

RESOLVING CRITICAL PNOT ERROR

Special Reminder of how to 'ARCHIVE' a visit

RESOLVING PNOT CRITICAL ERROR:

Scenario:

A provider accidentally selected a service authorization that has expired a month ago. After performing services, the provider is unable to submit claims. The provider saw a **CRITICAL PNOT** error (See screenshot below) under Edits & Errors category.

Provider ID									
Edits & Errors									
Type	Item	Error Code	Reason/ErrorReason/ Error Code	Description	Change	Modified On	Modified By	Notes	
CRITICAL	Service Authorization: Not Found	PNOT 9002	-	-	1/4/21, 2:17 PM	Calculate Engine	Provider: [redacted]	has no PA# for Recipient: [redacted] for Date of service: 01/04/2021, 1691 H0	

Until a permanent fix has been released, a work around is provided for providers to help them move forward to release their claims for submission.

STEP 1.

If provider links the service authorization incorrectly to an expired one, there are two things you can do:

1.1 If the authorization number does not have dashes or it is not the same auth#, click the line to open, enter that auth# in the manual override section, select the line box and click REMATCH.

The screenshot displays the TELLUS system interface. At the top, there is a navigation bar with the TELLUS logo, language settings (English), and user information (Jenn DeBoer). Below the navigation bar is a table of service authorizations. The table has columns for checkboxes, participant names, dates, times, and various codes. Two callout boxes are overlaid on the table. The first callout box points to the first row of the table and contains the text: "1. If Authorization is not the number you are familiar with". The second callout box points to the 'Manual Override Auth No' field in the details view and contains the text: "2. Click the pencil icon, and manually enter the auth number".

Check	Participant	Date	Time	Code	Rate	Cost	Other
<input type="checkbox"/>	ANGEL EVE	48474390 2891754792	MATCHED	1113 A00	1/10/21, 8:00 AM	30170042	NDHH \$9.50 \$0.00 -
<input type="checkbox"/>	ANGEL EVE	48474390 0257360944	MATCHED	1113 A00	1/10/21, 10:00 AM	30170042	NDHH \$8.50 \$0.00 -
<input type="checkbox"/>	DEAN HERBERT			R69	1/10/21, 2:05 PM	19078748	NDHH \$11.00 \$0.00 -
<input type="checkbox"/>	ANGEL EVE			A00	1/18/21, 5:55 AM	30170042	NDHH \$1.88 \$0.00 -
<input type="checkbox"/>	ANGEL EVE			A00	1/3/21, 6:00 PM	30170042	NDHH \$66.50 \$0.00 -
<input type="checkbox"/>	ANGEL EVE	48474390 000000	UNMATCHED	1113 A00	1/4/21, 1:00 AM	30170042	NDHH \$16.00 \$0.00 -
<input type="checkbox"/>	ANGEL EVE	48474390 0716789738	UNMATCHED	1113 A00	1/1/21, 1:00 AM	30170042	NDHH \$9.50 \$0.00 -

Details: EVE ANGEL

Claim	Share Of Cost	Messaging	Technical
Status	UNMATCHED	Start Verification Method	Start Verification Method
Payer Approval Status	Payer Approval Status	End Verification Method	End Verification Method
Participant Name	Participant Name	Actual Check-In Phone	Actual Check-In Phone
Participant Date Of Birth	Participant Date Of Birth	Actual Check-Out Phone	Actual Check-Out Phone
Participant Medicaid ID	Participant Medicaid ID	IVR Approved Start	IVR Approved Start Phone Num...

