

# TOP 10 REASONS

## for Nursing Facility Specialized Service Denials



10

### **Submitting old or unnecessary forms not part of the NFSS form request**

**To correct issue:** refer to the Therapy, Customized Manual Wheelchairs (CMWC), and Durable Medical Equipment (DME) "Faxing Attachments" sections of the Companion Guide for Completing the Authorization Request for PASRR Nursing Facility Specialized Services (NFSS) Form June 2019

9

### **Submitting durable medical equipment items costing less than \$1,000**

**To correct issue:** refer to the "DME Item Requests" section of the Companion Guide for Completing the Authorization Request for PASRR Nursing Facility Specialized Services (NFSS) Form June 2019

8

### **Not including the hospice provider in the interdisciplinary team before requesting specialized services for a hospice recipient**

**To correct issue:** refer to HHSC Information Letter 19-03 PASRR Nursing Facility Specialized Services and the Election of Hospice Services

7

### **Not adding the resident's diagnoses at Section C0200, under the CMWC Request tab**

**To correct issue:** refer to the "CMWC Requests, Requested Customize Seating Equipment" section of the Companion Guide for Completing the Authorization Request for PASRR Nursing Facility Specialized Services (NFSS) Form June 2019

6

### **Wrong date order on signature sheets**

**To correct issue:** refer to the "Referring Physician Identifying Information" section of the Companion Guide for Completing the Authorization Request for PASRR Nursing Facility Specialized Services (NFSS) Form June 2019

5

### **Not setting PASRR Transaction Identifier (PTID) back to the "Pending State Review" status**

**To correct issue:** refer to the "Pending Denial Status" section of the Companion Guide for Completing the Authorization Request for PASRR Nursing Facility Specialized Services (NFSS) Form June 2019



# TOP 10 REASONS

## for Nursing Facility Specialized Service Denials



4

### **Not attaching signature pages**

**To correct issue:** refer to the “Required Signatures” and the “Upload Attachment” sections of the Companion Guide for Completing the Authorization Request for PASRR Nursing Facility Specialized Services (NFSS) Form June 2019

3

### **Not reading the PTID history notes and providing what is being requested**

**To correct issue:** refer to the “PASRR Transaction Identification (PTID) and Workflow Process” section of the Companion Guide for Completing the Authorization Request for PASRR Nursing Facility Specialized Services (NFSS) Form June 2019

2

### **The signature page’s contents not matching what is entered in the portal (dates and signatures)**

**To correct issue:** refer to the “Required Signatures” section of the Companion Guide for Completing the Authorization Request for PASRR Nursing Facility Specialized Services (NFSS) Form June 2019

1

### **Wrong therapy type (New, Recertification, Restart)**

**To correct issue:** refer to the “Therapy Service Requests” section of the Companion Guide for Completing the Authorization Request for PASRR Nursing Facility Specialized Services (NFSS) Form June 2019

To download the Companion Guide for Completing the Authorization Request for PASRR Nursing Facility Specialized Services (NFSS), go to the PASRR Forms and Instructions page at:

[https://bit.ly/PASRR\\_Forms\\_Instructions](https://bit.ly/PASRR_Forms_Instructions)

For more questions regarding requests for nursing facility specialized services, email:

[PASRR.Support@hhsc.state.tx.us](mailto:PASRR.Support@hhsc.state.tx.us)

