**Billing and Prior Authorization (PA) Technical Assistance Guidance**

Please read and follow the instructions carefully as there are specific procedures and protocols DDA and DHCF has implemented to address these areas of concern.

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| **Part A. Service Authorization Information:**  Service Authorizations - If the **services** identified in the Service Authorization (SA) letter from DDA are incorrect, please send an email to the following persons:   * The persons Service Coordinator * The Service Coordinator’s Supervisor * Medicaid Waiver Specialist: [Maurice.davis@dc.gov](mailto:Maurice.davis@dc.gov) * Medicaid Waiver Unit Supervisor: [Pamela.harmon@dc.gov](mailto:Pamela.harmon@dc.gov)   Providers must review all service authorizations (SAs) daily to ensure the information reflected in the document is correct. At the end of each week, all approved services are processed to generate a Prior Authorization number (PA#) to bill and a Remittance letter from Xerox (PA letter) is produced. If the information on the SA is incorrect, the PA will be incorrect.  **SERVICE COORDINATORS CAN ONLY PROVIDE ASSISTANCE WITH SERVICE REQUESTS**  **& SERVICE AUTHORIZATIONS NOT BILLING**   |  | | --- | | **For example:**  SA letter states Supported Living (Moderate) T2016 U4  Should be Supported Living (Basic) T2016 U8 |   **NOTE: WHEN YOU RECEIVE THE SA LETTER FROM DDA, MAKE SURE IT IS CORRECT.**  **IF IT’S NOT CORRECT IT WILL POST INCORRECTLY IN MMIS.**  **IF YOU BILL BASED UPON INCORRECT INFO, YOUR CLAIMS WILL BE DENIED & YOU WON’T BE PAID.** |
| **Part B. Discrepancies with Billing and PA issues:**  If there is a **discrepancy** between the Service Authorization (SA) letter and the Prior Authorization (PA) letter or a **billing issue**, please click the following link to complete a Billing and Technical Assistance Form:  [IDD Billing/Technical Assistance Report](https://forms.office.com/Pages/ResponsePage.aspx?id=8Unkj5SLt0-ZBm-Tnagtc1Hmgh9SoHFIgXx7EBoXLjZUNTlWV05ITVgxRTRDSkFZVU1RU0ZVMTZDRy4u&wdLOR=c5FE3A2FA-22C2-4E81-B039-31F73442BA15) |