3. This will pop-up after you click on the pencil icon. Enter the correct auth. number.

4. Enter 777 reason code

TELLUS

AD WAIVER...(1 AD WAIV)... Provider Agency Jenn DeBoer

Row	Participant Last Name	Participant First Name	Medicaid ID	Visit ID	Status	Procedure Codes/Mods	Diagnosis Code	Service Date and Time	Authorization Number	Payer Name	Calculated Amount	Billable Amount	Paid Amount (\$)
3	ANGEL	EVE	48474390	1977058	MATCHED	1113	A00	1/10/21, 8:00 AM	30170042	NDHH	\$9.50	\$0.00	-
4	ANGEL	EVE	48474390	0944	MATCHED	1113	A00	1/10/21, 10:00 AM	30170042	NDHH	\$9.50	\$0.00	-
5	DEAN	HERBERT	88551990	1977058	MATCHED	2500	R69	1/10/21, 2:05 PM	19078748	NDHH	\$10.00	\$0.00	-
6	ANGEL	EVE	48474390							NDHH	\$66.50	\$0.00	-
7	ANGEL	EVE	48474390							NDHH	\$66.50	\$0.00	-

Details: EVE ANGEL

Claim: Share Of Cost

Status: UNMATCHED

Payer Approval Status: Payer Approval Status

Participant Name: EVE ANGEL

Participant Date Of Birth: 07/04/2000

Participant Medicaid ID: 48474390

Participant Member ID: 48474390

Actual Check-Out Phone: [blank]

Actual Check-Out Phone: [blank]

Procedure Codes/Mods: 1113

Calculated Units: 7

Calculated Amount: 66.5

Manual Override Auth No: 30170042

Reason Code *
777 (777A-Manual Authorization Override)

Note
0 of 2000 characters

Cancel Apply

Print Close

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5. Click apply.

TELLUS

English AD WAIVER...(1 AD WAIV)... Provider Agency Jenn DeBoer

Search List

Row	Participant Last Name	Participant First Name	Medicaid ID	Visit ID	Status	Procedure Codes/Mods	Diagnosis Code	Service Date and Time	Authorization Number	Payer Name	Calculated Amount	Billable Amount	Paid Amount (\$)
1	DEAN	HERBERT	88551990	2014401921	MATCHED	2500	R69	1/10/21, 12:05 PM	19078748	NDHH	\$10.00	\$0.00	-
2	ANGEL	EVE	48474390							NDHH	\$0.00	\$0.00	-
3	ANGEL	EVE	48474390							NDHH	\$0.00	\$0.00	-
4	ANGEL	EVE	48474390							NDHH	\$0.00	\$0.00	-
5	DEAN	HERBERT	88551990							NDHH	\$10.00	\$0.00	-
6	ANGEL	EVE	48474390							NDHH	\$0.00	\$0.00	-
7	ANGEL	EVE	48474390							NDHH	\$0.00	\$0.00	-

Details: EVE ANGEL

Claim: Share Of Cost

Status: UNMATCHED

Payer Approval Status: Payer Approval Status

Participant Name: EVE ANGEL

Participant Date Of Birth: 07/04/2000

Participant Medicaid ID: 48474390

Participant Member ID: 48474390

Start Verification Method: PC

End Verification Method: PC

Actual Check-In Phone: [blank]

Actual Check-In Phone: [blank]

Diagnosis Code: A00

Manual Override Auth No: 1234567

Reason Code *
777 (777A-Manual Authorization Override)

