



Supplemental Guide

Enhanced Private Duty Nursing
Preauthorization Requests

Summary of Changes

At the end of the transaction, you will see a new screen that will be used to submit the request.



Service Details

Step 1: During the standard transaction, select **Service Type Private Duty Nursing** rather than Home Care even if the Place of Service is Home.

CREATE PREAUTHORIZATION

Service Details

Complete the details below and click Next to continue. All fields with an asterisk * are required.

i Please add at least one service line to continue. The place of service must match the previously selected facility or servicing provider.

Place of Service *
12 - Home

Service Type *
129 - Private Duty Nursing

Type Of Care *
1- Elective Standard

Add Service Line

S.NO	Procedure Code/Description	Requested Units	Modifier 1	Action
1	G0299 Direct skilled nursing services of a registered nurse (RN) in the home health or hospice setting, each 15 minutes	10		▼



Step 2:

Attach Documentation

During the transaction, you will have several opportunities to attach documentation. Certain transactions require documentation to be attached at the first collection point to optimize the enhanced experience. We highly recommend attaching documents when you see the following screen:

If you are not ready to upload your file(s) now, you can attach it later by searching for your preauthorization and uploading it then.

Attach Documents

1. Allowed file types are doc, docx, pdf, xls, ppt, jpg, jpeg, png, bmp, gif, txt
2. File limit of 25MB for each attachment
3. Maximum 5 attachments

Attachment  Upload

Attaching clinicals test document.docx (14.16 KB)

Congratulations! Your File has been uploaded!

Attachment  Upload

Next

Submit Request

Once the base set of preauthorization request screens is completed an additional screen will be shown.

Step 3: You will see the following screen where you can click **Submit Request** to see the **Pend** screen shown below.

The screenshot displays the 'Authorization Request' form. At the top, a progress bar shows three steps: 'Request Form' (completed), 'MCG Guideline Documentation Not Required' (completed), and 'Submit Request' (current step, highlighted with a '3'). The MCG logo is in the top right corner.

Patient information fields include Patient, Name, DOB, and Gender (Female). A 'show more' link is present.

Authorization details include Authorization, Type (Procedure Pre-authorization), Status (NoDecisionYet), Diagnosis Codes (I21.0(ICD-10 Diagnosis) primary), and Procedure Codes (G0299(CPT/HCPCS) primary). A 'show more' link is present.

A 'Disclaimers' section contains a note about G0299 - CPT/HCPCS, advising users to attach supporting documentation if available.

Geographic Regions are set to 'All' with a 'Clear' button.

A summary box shows a green checkmark for 'Procedure Code: G0299 (CPT/HCPCS)', 'Requested Units: 10', and 'Description: DIRECT SKILLED NURSING SERVICES OF A REGISTERED NURSE (RN) IN THE HOME HEALTH OR HOSPICE SETTING, EACH 15 MINUTES'. It also states 'MCG Guideline Documentation Not Required'.

An 'Attachments' section has an 'Attach File' button.

The 'Submit Request' button is highlighted with a red box.



Step 4:

Attaching Files

Note: Before submitting your request, you will have another opportunity to attach documents by using the **Attach File** button. We do, however, strongly recommend using the screen above instead.

Authorization Request

Patient : Name : DOB : Gender : Female [show more](#)

Authorization : Type : Procedure Pre-authorization Status : NoDecisionYet [show more](#)
Diagnosis Codes : I21.0(ICD-10 Diagnosis) *primary* Procedure Codes : G0299(CPT/HCPCS) *primary*

Disclaimers

G0299 - CPT/HCPCS

- If you have medical records or other supporting documentation you would like us to consider, use the Attach File button below to submit them now. Note: Attachments uploaded in an earlier step in this request do not need to be submitted again.

