

How to Authorize 2:1 Attendant Care Services

Some individuals are eligible to receive 2:1 Attendant Care Services, and this service may be delivered to the individual by one or more of the following combinations of providers:

- 1) Two different PSW Providers
- 2) A PSW Provider and an Agency Provider's DSP
- 3) One Agency Provider's DSP and a different Agency Provider's DSP
- 4) Two DSPs from a single Agency Provider.¹

To support these complex situations, eXPRS has implemented two Modifier Codes for OR526 Attendant Care in eXPRS.

- **Modifier Code ZE:** Allows a provider that is sending one staff as part of a 2:1 Attendant Care staff ratio to bill under OR526/ZE. ZE allows the other provider to bill during the same or overlapping times under OR526/NA.
 - **NEW!** - Billings created for an OR526/ZE SPA no longer draw down against an individual's Monthly Assessed Attendant Care Hours.
- **Modifier Code ZC (NEW!):** Allows authorization and billing for one Agency Provider that is sending two DSPs to provide 2:1 Attendant Care. Although two staff are sent, only one hour of service is used of the individual's Monthly Assessed Attendant Care Hours.
 - Service Prior Authorizations for this OR526/ZC can only be created with an **Effective Date** that is on or after 10/01/2023.

Service Codes	Service Name	Brief Service Description
OR526/NA	In-Home Attendant Care / 1:1	Attendant Care provided to individuals living in their own or family home.
OR526/ZE*	In-Home Attendant Care / 2:1 Single Provider	In-Home Attendant Care with 2:1 supports provided by two different providers, each sending a single staff. One provider bills under this code, and the other bills under code OR526/NA.
OR526/ZC*	In-Home Attendant Care/2:1 Both 1 Agency	Attendant Care with 2:1 supports provided by one Agency who sends both staff. Will not be available in eXPRS EVV initially. SD Billings must be entered manually or using the SD Import Process.

¹ A single agency provider that sends two of their own DSP staff is not considered "different providers". eXPRS views this scenario as a single provider.

* All SPAs for 2:1 services will pend for ODDS review and approval. SPAs will remain in Pending status until the exception approval documentation is uploaded to the individual's POC.

An individual's Attendant Care Hours should be authorized under OR526/NA. Any authorizations under OR526/ZE should represent the number of hours approved for a 2:1 staffing ratio when two different providers are each sending one staff. Any authorizations under OR526/ZC should represent the number of hours approved for a 2:1 staffing ratio when one agency provider is sending two staff.

This guide will outline how to authorize 2:1 services in the Plan of Care. To take the steps in this guide, users will need one of the following roles for their Case Management Entity:

- POC Manager
- POC Super User

How to Access the Plan of Care

1) Login to eXPRS. If you have more than one **Organization/Program Area**, select the option that will allow you to work in the Plan of Care.

The image shows three sequential screenshots of the login form. Each screenshot has a 'Forgot your password?' link and a 'Submit' button. The first screenshot shows 'Login Name' with 'userID' in the input field and 'Organization/Program Area' set to 'County (Local Authority)'. The second screenshot shows 'Password' with '.....' in the input field and 'Organization/Program Area' set to 'Brokerage (Contractor)'. The third screenshot shows 'Password' with '.....' in the input field and 'Organization/Program Area' set to 'State Kids (State)', with 'State CM CIIS (Provider)' listed below it. Red arrows point to the dropdown menus in the first two screenshots, and a pink box highlights the dropdown menu in the third screenshot.

2) Select **Plan of Care > Plan of Care**.

The image shows a navigation menu with several items: Client, Provider, Contracts, Prior Authorization, Plan Of Care, Claims, CM/PA TCM Billing, and Liabilities. To the right of these items are links: Home, My Notifications, and a 'Filtered By Type' dropdown set to 'All Notificati...'. A red circle highlights the 'Plan Of Care' item and its corresponding 'Plan Of Care' link. A red arrow points to the 'Filtered By Type' dropdown.

3) On the **Find Plan of Care** page, enter search criteria and select **Find**.

Find Plan of Care

Plan ID:

Client Prime:

Service Element: All

Plan Begin: Overlap Contain Exact

Plan End: Overlap Contain Exact

DHS Contract Num:

Status:

Max Displayed: 25

4) From the results list returned, click the **Plan ID Hyperlink** to open the POC.