Note
0 of 2000 characters

Cancel Apply

Print Close

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7. Click REMATCH

Search List

Rematch Export Release Archive

Row	Participant Last Name	Participant First Name	Medicaid ID	Visit ID	Status	Procedure Codes/Mods	Diagnosis Code	Service Date and Time	Authorization Number	Payer Name	Calculated Amount	Billable Amount	Paid Amount (\$)
<input type="checkbox"/>	DEAN	HERBERT	88551990	2014401921	MATCHED	2500	R69	1/10/21, 12:05 PM	19078748	NDHH	\$10.00	\$0.00	-
<input type="checkbox"/>	ANGEL	EVE	48474390	1120659653	MATCHED	1113	A00	1/3/21, 4:40 PM	30170042	NDHH	\$78.38	\$0.00	-
<input type="checkbox"/>	ANGEL	EVE	48474390	2891754792	MATCHED	1113	A00	1/10/21, 8:00 AM	30170042	NDHH	\$9.50	\$0.00	-
<input type="checkbox"/>	ANGEL				MATCHED	1113	A00	1/10/21, 10:00 AM	30170042	NDHH	\$8.50	\$0.00	-
<input type="checkbox"/>	DEAN				MATCHED	2500	R69	1/10/21, 2:05 PM	19078748	NDHH	\$11.00	\$0.00	-
<input checked="" type="checkbox"/>	ANGEL				UNMATCHED	1113	A00	1/18/21, 5:55 AM	30170042	NDHH	\$1.88	\$0.00	-

Details: EVE ANGEL

Print Close

Claim	Start	Post	Messaging	Technical	
Status	Start Verification Method	NON	System-Assigned Auth No	30170042	
Payer Approval Status	Payer Approval Status	End Verification Method	NON	Manual Override Auth No	
Participant Name	Participant Name	Actual Check-In Phone	4028745454	Diagnosis Code	A00
Participant Date Of Birth	Participant Date Of Birth	Actual Check-Out Phone	4028745454	Procedure Codes/Mods	1113
Participant Medicaid ID	Participant Medicaid ID	IVR Approved Start Phone Number		Calculated Units	0.25
	Participant Member ID			Calculated Amount	

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6. Unmatched

1.2 If the authorization number has a dash or it is the same authorization you will need to go back to the schedule visit tab to manually reschedule the visits provider has incorrectly linked the service authorization with. As a provider, you will need to first archive the visits with incorrect service authorization.

NOTE: If the visit is reoccurring, you must cancel the entire series and reschedule reoccurring with the correct auth# starting with the first date of service completed and archived.

Reminder on how to Archive a Visit:

1. If this is the visit you wish to archive, click in the square and a check mark will appear.

2. These boxes here will lit up, including the box labeled 'Archive'.

TELLUS

Payer: NEBRASKA DHHS

Recipients: Add Recipient, Payer ICN(s), Add Payer ICN, Status(es), Select Status

Procedure Codes: Select Procedure Code, Visit ID, Enter Visit ID, Authorization, Enter Authorization

Actual Start Date: From, Actual End Date: To

Search, Clear, New Claim

Search List

Rematch, Export, Release, Archive

Row	Recipient Last Name	Recipient First Name	Medicaid ID	Visit ID	Status	Procedure Codes/Mods	Diagnosis Code	Service Date and Time	Authorization Number	Payer Name	Calculated Amount	Billable Amount	Paid Amount (\$)	
<input type="checkbox"/>	1	DEAN	HERBERT	88551990	2014401921	MATCHED	2500	R69	1/10/21, 12:05 PM	19078748	NDHH	\$10.00	\$0.00	-
<input type="checkbox"/>	2	ANGEL	EVE	48474990	1120659653	MATCHED	1113	A00	1/3/21, 4:40 PM	30170042	NDHH	\$78.38	\$0.00	-
<input type="checkbox"/>	3	ANGEL	EVE	48474990	2891754792	MATCHED	1113	A00	1/10/21, 8:00 AM	30170042	NDHH	\$9.50	\$0.00	-
<input type="checkbox"/>	4	ANGEL	EVE	48474990	0257360944	MATCHED	1113	A00	1/10/21, 10:00 AM	30170042	NDHH	\$8.50	\$0.00	-
<input type="checkbox"/>	5	DEAN	HERBERT	88551990	1401072058	MATCHED	2500	R69	1/10/21, 2:05 PM	19078748	NDHH	\$11.00	\$0.00	-
<input type="checkbox"/>					1113	A00		1/18/21, 5:55 AM	30170042	NDHH	\$1.88	\$0.00	-	
<input type="checkbox"/>					1113	A00		1/3/21, 6:00 PM	30170042	NDHH	\$66.50	\$0.00	-	
<input type="checkbox"/>					1113	A00		1/4/21, 1:00 AM	30170042	NDHH	\$161.50	\$0.00	-	
<input type="checkbox"/>					1113	A00		1/1/21, 1:00 AM	30170042	NDHH	\$9.50	\$0.00	-	
<input type="checkbox"/>	10				1113	A00		1/18/21, 10:50 AM	30170042	NDHH	\$9.50	\$0.00	-	
<input type="checkbox"/>	11	ANGEL	EVE	48474990	1120659653	UNMATCHED	1113	A00	1/4/21, 1:00 AM	30170042	NDHH	\$149.63	\$0.00	-
<input type="checkbox"/>	12	ANGEL	EVE	48474990	0379117824	UNMATCHED	1113	A00	1/3/21, 3:00 PM	30170042	NDHH	\$85.00	\$0.00	-
<input type="checkbox"/>	13	ANGEL	EVE	48474990	0379117824	UNMATCHED	1113	A00	1/4/21, 1:00 AM	30170042	NDHH	\$119.00	\$0.00	-
<input checked="" type="checkbox"/>	14	MANNING	JANE	56664752	0966565281	UNMATCHED	1113	-	12/1/20, 12:45 PM	14883976	NDHH	\$0.00	\$0.00	-

