

Importance of Resolving Rejected Authorizations

Introduction

As WSCs, you are aware of the importance of monitoring the consumer's budget and identifying the wants and needs of the consumer throughout the fiscal year. Therefore, it is important to resolve the rejected authorizations as quickly as possible to ensure a smooth continuation of services for the consumer.

iConnect relies on your expertise to monitor the consumers cost plan and service authorizations to resolve the rejected authorizations before they become an issue. iConnect will allow cost plan validation with rejected authorizations and therefore it is imperative to review these rejections and resolve the issues immediately.

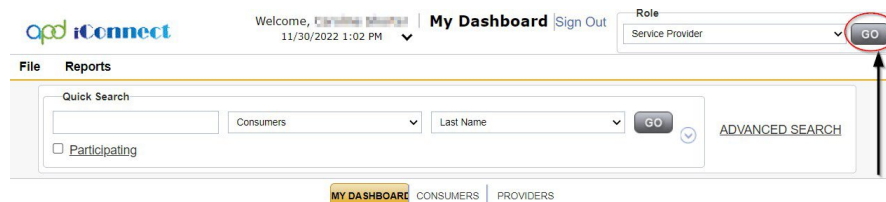
Failure to resolve the rejected authorizations timely could result in a loss of services for the consumer due to:

- the budget not actually having sufficient funds to cover the added services, or
- the budget incorrectly tying up funding in rejected authorizations that could be used by the consumer for other services.

Rejected authorizations also cause an issue when a provider has decided to retire and no longer provide services. The record cannot be closed until the authorizations are resolved causing extra time and inconvenience to all parties. Therefore, it is imperative that the rejected authorizations be resolved as quickly as possible.

Locating Rejected Authorizations in iConnect

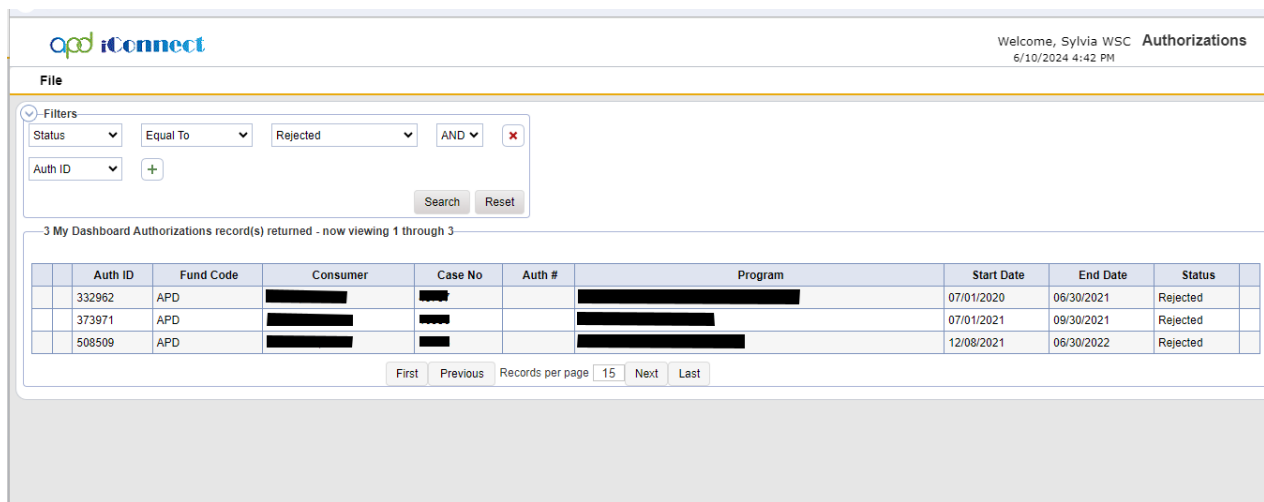
1. To begin, log into iConnect and set Role = WSC/CDC. Click **Go**.