DHS Contract Num:

Status:

Max Displayed: 25

Export options: CSV | Excel | PDF | RTF

Plan ID	Client Prime	Client Name	DHS Contract Num	Plan Begin	Plan End	Status
3	4		1 5	04/01/2020	03/31/2021	Accepted
4	9		1 5	04/01/2021	03/31/2022	Accepted
4	8		1 5	04/01/2022	03/31/2023	Accepted

5) Review the **Monthly Assessed Attendant Care Hours**, then select the **In-home Services** tab > **Edit** Button.

Plan of Care

Plan Id: Plan Dates: 2/1/2023 - 1/31/2024

Client Name: Client Prime:

Plan Status: Accepted

Service Eligibility Residential Supported Living Community Transportation Ancillary Legacy

Monthly Assessed Attendant Care/Skills Training Hours

Dates	Hour Limit
2/1/2023 - 1/31/2024	356.00

Now that you are on the Plan of Care Page, determine which type of 2:1 Attendant Care authorization you need to enter. Then select the corresponding section of this guide:


- [How to Authorize 2:1 Attendant Care from Different Providers](#)
- [How to Authorize 2:1 Attendant Care from the Same Agency Provider](#)

How to Authorize 2:1 Attendant Care from Different Providers:

When CMEs enter OR526/ZE authorizations for 2:1 services, users **should not** increase the individual's Hour Limit. The ZE modifier has been adjusted so that it does not draw against an individual's Hours Limit. For example: If an individual has 356 hours a month of Attendant Care and also is approved for 50 hours of a 2:1 staff ratio, their Hour Limit on the Plan of Care (POC) would be 356 hours per month (**NOT** 406)

Providers who send staff to complete the 2:1 Attendant Care staffing ratio at the same time as another provider should have an authorization under OR526/ZE.

1) Select the **Add Plan Line** Button.

Monthly Assessed Attendant Care/Skills Training Hours						
Dates				Hour Limit		
1/1/2023 - 12/31/2023				350.00		
Plan Details <input checked="" type="checkbox"/> Draft <input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Void Select 						
49	OR526 - Attendant Care - 1:1 Supports	NA	350.00 Hours per Month		1/1/2023 - 12/31/2023	Accepted Edit
Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review? Status
59886674		1/1/2023 - 6/30/2023	200.00	17.77		Yes Accepted Edit Void
Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review? Status
68564317		7/1/2023 - 12/31/2023	200.00	17.77		Yes Accepted Edit Void
Add Provider Add Plan Line 						

2) Complete the required data needed for the Plan Line and select **Save**. In this example, **SE49/OR526/ZE** has been selected, with 50 hours per month from 10/1/2023 to 12/31/2023.

* SE/Procedure Code/Modifier	*Units	*Dates	Status
49 - In-Home Comprehensive Supports			
OR526 - Attendant Care, home or comm	50 Hours / Month	10/01/2023 - 12/31/2023	Draft Save Cancel
ZE - 2:1 Single Provider			

TIP: The amount of hours entered on the OR526/ZE Plan Line should not exceed the 2:1 hours approved.

3) Once the Plan Line has been created, select the **Add Provider** button

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft Edit Delete
Add Provider Add Plan Line					

4) Enter a Provider, Dates, and Unit. Then select **Save**. This will open the **Rate** field (until OR526/ZE moved to a Fixed Rate Service in Fall 2023).

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft
*Provider		*Dates		*Units	*Rate
type to filter dropdown		10/01/2023	12/31/2023	50	Fixed
354					Save Cancel

5) Enter in the applicable rate and select **Save**.

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft
*Provider		*Dates		*Units	*Rate
type to filter dropdown		10/01/2023	12/31/2023	50.00	\$41.13
354					Save Cancel

6) Select the **Submit** button. The authorization will now move to **Pending** status for ODDS Approval.

SE	Procedure Code	Modifier	Units	Dates	Status	
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft	Edit Delete
Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review? Status
68564319		10/1/2023 - 12/31/2023	50.00	41.13		No Draft Edit Submit Delete

7) Once ODDS approves the SPA, it will move to **Accepted** status, and the provider can deliver and bill for services.

