

NYEIS Third Party Insurance Information and Frequently Asked Questions

Collection and Viewing of Insurance Information

Question:

Who can add or edit a child's insurance coverage in NYEIS?

Response:

Both the child's Early Intervention Official/Designee (EIO/D) and service coordinator can manage a child's insurance coverage in NYEIS.

Question:

Who is responsible for adding/editing the child's insurance information into NYEIS?

Response:

It is the responsibility of the initial service coordinator to obtain and enter the child's insurance information into NYEIS. In addition, initial service coordinators must discuss with the family the requirements in NYS Public Health Law and Insurance Law and inform parents of their rights, as well as the need to provide updated insurance information on an ongoing basis. Ongoing service coordinators are responsible to review and update the child's insurance information as needed, but no less than every 6 months with the review of the IFSP. In addition, ongoing services coordinators are also responsible for notifying providers of a change in the child's insurance coverage.

Question:

Can a provider view a child's insurance coverage in NYEIS?

Response:

Yes, provider users can view a child's insurance coverage in NYEIS for children where the provider has an active service authorization (SA). Insurance information is located by accessing the child's homepage and using the link for Insurance Coverage on the navigation bar. A provider no longer has access to a child's insurance information when the service authorization closes. The child's service coordinator and/or EIO/D can assist with providing insurance details to a provider after the SA closes.

Question:

How do I document a parent's refusal to provide their insurance information in NYEIS?

Response:

In addition to the service coordinator documenting the parent's refusal in the child's record, on the child's homepage in NYEIS there is a cluster labeled *Insurance Information* and a place to indicate if the parent "declined to give insurance information". A parent may decline to provide insurance information without any impact on the delivery of EIP services.

Documenting Medicaid Coverage

Question:

How is Medicaid coverage documented in NYEIS?

Response:

If a child has Medicaid a user can enter the coverage information into NYEIS by clicking on the *Insurance Coverage* link in the navigation bar of the child's homepage and selecting the *New Medicaid Coverage* button. The CIN number and effective date are required fields; all other information should be entered if known.

Question:

If a Medicaid CIN is incorrect, how can this number be corrected?

Response:

If the provider and municipality have determined that the CIN on the child's Medicaid record in NYEIS is incorrect, this information must be corrected in order for claims to be appropriately processed to Medicaid. The incorrect CIN coverage period must be end dated with the same date as the start date. This effectively cancels the incorrect CIN. If a new CIN needs to be entered, the service coordinator and/or municipality can manually enter the new CIN number and effective date. If the service coordinator/municipality is unable to add the new/correct CIN, the NYEIS Helpdesk must be contacted to have this number added.

Documenting Commercial Insurance Coverage

Question:

What information is required to be documented when recording a child's commercial insurance coverage?

Response:

Once the Commercial Insurance Company is searched for and selected, additional information on the policy holder **MUST** be recorded in the *Policy Holder Details Cluster*. The *Policy Number for Billing*, *Child ID Number*, *Effective Date*, *Policy Holder Relationship to Child*, *Policy Holder DOB*, *Gender* and *Address* fields. All fields must be recorded in order to save the commercial insurance coverage. Information in the *Employer Details* cluster is not required, but should be entered if known.

Important Information:

- If there is a separate *Child ID Number*, this number must be captured with the policy number in the *Policy Number for Billing* field in order for the information to be accepted by the insurance company.
- If there is not a separate *Child ID Number*, the *Policy Number for Billing* information should be duplicated in the *Child ID Number* field.

Question:

How do you document that a child's insurance plan is not regulated by NYS in NYEIS?

Response:

If the insurance plan is not regulated by NYS insurance law, "no" should be indicated in the *Plan Regulated by New York State* field on the child's insurance information page. If "no" is selected, claims will not be sent to the insurance company unless the *Parent Consent to Bill* field is "yes". Parents must be advised by the service coordinator that payment for services could be applied towards annual and lifetime caps. If the parent has given

consent to bill, and they have been advised by the service coordinator that payment for services could be applied towards annual and lifetime caps, “yes” should be selected in the *If not Regulated by NYS Law or Self/Funded, Does Parent Give Consent to Bill* field. Claims will then be sent to the insurance company for reimbursement. Documentation of parental consent to bill is only required if the plan is not regulated by NYS.

Question:

What is the insurance sequence number?

Response:

The Insurance Sequence Number is captured in NYEIS to direct the order in which claiming is to occur. For example, if a child has two Commercial Insurance policies, one policy *must* be claimed to as the primary (#1) before the other secondary (#2). Commercial Insurance *must* always be claimed first, prior to Medicaid. When editing Commercial Insurance Coverage, it is important to remember to change the sequence number as needed to ensure appropriate claiming.

Question:

If a child has Child Health Plus, must this be documented in NYEIS?

Response:

Yes. If the child has Child Health Plus, this must be documented in NYEIS.

Question:

If a child has Child Health Plus, how is this documented in NYEIS?

