



Liberty Healthcare Corporation of North Carolina

REQUEST FOR PRIOR APPROVAL (PA) RESEARCH INSTRUCTIONS

Providers are encouraged to complete the 'Request for Prior Approval Research Form' when they have 3 or more billing concerns. Prior to submitting a 'Request for PA Research' to Liberty Healthcare providers should verify the following:

- 1. Did I complete a service plan for the most current assessment for the beneficiary? (verify in QiReport)**
- 2. Does the beneficiary have active Medicaid? (verify through NC Tracks)**
- 3. Does the beneficiary have an active PA? (verify through NC Tracks)**
- 4. Does the modifier on the PA match the modifier assigned in NC Tracks? (verify through the QiReport Provider Portal)**
- 5. Have I already billed for all approved hours this month? (verify through NC Tracks)**
- 6. Am I billing within the approved effective dates? (verify through NC Tracks)**

To complete the 'Request for Prior Approval Research Form' providers will need to include the following information.

- Best Contact Information
- NPI# for which the PA is billed under
- Beneficiary's first initial of their first name and the full last name
- Last 5 of Medicaid ID (MID), which includes 4 numbers followed by a letter
- Dates of service unable to bill
- Hours being billed
- NC Tracks denial code
- Current Modifier code

Forms may be faxed to Liberty Healthcare Corporation-NC at 919-322-5942 or 855-740-0200 (toll free) or emailed to NCIABilling@libertyhealth.com

A representative from Liberty Healthcare will follow up with the providing agency within 5 business days after receipt of a completed form to discuss their billing issues in detail and the appropriate action that was taken.