



An Integrated Approach to the Delivery of Community Health Services

QuikTip: CFC Supervisor's Guide to Correcting Authorizations (SV07)

With the release of Cornerstone version 8.10, supervisory personnel were given the ability to correct inaccurate authorization data within 90 days of the authorization's "Start Date," or to cancel existing authorizations. These activities are performed by pressing a special key combination (<Cntrl+F6>); this function will not be allowed by unauthorized users and will prompt authorized users to verify their intended activity.

"Supervisory CFC personnel" includes the CFC Manager, one (1) CFC Assistant Manager (if applicable), and one (1) agency administrative staff member, if necessary. These capabilities have been **limited to supervisory staff only** due to the increased potential for error related to the activity which would directly impact EI service providers and may compromise the integrity of claims processing procedures.

Supervisory CFC personnel are identified in Cornerstone based on the title entered on the Employee Information screen (AD15). Authorized titles are those preceded by the following three character code: **SP-** (capital S, capital P, dash). In order for the appropriate personnel to carry out correction/cancellation activities, the employee's title may need to be updated (on the Employee Information screen) by supervisory staff and/or Program Managers.

To give a Cornerstone user the ability to correct and cancel authorizations:

1. Login to Cornerstone.
2. Select "Admin" from the main menu.
3. Select "Employee Information (AD15)" from the drop-down menu.
4. Select the supervisor's employee ID and press <F6> to edit.
5. Tab through to the "Title" field and enter "SP-" before the title (i.e. SP-Program Manager).
6. Press <F4> to save.

Bureau staff will periodically review all CFC staff designated to be supervisory in order to monitor the integrity of system controls.

To correct and cancel existing authorizations in Cornerstone:

1. Verify the information in the PSPB as that of the participant currently being processed.
2. To edit or cancel an existing authorization, use the <Pg Up> and <Pg Dn> in the "Start Date" field to scroll through the existing records to select the record to be edited. Press <Cntrl+F6>.
3. A message will be displayed verifying that you want to edit this authorization. Select "Yes" to continue with the edit, or "No" to cancel the edit.



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4. Use the <Tab> or arrow keys to move through the screen to the field that needs to be corrected. The following fields may be corrected **for up to 90 days** from the authorization's "Start Date":
 - End Date
 - Method
 - Location
 - Frequency
 - Intensity
 - Individual Provider (under the same Payee)
 - Comments
 - Amount
 - Status

NOTE: Incorrect authorizations with "Start Dates" greater than 90 days in the past must go through the existing central level review process which is facilitated through the Cornerstone Call Center.

Supervisory CFC personnel can use the <Ctrl + F6> function to cancel authorizations by changing the "Status" field to "CANC - Cancelled."

All Cornerstone users are able to edit authorizations using the <F6> key, but are only able to edit the "End Date" (if the end date is currently in the future), the "Comments" field, and the Status field (to "APVD - Approved" or "ADJT - Adjusted"). All users may cancel authorizations if the authorization "Start Date" is in the future.

Because adjusting and canceling authorizations poses such a high risk of damage to claims processing data, it is extremely important that supervisory CFC personnel proceed with great caution. In order to prevent adjusting or canceling authorizations inappropriately, **ALWAYS** contact the Cornerstone Call Center to determine the authorization's payment status. Incorrect authorizations should be corrected only after it has been determined that payments have not been made against the authorizations, or the payments that have been made have been considered in the correction process.

Supervisory CFC personnel may only cancel an authorization if there is **no chance** that services have been provided under the authorization. If payments have been made, the authorization will need to be adjusted and may not be canceled. If no payments have been made, supervisory CFC personnel may cancel the authorization - making sure to appropriately document all authorization activity.