Step 2. Click on the box labeled 'Archive'

A message will prompt and ensure that you are certain you wish to archive your visit. If you are certain you wish to archive the visit, click 'OK'. The visit will be archived. **You cannot bill for that archived visits.**

The screenshot displays the TELLUS software interface. At the top, the header shows 'TELLUS' and user information. Below the header, there are search filters for Payer (NEBRASKA DHHS), Recipients, Procedure Codes, and Actual Start/End Dates. A 'Search List' table is visible, containing columns for Row, Recipient Last Name, Recipient First Name, Medicaid ID, Visit ID, Status, Procedure Codes/Mod, Service Date and Time, Authorization Number, Payer Name, Calculated Amount, Billable Amount, and Paid Amount (\$). A red circle highlights a confirmation dialog box that appears over the search results. The dialog box contains the text: 'The selected record(s) will be moved to the Archive from the Active Worklist. Are you sure that you wish to proceed?' with 'OK' and 'Cancel' buttons.

Row	Recipient Last Name	Recipient First Name	Medicaid ID	Visit ID	Status	Procedure Codes/Mod	Service Date and Time	Authorization Number	Payer Name	Calculated Amount	Billable Amount	Paid Amount (\$)
1	DEAN	HERBERT	88551990	2014401921	MATCHED	2500 R69	1/10/21, 12:05 PM	1000000000	NDHH	\$10.00	\$0.00	-
2	ANGEL	EVE	48474390	1120659653	MATCHED				NDHH	\$78.38	\$0.00	-
3	ANGEL	EVE	48474390	0991754792	MATCHED				NDHH	\$9.50	\$0.00	-
4	ANGEL	EVE	48474390	2257360944	MATCHED				NDHH	\$8.50	\$0.00	-
5	DEAN	HERBERT	88551990	1400007058	MATCHED				NDHH	\$11.00	\$0.00	-
6	ANGEL	EVE	48474390	2798740104	UNMATCHED	1113 A00	1/18/21, 5:55 AM	30170042	NDHH	\$1.88	\$0.00	-
7	ANGEL	EVE	48474390	1002659900	UNMATCHED	1113 A00	1/18/21, 10:50 AM	30170042	NDHH	\$66.50	\$0.00	-
8	ANGEL	EVE	48474390	1002659900	UNMATCHED	1113 A00	1/4/21, 1:00 AM	30170042	NDHH	\$161.50	\$0.00	-
9	ANGEL	EVE	48474390	0716789738	UNMATCHED	1113 A00	1/1/21, 1:00 AM	30170042	NDHH	\$9.50	\$0.00	-
10	ANGEL	EVE	48474390	0839349763	UNMATCHED	1113 A00	1/18/21, 10:50 AM	30170042	NDHH	\$9.50	\$0.00	-
11	ANGEL	EVE	48474390	1120659653	UNMATCHED	1113 A00	1/4/21, 1:00 AM	30170042	NDHH	\$149.63	\$0.00	-
12	ANGEL	EVE	48474390	0879117824	UNMATCHED	1113 A00	1/3/21, 3:00 PM	30170042	NDHH	\$85.00	\$0.00	-
13	ANGEL	EVE	48474390	0379117824	UNMATCHED	1113 A00	1/4/21, 1:00 AM	30170042	NDHH	\$119.00	\$0.00	-
14	MANNING	JANE	56664752	0966565281	UNMATCHED	1113 -	12/1/20, 12:45 PM	14883976	NDHH	\$0.00	\$0.00	-