2. Navigate to the My Dashboard record, Consumers column (left-hand column) and locate the Authorizations windowpane.

Authorizations	
Approved	46
Fully Approved	129
Partially Approved	5
Rejected	3
Terminated	11

3. Click the **Rejected** row to open the rejected authorization window.



The screenshot shows the iConnect interface for Authorizations. The top right corner displays 'Welcome, Sylvia WSC Authorizations' and the date '6/10/2024 4:42 PM'. Below the header is a 'File' section. A 'Filters' section is active, showing 'Status' set to 'Equal To' and 'Rejected'. There are 'Search' and 'Reset' buttons. Below the filters, it says '3 My Dashboard Authorizations record(s) returned - now viewing 1 through 3'. A table lists the records:

Auth ID	Fund Code	Consumer	Case No	Auth #	Program	Start Date	End Date	Status
332962	APD	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	07/01/2020	06/30/2021	Rejected
373971	APD	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	07/01/2021	09/30/2021	Rejected
508509	APD	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	12/08/2021	06/30/2022	Rejected

At the bottom of the table, there are navigation buttons: 'First', 'Previous', 'Records per page | 15 |', 'Next', and 'Last'.

4. Continue with the [Handling Rejection Errors in iConnect Checklist](#).

Handling Rejection Errors in iConnect – Checklist

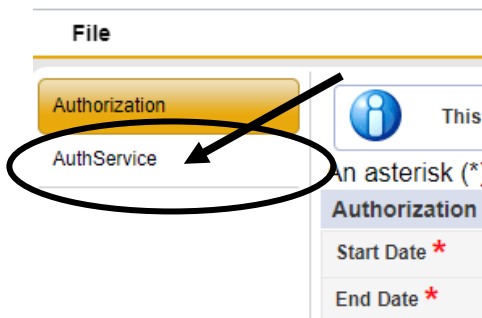
WSCs should be monitoring their Dashboard daily for notifications. If a consumer's service authorization is in **Rejected status**, you will need to review the error message to correct the issue.

The following is a checklist for reviewing the Error Message and a table of FMMIS error codes, what they mean, and how to correct the error.

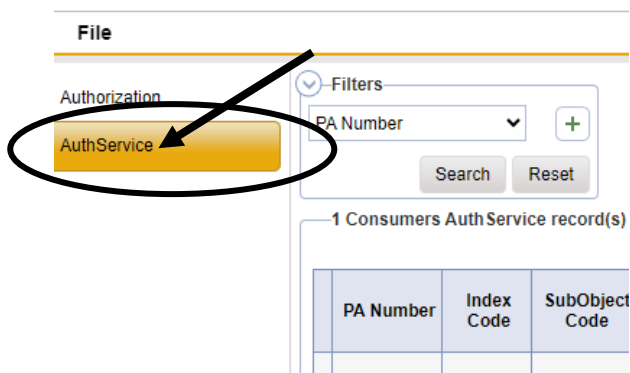
Accessing error message in rejected authorization

- Click on **Auths** Tab in consumer's record.
- Do **not** click on the + sign of the rejected authorization (*If you need to expand to make sure you are dealing with the rejected authorization, you can click on the + and then close it by clicking on the – sign*).
- Click on single row of the rejected authorization, this will launch all the service authorizations for the provider for the date range of the service authorization.
 - There will be two tabs on the left-hand side of the screen, an Authorization tab and an **AuthService** tab:

