

1. Licensure rules allow up to 30 days after discharge for a provider to complete a discharge summary. However, a TFC Case Management authorization cannot be active with two agencies at the same time. Would this create a barrier when a child is transferring to a new therapeutic agency, since the new agency may need to submit for authorization before the previous provider has completed the discharge summary (which could take up to 30 days)?

*Licensure regulations and DMAS standards differ. While licensure may allow up to 30 days to submit a discharge, the DMAS Manual requires providers to notify Acentra Health **within 1 week of discharge**. This allows the existing authorization to be end-dated if a new provider needs to submit an authorization. After completing the discharge summary, the agency can finalize the discharge in the Atrezzo Portal, ensuring services from the previous provider are properly closed out.*

2. I'm working with a locality that does not provide FAPT reports. Since this is required for submission, are there any alternative documents or options that can be used instead?

Acentra Health will need to consult DMAS on this issue. The DMAS Manual requires FAPT reports and appropriate signatures for a submission to be considered complete.

3. Due to documentation challenges, especially obtaining documents from various localities in a timely fashion, what is the leniency on once we obtain this information?

Example: I have a sibling set place in my program last month. I am still waiting on the CANS and FAPT report. While we have the initial plan of care, I cannot submit the authorization without those additional pieces of information. What can be done to ensure that we are not penalized for documentation that we do not have from the locality?

Please submit the authorization with the information you currently have. Use the notes section to explain any challenges in obtaining required documentation. There is a pending period that allows time to gather and submit missing information. If the documentation is not received within that timeframe, the request will be reviewed based on the information available. If the request is denied, you may submit a reconsideration. If it is denied again, you have the right to file an appeal with DMAS.

4. **For extensions, if a youth was approved for a certain number of months, but continues to remain in our program and still has a high level of need, what is the process of submitting extension request within the Atrezzo portal?**

Please refer to the link which provides education and guidance on how to submit extension request within the Atrezzo Portal: [How-to-Submit-Case-Extensions-in-Atrezzo.pdf](#)

*If you're still having trouble submitting extension requests, our Customer Service team can help. They offer real-time support and can be reached at **1-888-827-2884** or angissues@acentra.com.*

5. **What is the proper protocol when a youth leaves their TFC home and goes into a hospital setting for a number of days? Does the TFC-CM agency need to discharge the client to show that they were not in care during those days and complete a new submission for the date in which the member re-enters care? Or do we keep the original submission and submit a Continued Stay Request before the authorization expires”**

***Per the manual language in Appendix I on page 24:** If an individual is temporarily out of the home, documentation of active treatment foster care case management services is required to bill for the time the individual is out of the home in the following situations: o Placement for inpatient services, in cooperation with the facility, to assist in discharge planning for transition back to the home; o Runaway- if the treatment foster care case manager is actively involved in finding the individual to be returned to the home: and o Detention- refer to the Chapter III discussion on “inmate” and verify Medicaid eligibility.*

6. **Where can we locate the DMAS Manual for Treatment Foster Care Case Management Providers?**

Yes, this information is available on the Acentra Health website under the Provider tab in the Key Links section, [Acentra Health/DMAS Key Service Authorization Links | MES](#).