Step 5. Once you reached ‘Select Date and Time’ designated with a **5** on the visit screen, you will need to put in the date of service of the **PREVIOUSLY ARCHIVED** visit. (Remember, you are recreating the visit you selected the wrong service authorization for.)

1.Date must be changed to the visit date you archived.

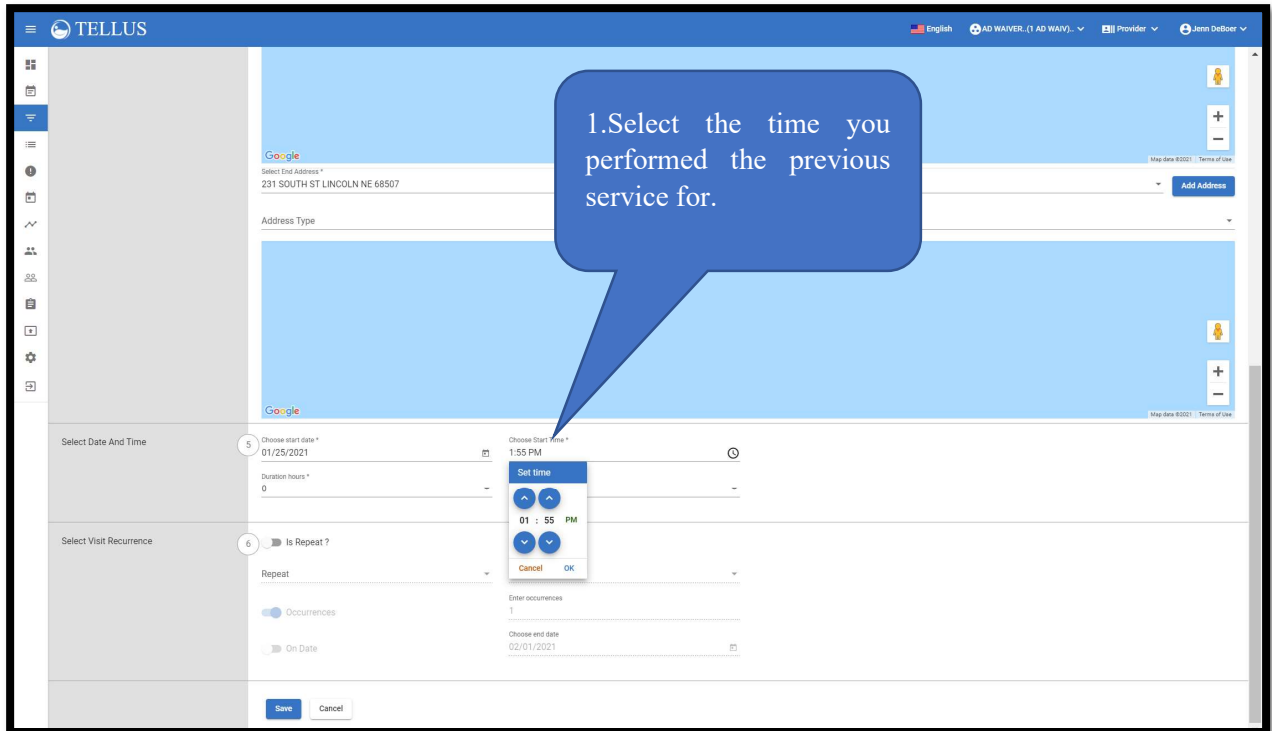
This screenshot shows a form titled "Select Date And Time" with a circled number 5. It contains the following fields:

