



MIS INFO-LINE

SUBJECT: SFPR/COORDINATOR ON CLIENT SCREEN (Update)

DIRECTED TO: All Providers

This is an update to MIS InfoLine No. 112, "SFPR/Coordinator on Client Screen." A provider's ability to update the SFPR/Coordinator information timely in the MIS has always been an important factor. It is important for several reasons: 1) it informs providers of the current SFPR/Coordinator, 2) it designates responsibility of coordinating services and service plans, and, 3) it designates responsibility of authorizing services.

With implementation of Phase II Managed Care, Primary Linkage and Coordination Providers (PLCP) are SFPR/Coordinators to many Fee-for-Service Outpatient Providers (Network Providers) and have responsibility for approving client plans and authorizing over-threshold services. The Department has established a five-day limitation to return the approved Client Plan and/or authorization for over threshold services to Network Providers.

To add SFPR/Coordinator information in the MIS, the following procedure will be effective immediately:

Items 1 – 3 of remain unchanged.

4. If it is jointly determined that a transfer of coordination is appropriate, the new/receiving coordinator should complete the New/Receiving Coordinator section of the Transfer of Coordinator form and fax a copy to the transferring provider. (See the attachment.) The transferring coordinator must complete the Transferring Coordinator section of the form and fax the copy to the new/receiving coordinator. *The transferring provider must delete their provider information in the SFPR/Coordinator fields on the Client Screen in MIS.*
5. If it is jointly determined that a transfer of coordination is appropriate, but the SFPR/Coordinator's information is not deleted from the Client Screen within two days, or the new/receiving provider is unable to contact the SFPR/Coordinator, the SFPR/Coordinator's supervisor or other responsible person within two days, the Transfer of Coordinator Memo (see attachment) should be completed. *At least one attempt to contact the SFPR and one attempt to contact the SFPR/Coordinator's supervisor or other responsible person must be documented.*
6. The Transfer of Coordinator form and the Transfer of Coordinator Memo should be faxed to Norma Fritsche, Chief, Standards and Records. The fax number for the Standards and Records Division is (213) 381-8386; the telephone number is (213) 738-4803.
7. Standards and Records will process the Transfer of Coordinator request within two days from the date the fax is received.
8. A Standards and Records staff will telephone the MIS Help Desk to have the transferring coordinator's information removed from the SFPR/Coordinator fields on the Client Screen.
9. The new/receiving coordinator may enter their provider information in the SFPR/Coordinator fields.