:** This is a section that is used by PPL’s accounting team based on the client’s authorization information.
 - Non-Fatal Errors:** In the event that you receive an error message, this is a location to find what that authorization error is. The detail will include the dates and reasons for the error.
 - Client Responsibility:** The amount of client responsibility for the service.
 - Revision History:** If there are changes to the authorization, the list of changes are listed here.

Where can I find the Authorization Letter?

- Click on **Provider Profile** on the top of your page, and then click on **Documents**.



- This will take you to your **Provider Forms** page. Under the **Existing Documents** column, you will see a list of the authorization letters that have been provided.

Authorization Summary Direct Deposit Setup PTO Hours Provider Profile Invoice Timesheets Contact Us

Provider Forms for John Cyrus (ProviderOne ID #204355701)

All Documents [Create PDF](#)

<input type="checkbox"/> Existing Documents	Created Date Time
AuthorizationLetter_204355701_1020011846_08-02-2015	8/2/2015
WelcomePacket_204355701_6_11_2015	6/11/2015

[Create PDF](#)

[Back to Provider Profile](#)

- Click on the link to view a document, or check off one or several of the items and click **Create PDF** to create a PDF of these letters which you can then print or save to your personal files.
- This is what an Authorization Letter looks like when you click on the hyperlink above.
 - If you have questions about authorization errors or general authorization questions, please contact your case manager.

RE:Authorization Number: 1020011846
 CNSI TEST Client ID: 201446428WA

Dear _____ :

This is to notify you a new authorization has been created. This information is also being provided to the above named client regarding services authorized.

_____ is authorized to provide the following service(s) for CNSI TEST.

Personal care service T1019 from 05/01/2015 to 05/31/2015 at the hourly rate of 2.77. Payment may be made for a maximum of 50.00, 15 minute units which equates to 12.50 hours per month. You must claim in 15 minute units.

If you have questions about this authorization, please contact your authorizing worker.

Planned Action Notice

The Individual Provider (IP) Planned Action Notice (PAN) is generated when provider is at risk of not meeting a deadline for required training, certification, or continuing education. You will be sent a notification in writing at least 20 calendar days before the following events:

- Authorization is terminated due to your certification’s expiration date.
- Authorization is terminated due to non-completion of a required training by the training’s deadline.
- Authorization is terminated due to not re-certifying your credential before your current certification’s expiration.

When a PAN is generated, a notification is also sent to the case manager associated with the open authorizations.

Be sure to act when PANs are received so that authorizations are not terminated.

Planned Action
<p>Washington Administrative Code (WAC) Chapter 388-71 contains training and/or certification requirements necessary to be eligible to work and be paid by Aging and Disability Services (ADS) as an Individual Provider / Long Term Care Worker.</p> <p>You are receiving this notice because you have not completed the required training or certification. If you do not complete this requirement you will not receive payment for services after the effective date of this notice.</p> <p>Effective _____</p> <p><input type="checkbox"/> ADS is denying your payment because it determined, based on information from the Training Partnership, that you have not completed the required training within the required time frame.</p> <p style="margin-left: 20px;"><input type="checkbox"/> You have not completed the required Basic Training.</p> <p style="margin-left: 20px;"><input type="checkbox"/> You have not completed the required Continuing Education.</p> <p><input type="checkbox"/> ADS is denying your payment because it determined you are required to be certified/ recertified as a Home Care Aide or other health care professional by the Department of Health and ADSA determined that you have not been certified/ recertified within the required time frame.</p> <p><input type="checkbox"/> ADS is terminating your contract because it determined you are required to be certified as a Home Care Aide or other health care professional by the Department of Health and ADSA determined that the Department of Health has revoked your certification as a Home Care Aide.</p> <hr/> <p>This action is being taken per the following authority:</p> <p>Rules pertaining to requirements for training and certification of individual providers/Long-Term Care workers are found in WAC 388-71-0500 through WAC 388-71-1130. The following specific citations may be useful to you:</p>