- Choose start date *: 02/01/2021
- Choose Start Time *: 1:55 PM
- Duration hours *: 0
- Duration minutes *: 0

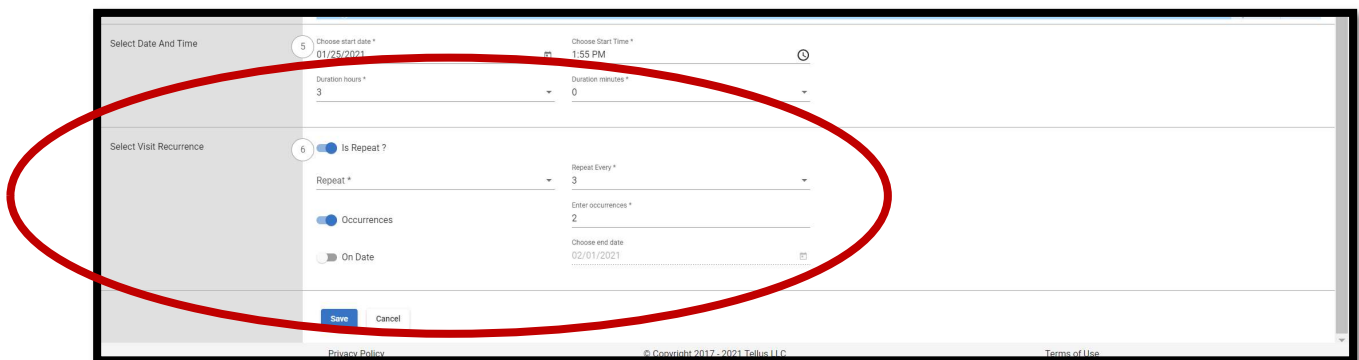
This screenshot shows the TELLUS interface with a circled number 5. A calendar is open for "JAN 2021" with the 25th selected. A circled number 6 is next to the "Select Visit Recurrence" section. A blue callout box points to the calendar with the text: "1.Select the date you performed the previous service for." The form fields below the calendar are:

- Choose start date *: 01/25/2021
- Choose Start Time *: 1:55 PM
- Duration minutes *: 0
- Repeat Every: 1
- Enter occurrences: 1
- Choose end date: 02/01/2021

Buttons for "Save" and "Cancel" are at the bottom.



Step 6. If this is a repeat visit, you can make your visit repeatable. **if recurring, then the entire series must be cancelled first and then reschedule everything back with the correct authorization.*



