

Requesting Retroactive Approval for LTC

Requesting Retroactive Approval on a Long Term Care PA (Not submitted yet)

The provider must submit either the Physician's Authorization of Level of Care or FL2 form. Providers' must ensure that all the information is completed on the form including the admission date to the facility.

In addition, an initial request must include 14 days of medical records starting with the first day they want to get paid. Medical records should include: Nurses notes, Therapy evaluations, Therapy notes, a signed Medication Administration Record, a History and Physical, and Wound care notes with measurements, if the recipient has wounds.

To request LTC Retroactive approval on the initial PA request, include the following:

- ✓ The admission date to the facility on the Physician's Authorization of Level of Care (DMA-0100) or on the DMA FL2 (DMA372-124); and
- ✓ The retroactive begin date noted in the "Additional Information" section on the PA request; and
- ✓ All required retro PA documentation; and
- ✓ A letter with the specifics of the LTC retroactive request on it.

Requesting LTC Retroactive Approval On an Existing Approved LTC PA

There is an approved Long Term Care PA in NCTracks and the provider needs PA approval for retroactive dates.

1. The provider must include 14 days of medical records starting with the first day they want to get paid. Medical records should include: Nurses notes, Therapy evaluations, Therapy notes, a signed Medication Administration Record, a History and Physical, and Wound care notes with measurements, if the recipient has wounds.
2. It is best to upload the above information to the already approved PA in NCTracks. However the provider can fax/mail in the information.
3. Once the information has been uploaded or faxed/mailed in, the provider must call back to the call center. The provider must notify the call center agent that they are requesting a ticket for a **LTC Retro request** and give the prior approval number of the PA already approved in NCTracks.
4. The provider can check the status of the PA in the Secure Provider Portal. The request will be processed within five business days of the provider's request for a LTC approval service item if documents are already attached to the PA. If documents are not attached to the PA because they were faxed/mailed, the request will be processed within five business days of receipt of the information.
5. Once the change is made, the Effective Date on the approved prior approval will change to the retroactive date approved.