Plan Details							<input checked="" type="checkbox"/> Draft <input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Void <input type="button" value="Select"/>	
SE	Procedure	Modifier	Units	Dates	Status			
49	OR526 - Attendant Care - 1:1 Supports	NA	350.00 Hours per Month	1/1/2023 - 12/31/2023	Accepted			
Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status	
59886674		1/1/2023 - 6/30/2023	200.00	17.77		Yes	Accepted	
68564317		7/1/2023 - 12/31/2023	200.00	17.77		Yes	Accepted	
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/1/2023 - 12/31/2023	Accepted			
Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status	
68564319		10/1/2023 - 12/31/2023	50.00	41.13		No	Accepted	

How to Authorize 2:1 Attendant Care from the Same Agency Provider:

Any agency provider sending two DSP staff to deliver 2:1 services to an individual should have an authorization under OR526/ZC. This authorization should represent the number of hours approved for a 2:1 staffing ratio when one Agency Provider is sending two staff.

- 1) Create a Plan Line and enter the required data, then select **Save**. In this example, **SE49/OR526/ZC** has been selected, with 50 hours per month from 10/1/2023 to 12/31/2023.

*SE/Procedure Code/Modifier	*Units	*Dates	Status
49 - In-Home Comprehensive Supports OR526 - Attendant Care, home or comm ZC - 2:1 Both 1 Agency - Community	50 Hours / Month	10/01/2023 - 12/31/2023	Draft Save Cancel

- 2) Select the **Add Provider** Button under the ZC Plan Line.

SE	Procedure Code	Modifier	Units	Dates	Status		
49	OR526 - 2:1 - Both 1 Agency	ZC - 2:1 Both 1 Agency - Community	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft	Edit	Delete
Add Provider							

- 3) Enter a Provider, Dates, and Units. Then select **Save**.

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - 2:1 - Both 1 Agency	ZC - 2:1 Both 1 Agency - Community	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft
Provider					
type to filter dropdown		CLSS - 906	50	10/01/2023 - 12/31/2023	Fixed Save Cancel

- 4) Once the SPA is in **Draft** status, select the **Submit** button. The authorization will now move to Pending status for ODDS Approval.

SE	Procedure Code	Modifier	Units	Dates	Status		
49	OR526 - 2:1 - Both 1 Agency	ZC - 2:1 Both 1 Agency - Community	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft	Edit	Delete
Auth Id							
68564324	CLSS	10/1/2023 - 12/31/2023	50.00	Fixed	Pay-To Provider	Review?	Status
						No	Draft
Add Provider						Edit	Submit Delete

5) Once ODDS approves the SPA, it will move to Accepted status, and the provider can deliver and bill for services. An SD for OR526/ZC represents the entire billed service for 2:1 Attendant Care where both staff are provided by one agency.

Plan Details									
<input checked="" type="checkbox"/> Draft <input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Void <input type="button" value="Select"/>									
SE	Procedure	Modifier	Units		Dates	Status			
49	OR526 - Attendant Care - 1:1 Supports	NA	350.00 Hours per Month		1/1/2023 - 12/31/2023	Accepted			
Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status		
59886674		1/1/2023 - 6/30/2023	200.00	17.77		Yes	Accepted		
68564317		7/1/2023 - 12/31/2023	200.00	17.77		Yes	Accepted		
49	OR526 - 2:1 - Both 1 Agency	ZC - 2:1 Both 1 Agency - Community	50.00 Hours per Month		10/1/2023 - 12/31/2023	Accepted			
Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status		
68564324	CLSS	10/1/2023 - 12/31/2023	50.00	Fixed		No	Accepted		
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month		10/1/2023 - 12/31/2023	Accepted			
Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status		
68564319		10/1/2023 - 12/31/2023	50.00	41.13		No	Accepted		

Appendix A: Multiple Authorizations for 2:1 Attendant Care

There are many possible ways that 2:1 Attendant Care services could be authorized. The specific situation will depend upon the need of the individual, and the providers available to deliver service to the individual.

In the example below, the individual has 356 hours of Attendant Care per month. They also are approved for up to 50 hours of 2:1 Attendant Care, which may be delivered in multiple ways:

- 1) Provider One could send two DSPs
- 2) Provider Two could send two DSPs
- 3) Provider One could send one DSP, and either PSW One, Two or Three could also deliver services at the same time.