Step 7. Go back to the Visits screen

1. Go back to the Visits screen

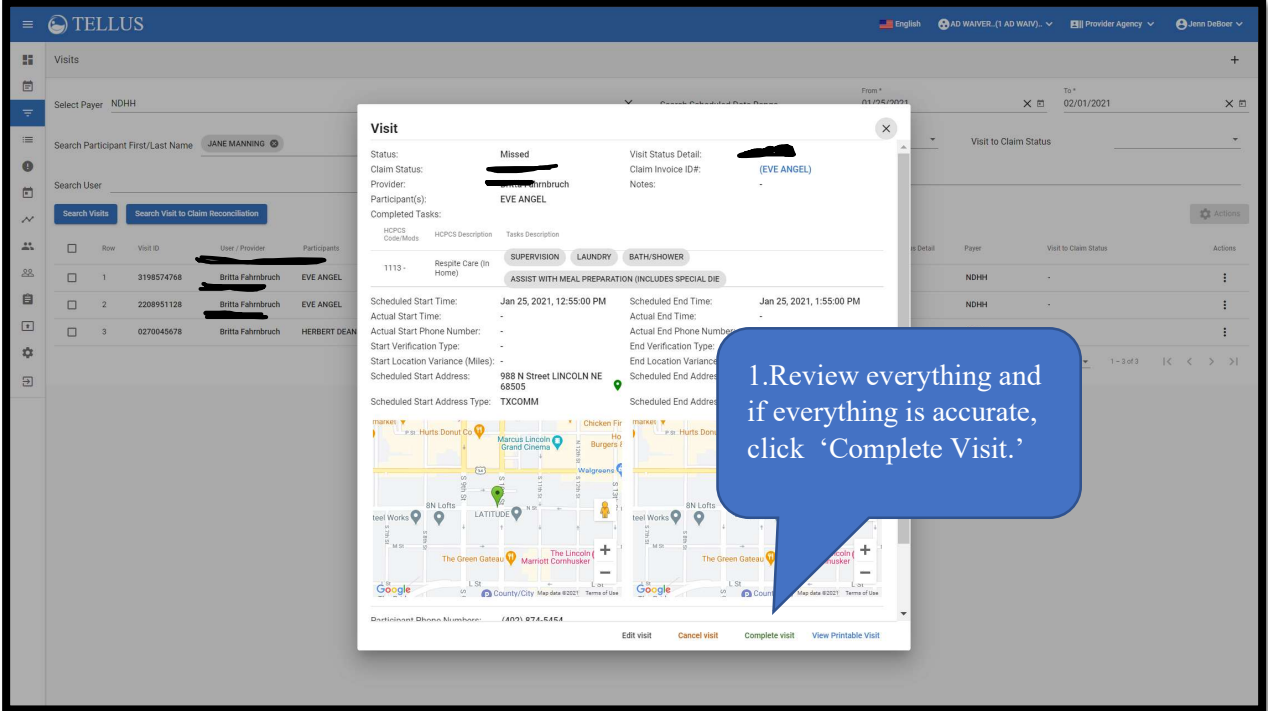
2. Select the Medicaid participant you recreated the visit for

3. You will see that it's labeled 'Missed' visit!

4. Click the three dots

Row	Visit ID	User / Provider	Participant (and surname)	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status Detail	Payer	Visit to Claim Status	Actions
1	3198574768	Britta Fahrbruch	EVE ANGEL	1113	1/25/21, 12:55 PM	1/25/21, 1:55 PM			Missed	-	NDHH	-	⋮
2	2208951128	Britta Fahrbruch	EVE ANGEL	1113	1/26/21, 12:55 PM	1/26/21, 1:55 PM			Missed	-	NDHH	-	⋮
3	0270045678	Britta Fahrbruch	HERBERT DEAN	2500	1/29/21, 1:25 PM	1/29/21, 2:30 PM			Missed	-	NDHH	-	⋮

Step 8. Once you click on the three dots



The screenshot shows the TELLUS software interface. A modal window titled "Visit" is open, displaying the following information:

- Status: Missed
- Claim Status: [Redacted]
- Provider: [Redacted]
- Participant(s): EVE ANGEL
- Completed Tasks:
 - SUPERVISION
 - LAUNDRY
 - BATH/SHOWER
 - ASSIST WITH MEAL PREPARATION (INCLUDES SPECIAL DIE
- Scheduled Start Time: Jan 25, 2021, 12:55:00 PM
- Scheduled End Time: Jan 25, 2021, 1:55:00 PM
- Scheduled Start Address: 988 N Street LINCOLN NE 68505
- Scheduled End Address: [Redacted]

A blue speech bubble with the text "1. Review everything and if everything is accurate, click 'Complete Visit.'" points to the "Complete visit" button at the bottom of the modal. The background shows a list of visits with columns for Row, Visit ID, User / Provider, and Participant(s).

