**Therap Guidance for Providers – Ancillary Services**

**List of required Therap Placeholders for Ancillary Services**

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**List of Ancillary services**

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* ISC/Case Manager will submit a service request to the Regional Plans Review (PR)
	+ Body of PCSP updated.
	+ Supporting Documents (Bid(s), treatment plans, MD orders, etc.) uploaded to Therap Document Checklist
	+ In Therap enter Ancillary Placeholder (Non-billable) in the service supports section of PCSP.
* Plan Reviewer Actions
	+ DDA will confirm receipt of the service request and assign the service request to a Plans Reviewer.
	+ The PR sends out disposition to ISC/CM.
* Provider Actions
	+ Provider completes work and/or orders equipment.
	+ Provider emails invoices to the Regional Billing Department.
	+ Upon notification from the regional office, the Provider acknowledges the authorization in Therap.

**Regional Billing Department Email Addresses**

* East: **DDETRO.CPC@tn.gov**
* Middle: **MTRO.Billing@tn.gov**
* West: west.service-request.followups@tn.gov
* Regional Billing Actions
	+ Review billing invoice.
	+ Sends to the Therapy Department if applicable for follow-up and/or work completion confirmation.
	+ Create a ‘Change Form’ in Therap.
	+ In Therap …
		1. Upload Invoice(s) in Therap to ‘Document Checklist.’
		2. Delete Ancillary Placeholder from Therap
		3. Create a new SLI and enter the invoiced amount for Ancillary Service.
		4. Authorize the SLI.
	+ Email the Provider that the billable authorization has been created in Therap and is ready for acknowledgment and billing of the authorization.
* Provider Actions
	+ Acknowledge Ancillary Service.
	+ Upon notification from the Regional Office, the Provider acknowledges the billable Ancillary Service authorization and enters the ‘Billing Data Input’ for the service in Therap.
	+ Provider can then submit the claim to MCO.