Geographic Regions

Procedure Code: G0299 (CPT/HCPCS) MCG Guideline Documentation Not Required
Requested Units: 10
Description : DIRECT SKILLED NURSING SERVICES OF A REGISTERED NURSE (RN) IN THE HOME HEALTH OR HOSPICE SETTING, EACH 15 MINUTES

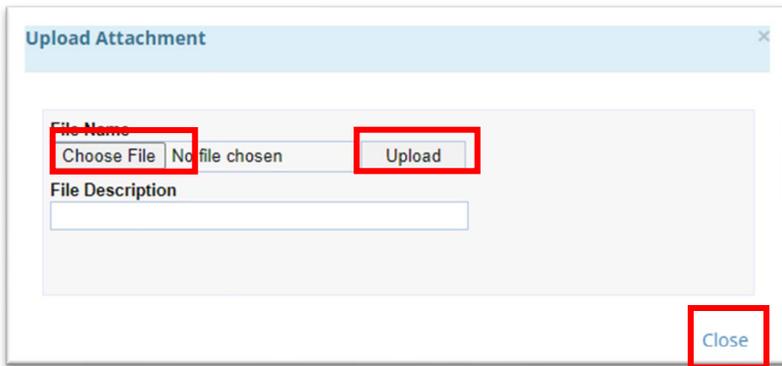
Attachments

Step 5:

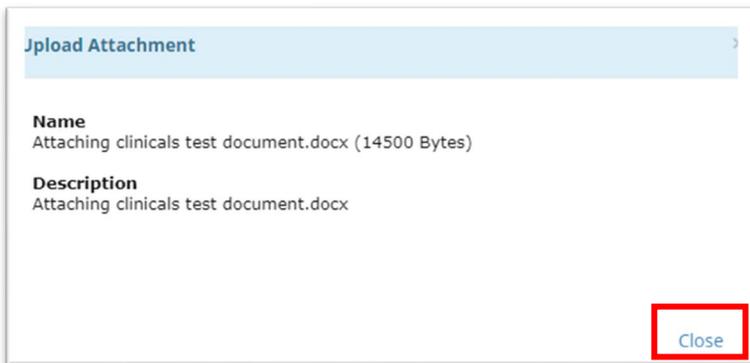
Attach File Pop-Up

If you choose to upload documents and click the **Attach File** button, a popup will appear.

- Choose the file.
- Click **Upload**.
- Add a description.



A new window will display showing the document you have added.





Step 6:

1. Click **Close**. If you have additional documents to submit, click the **Attach File** button again and attach the next document. Repeat until all documents are attached.
2. Once all and files attached, click **Submit Request**.

Note: Failure to click **Submit Request** will automatically cause the request to pend for review. Using the **Submit Request** button may result in an immediate decision.

Authorization Request

mcg

Patient : Name : DOB : Gender : Female [show more](#)

Authorization : Type : Procedure Pre-authorization Status : NoDecisionYet [show more](#)

Diagnosis Codes : I21.0(ICD-10 Diagnosis) *primary* Procedure Codes : G0299(CPT/HCPCS) *primary*

Disclaimers

G0299 - CPT/HCPCS

- If you have medical records or other supporting documentation you would like us to consider, use the Attach File button below to submit them now. Note: Attachments uploaded in an earlier step in this request do not need to be submitted again.

Geographic Regions

Procedure Code: G0299 (CPT/HCPCS) MCG Guideline Documentation Not Required

Requested Units: 10

Description : DIRECT SKILLED NURSING SERVICES OF A REGISTERED NURSE (RN) IN THE HOME HEALTH OR HOSPICE SETTING, EACH 15 MINUTES

Attachments



Step 7:

Approval/Pend Screen

If all clinical criteria are met, you may see a screen showing “Your case has been approved.” Otherwise, the screen will indicate that your case is pending further review.

Submission Confirmation

Your preauthorization request has been successfully submitted for review.

Your case has been pended for further review

A preauthorization request from [redacted] to [redacted] has been submitted on 2023-04-17T15:17:23 and can be identified by reference ID: [redacted]

GOOD NEWS! There is no need for an additional phone call or fax notification for this request. You can use reference ID [redacted] to obtain updates on this request in the [preauthorization search page](#).

This preauthorization request does not guarantee payment to the servicing provider/vendor. Payment is contingent on the member’s continued eligibility and contractual benefit limits.