Step 9. Go back to Visits and review your resubmitted claims. It should now reflect ‘Complete’ and visit to claims is indicated as ‘Success.’

1. Go back to Visits

2. You should see Completed on the visit status.

Row	Visit ID	User / Provider	Participants	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status	Visit to Claim Status	Actions
1	0757582212	Britta Fahrbruch	KHORA JAE	1691 VO	10/22/20, 7:35 AM	10/22/20, 8:35 AM	10/22/20, 7:35 AM	10/22/20, 8:35 AM	Completed	NDHH	SUCCESS	
2	0429132435	Britta Fahrbruch	HERBERT DEAN	2500	10/22/20, 9:35 AM	10/22/20, 10:35 AM	10/22/20, 9:35 AM	10/22/20, 10:35 AM	Completed	NDHH	SUCCESS	
3	1424510766	Britta Fahrbruch	KHORA JAE	1691 HD	10/22/20, 12:35 PM	10/22/20, 1:35 PM	10/22/20, 12:35 PM	10/22/20, 1:35 PM	Completed	NDHH	SUCCESS	
4	2388916779	Britta Fahrbruch	HERBERT DEAN	2500	10/22/20, 3:35 PM	10/22/20, 4:35 PM	10/22/20, 3:35 PM	10/22/20, 4:35 PM	Completed	NDHH	SUCCESS	
5	0397630033	Paul Chapman	HERBERT DEAN	1691 HD	10/25/20, 2:15 PM	10/25/20, 3:15 PM	10/25/20, 2:15 PM	10/25/20, 3:15 PM	Completed	NDHH	SUCCESS	
6	1833110139	Paul Chapman	HERBERT DEAN	1691 HD	10/25/20, 5:05 PM	10/25/20, 5:35 PM	10/25/20, 5:05 PM	10/25/20, 5:35 PM	Completed	NDHH	SUCCESS	
7	0955095269	Paul Chapman	HERBERT DEAN	1691 HD	10/25/20, 8:05 PM	10/25/20, 8:35 PM	10/25/20, 8:05 PM	10/25/20, 8:35 PM	Completed	NDHH	SUCCESS	
8	3030030246	Britta Fahrbruch	HERBERT DEAN	1691 HD	10/26/20, 10:00 AM	10/26/20, 12:00 PM	10/26/20, 10:00 AM	10/26/20, 12:00 PM	Completed	NDHH	SUCCESS	
9	2853511624	Britta Fahrbruch	HERBERT DEAN	1691 HD	10/26/20, 8:00 PM	10/26/20, 9:00 PM			Unable To Complete	OTHR	NDHH	-
10	2165170356	Britta Fahrbruch	HERBERT DEAN	1691 HD	10/26/20, 10:00 PM	10/26/20, 11:00 PM			Unable To Complete	OTHR	NDHH	-
11	2306675137	Britta Fahrbruch	KHORA JAE	1691 HD	10/27/20, 4:20 AM	10/27/20, 6:20 AM	10/27/20, 4:20 AM	10/27/20, 6:20 AM	Completed	NDHH	SUCCESS	
12	3985909884	Britta Fahrbruch	KHORA JAE	1691 VO	10/27/20, 8:20 AM	10/27/20, 10:20 AM	10/27/20, 8:20 AM	10/27/20, 10:20 AM	Completed	NDHH	SUCCESS	
13	0236975381	Maria Bojko	HERBERT DEAN	1691 HD	10/27/20, 9:30 AM	10/27/20, 10:30 AM	10/27/20, 9:30 AM	10/27/20, 10:30 AM	Completed	NDHH	SUCCESS	
14	0361213268	Britta Fahrbruch	HERBERT DEAN	2500	10/28/20, 8:31 AM	10/28/20, 9:31 AM	10/28/20, 8:31 AM	10/28/20, 9:31 AM	Completed	NDHH	SUCCESS	