Monthly Assessed Attendant Care/Skills Training Hours							
Dates					Hour Limit		
7/1/2023 - 12/31/2023					356.00		
No monthly hours found to display.							
▼ Plan Details <input checked="" type="checkbox"/> Draft <input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Void Select 							
SE	Procedure	Modifier	Units	Dates	Status		
▼ 49	OR526 - Attendant Care - 1:1 Supports	NA	356.00 Hours per Month	7/1/2023 - 12/31/2023	Accepted		
Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status
61820070	Provider One CLSS	7/1/2023 - 12/31/2023	356.00	Fixed	Provider One	No	Accepted
▼ 49	OR526 - 2:1 - Both 1 Agency	ZC - 2:1 Both 1 Agency - Community	50.00 Hours per Month	10/01/2023 - 12/31/2023	Accepted		
Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status
67304471	Provider One CLSS	10/01/2023 - 12/31/2023	50.00	Fixed	Provider One	No	Accepted
67304471	Provider Two CLSS	10/01/2023 - 12/31/2023	50.00	Fixed	Provider Two	No	Accepted
▼ 49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/01/2023 - 12/31/2023	Accepted		
Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status
67304482	PSW, ONE	10/01/2023 - 12/31/2023	50.00	17.77	Public Partnerships, LLC	No	Accepted
67304482	PSW, TWO	10/01/2023 - 12/31/2023	50.00	17.77	Public Partnerships, LLC	No	Accepted
67304482	PSW, THREE	10/01/2023 - 12/31/2023	50.00	17.77	Public Partnerships, LLC	No	Accepted

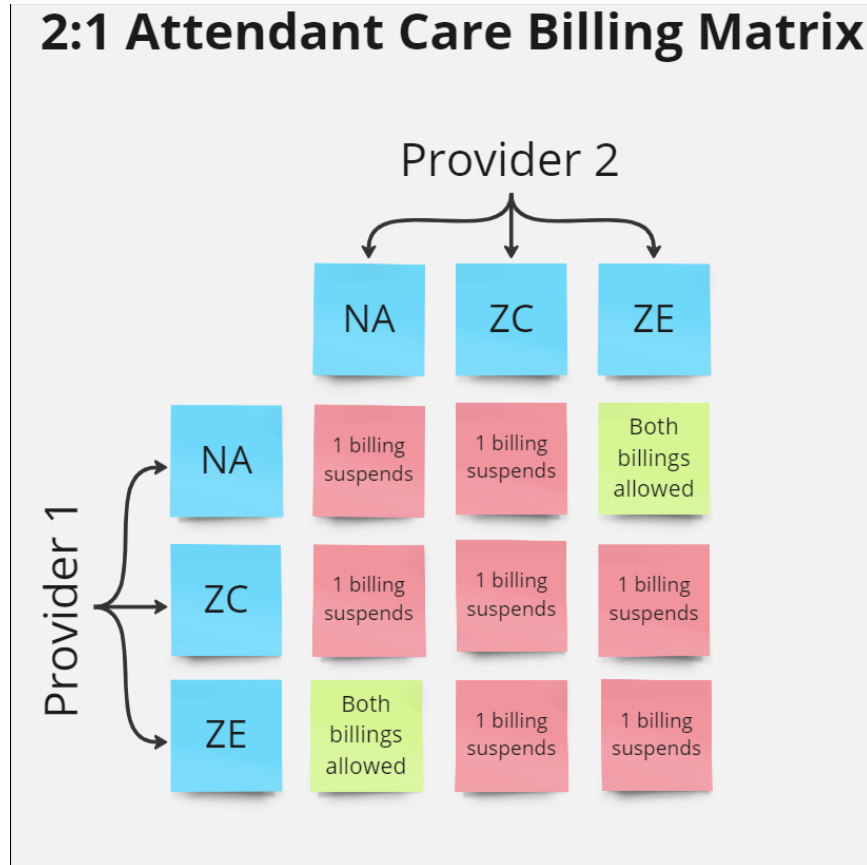
Provider One delivers the majority of Attendant Care under OR526/NA

Provider One or Provider Two can both deliver 2:1 Attendant Care under OR526/ZC

PSW ONE, TWO & THREE can serve as the second staff delivering 2:1 Attendant Care under OR526/ZE

Appendix B: Provider Billings for 2:1 Attendant Care

The graphic below shows how eXPRS handles provider billings for 2:1 Attendant Care services. These are the various combinations that ***could*** occur. As shown, ***ONLY*** billings for NA & ZE at the same time by different providers is allowable in eXPRS.



In each case where billings suspend, the provider that billed second will always encounter the suspension reason.