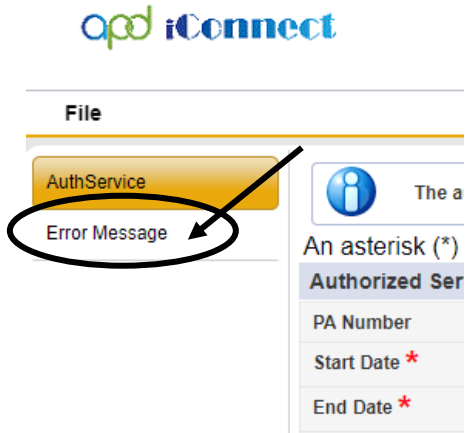
apod iConnect



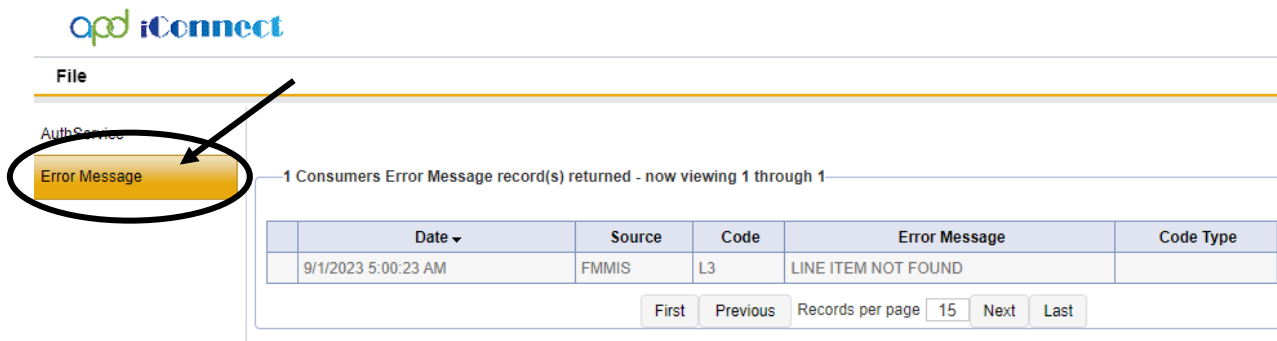
- Click on **AuthService** tab:



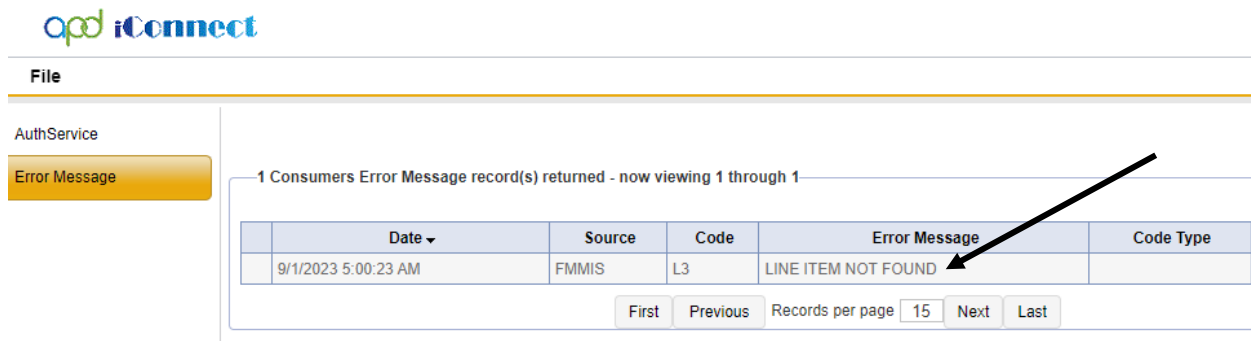
- Click on service that has the rejected authorization, this will launch the service authorization. There will be two tabs on the left-hand side of the screen, an AuthService tab and an **Error Message** tab:



- Click on **Error Message** tab:



- Review the Error Message for reason FLMMIS has rejected the authorization.



- Refer to the FMMIS Service Authorization Error Rejection list with explanations to determine how to resolve the rejection.

FMMIS Service Authorization Error Rejections

Error Code	Error Message	Error Explanation	How to Correct
06	Recipient not Eligible	Consumer lost Medicaid eligibility before service authorization (SA) sent to FMMIS.	Check consumer's eligibility on the Eligibility Tab and address the issues for eligibility to be restored.
10	Duplicate PA	There is another SA in FMMIS that overlaps with the newly created SA.	Check the AUTH tab to see which PA/authorization needs to be addressed.
75	Sum of claims greater	SA allocation is lower than what the provider has billed on the PA in FMMIS.	Check claims in APD claims report or provider to see if the provider has over billed or increase the allocation on SA to at least the amount of the paid claims.
79	no description given	SA has been cancelled in iConnect, but not in FMMIS due to the fact that the provider has billed against the PA,	<p>Review claims in the APD Paid Claims report.</p> <p>Address the issue with the provider of whether or not the provider was authorized to bill.</p> <p>Depending on outcome provider will need to void billing OR WSC will need to correct total # of units field and resend to FMMIS.</p>
L3	Line item not found	SA balance in FMMIS is zero.	<p>If funds were added to the SA, the provider needs to void the last paid claim.</p> <p>Then the SA needs to be resent to FMMIS to update the PA balance.</p>
L4	Invalid authorized amount	Allocation on the SA is zero.	Enter the correct allocation and resend to FMMIS for PA number.
L5	Invalid unit rate	Unit rate on SA is zero.	Enter the correct rate and resend.

Please refer to the [WSC iConnect eLearning Library](#) for more information. Please contact your Regional Trainer if you have questions.