Response:

The Child Health Plus coverage information must be entered as Commercial Insurance coverage information into NYEIS. “Yes” must be selected in the *Is Plan Child Health Plus?* field and in the *Policy Holder Details* cluster, the *Policy Holder Relationship to Child* field must be completed with “self”, which will then require that the *Policy Number for Billing and Effective Date* fields be completed. If there is not a separate Child ID Number, the Policy Number for Billing Information should be duplicated in the *Child ID* Number field. Once saved, all other fields will be prepopulated with information on the child that is already available in NYEIS (name, address, etc.). No additional information will be required in order to save the Child Health Plus coverage.

Question:

If the child has Medicaid Managed Care must this be documented in NYEIS?

Response:

Yes. When documenting the Commercial Insurance Coverage the *Is Plan Medicaid Managed Care?* field is a required field in NYEIS. This field is defaulted to “No”. If the child is enrolled in Medicaid Managed Care, “Yes” must be selected in this field.

Question:

If a child has Medicaid managed care how should this documented in NYEIS?

Response:

If a child’s plan is Medicaid Managed Care, both the Medicaid CIN information and the Medicaid Managed Care insurance company information must be documented in NYEIS. The CIN must be recorded prior to entering the child’s managed care information as commercial insurance coverage. The child’s Medicaid

managed care information must still be entered as commercial insurance coverage after recording the child's CIN (see **Documenting Medicaid Coverage** questions above).

Once the child's Medicaid coverage has been entered, the Medicaid Managed Care coverage information must be entered as Commercial Insurance coverage information into NYEIS. "Yes" should be selected in the *Is Plan Medicaid Managed Care?* field and in the Policy Holder Details cluster, the *Policy Holder Relationship to Child* field must be completed with "self". When "self" is selected, only the *Policy Number for Billing and Effective Date* fields must be completed. Once saved, all other fields will be prepopulated with information on the child already available in NYEIS (name, address, etc.). No additional information will be required in order to save the Medicaid Managed Care coverage.

Question:

Is there an alert in NYEIS when Insurance Coverage information for a child has changed?

Response:

Currently, there is no alert in NYEIS when insurance coverage for a child had changed. Service coordinators are responsible for collecting, and documenting insurance information in NYEIS, and providing updated information to providers.

Written Referral From Primary Care Practitioner Documentation of Medical Necessity for Third Party Claiming

Question:

What is the "Written Referral from Primary Care Practitioner Documentation of Medical Necessity for Third Party Claiming"?

Response:

Pursuant to New York State Public Health Law Section 2559(3)(a)(ii), parents are required to provide the Early Intervention Program with a written referral from a primary health care practitioner. This referral serves as documentation of the medical necessity of early intervention services for their children who have been found eligible through a multidisciplinary evaluation for the Early Intervention Program. The "Written Referral from Primary Care Practitioner Documentation of Medical Necessity for Third Party Claiming" captures this referral.

Question:

Where can I document in NYEIS that a "Written Referral from Primary Care Practitioner Documentation of Medical Necessity for Third Party Claiming" was obtained?

Response:

The service coordinator can document that a "Written Referral from Primary Care Practitioner Documentation of Medical Necessity for Third Party Claiming" was obtained in the comment section on the child's commercial insurance coverage page in NYEIS.

Question:

Where can I attach a copy of the "Written Referral from Primary Care Practitioner Documentation of Medical Necessity for Third Party Claiming" in NYEIS?

Response:

The "Written Referral from Primary Care Practitioner Documentation of Medical Necessity for Third Party Claiming" should be attached using the *Attachments* link on the child's Integrated Case Homepage in NYEIS.

Creating Services Not Covered in NYEIS

Important Information:

Some EI services will not be covered at all by certain insurance companies or only a specific number of visits will be covered before the maximum benefit coverage has been reached. In these cases, a municipality or service coordinator can create a “Service Not Covered” in NYEIS. These services will not be claimed for payment to the insurance company.

Question:

If services are not covered under a child’s commercial insurance plan, must these services be entered as Services Not Covered in NYEIS?

Response:

Yes, this information must be entered on the child’s Commercial Insurance coverage pages in NYEIS. When viewing the child’s commercial insurance page, from the navigation bar click on the *Service Not Covered* link and click on the *New* button to record the details about the service, qualified personnel, method, reason, and effective dates for the service not covered.

Question:

Do I need to enter Service Coordination, Special Instruction, Respite and Transportation as services not covered in NYEIS?

Response:

No. Service Coordination, Special Instruction, Respite and Transportation services do not need to be entered into NYEIS as services not covered. These service types are already excluded from commercial insurance claiming.

Question:

If an end date for the service not covered is entered, will the services be billed to commercial insurance immediately subsequent to the end date entered?

Response:

Yes. If an end date for the service not covered is entered, billing to commercial insurance will occur immediately subsequent to the end date entered.

Creating Prior Authorizations

Question:

If prior authorization is required by the child’s commercial insurance company in order to provide coverage for a service, must this information be documented in NYEIS?

Response:

Yes, this coverage information must be entered on the child’s commercial insurance coverage page in NYEIS. When viewing the child’s commercial insurance coverage page, from the navigation bar, click on the *Prior Authorizations/Referral* link and click on the *New* button. A prior authorization may be needed for a specific Service, Qualified Personnel and/or Method. Once the details of the prior authorization are recorded, ensure that

the *Prior Authorization* checkbox is checked. When a service authorization is created that requires a request for a prior authorization, the child's EIO/D receives notification through a task to request the prior authorization. The EIO/D may forward this task to the child's service coordinator to complete.

Question:

Once a prior authorization is received from the insurance company, must it be documented in NYEIS?

Response:

Yes, this information must be entered on the child's commercial insurance coverage page in NYEIS. When viewing the child's commercial insurance coverage page, from the navigation bar, click on the *Prior Authorizations/Referral* link and click on the *New Prior Authorization* button to search for the Service Authorization associated with the respective service for which the prior authorization was required and document the prior authorization details.

Question:

Can "The Written Referral from Primary Care Practitioner Documentation of Medical Necessity for Third Party Claiming" which is obtained by the service coordinator to document medical necessity, be used to request and to meet the insurance company requirement for prior authorizations?

Response:

Yes, the "Written Referral from Primary Care Practitioner Documentation of Medical Necessity for Third Party Claiming" which is obtained by the service coordinator to document medical necessity provides a column for prior authorization numbers to be entered by the insurer. Once the form is returned from the physician, the service coordinator may send the form to the insurance company to request needed prior authorizations. If these prior authorization numbers are entered by the insurer, then the form may be used to meet the insurance company requirement for prior authorizations. This information must be documented in NYEIS as indicated above.

Primary Care Physician Referrals

Question:

If a PCP referral is required by the child's commercial insurance company in order to document medical necessity and provide coverage for a service, must this information be documented in NYEIS?

Response:

Yes, this coverage information must be entered on the child's commercial insurance coverage page in NYEIS. When viewing the child's commercial insurance page, from the navigation bar, click on the *Prior Authorizations/Referral* link and click on the *New* button. A PCP referral may be needed for a specific service, qualified personnel and/or method. Once the details of the PCP referral needed are recorded, ensure that the *Primary Care Physician Referral Required* checkbox is checked. When a service authorization is created that requires a request for a Primary Care Physician Referral, the child's EIO/D receives notification through a Task to request the PCP Referral. The EIO/D may forward this task to the child's service coordinator to complete.

Question:

Once a Primary Care Physician Referral is received from the PCP, must it be documented in NYEIS?

Response:

Yes, this information must be entered on the child's Commercial Insurance Coverage page in NYEIS. To document that a PCP referral was received, the user must view the child's commercial insurance page. From the

navigation bar, the user must then click on the *Prior Authorizations/Referral* link and then click on the *New Primary Care Physician Referral* button. This will allow the user to search for the service authorization associated with the service for which the PCP Referral was required. The PCP referral details must then be documented.

Question:

Can “The Written Referral from Primary Care Practitioner Documentation of Medical Necessity for Third Party Claiming” which is obtained by the service coordinator to document medical necessity be used to meet the insurance company requirement for a PCP referral?

Response:

Yes, if the “Written Referral from Primary Care Practitioner Documentation of Medical Necessity for Third Party Claiming” which is obtained by the service coordinator to document medical necessity contains a PCP referral number, then it may be used to meet the insurance company requirement for a PCP referral. The PCP referral number is the referring physicians NPI #. This information must be documented in NYEIS as indicated above.

Scripts

Question:

Is the script on the child’s Commercial Insurance Coverage page in NYEIS the same script that is required for the delivery of some EI services (OT, PT etc.)?

Response:

The script referred to on the child’s Commercial Insurance coverage page in NYEIS is a script from a primary care physician that may be required by the insurance company in order to document medical necessity and provide coverage for a service. This script required by the insurance company, may be used to meet the need for the order required in EIP regulation 69-4.11 (a)(10)(ii) if this script contains all the required elements for an order under this section.

Question:

If a script is required by the child’s commercial insurance company in order to document medical necessity and provide coverage for a service, must this information be documented in NYEIS?

Response:

Yes, this coverage information must be entered on the child’s commercial insurance coverage page in NYEIS. When viewing the child’s commercial insurance page, from the navigation bar, click on the *Prior Authorizations/Referral* link and click on the *New* button. A script may be needed for a specific service, qualified personnel and/or method. Once the details of the script needed are recorded, ensure that the *Script* checkbox is checked to document that a script is required. Information on scripts should be provided from the insurance company as a result of the “Request for Coverage Information” form.

Important Note:

Please see the *Insurance Tool Kit for Service Coordinators*, which can be found on the Department webpage at: http://www.health.ny.gov/community/infants_children/early_intervention/memoranda.htm for more information on Third Party Insurance.