

New Choice Waivers (NCW)

PRISM frequently asked questions for providers

Q: Will NCW applications still be accepted during the PRISM freeze?

A: No. NCW applications will not be accepted during the PRISM freeze from March 13 through April 2, 2023. The last day to submit a NCW application is March 10. New applications received from March 11 through April 2, 2023 will be shredded and an automatic response will be sent requesting the applicant submit an online application starting April 3, 2023. Paper applications will be available by request only by contacting the NCW program office.

Q: Will paper applications still be accepted?

A: Yes. Paper applications with the revision date of April 3, 2023 or later will be accepted. New paper applications are available by request only by contacting the NCW program office.

Q: Will service authorizations forms continue to be used?

A: Yes. Service authorizations will be used to communicate state approved care plans until April 2, 2023. Starting April 3, 2023, service authorizations will be replaced with prior authorization numbers.

Q: What is a prior authorization (PA) number?

A: Starting April 3, 2023, all waiver care plans will have a unique PA for each service on that care plan. Providers will need to use the PA number when billing.

Q: Where do I find the PA number when I'm ready to submit a claim?

A: The PA number can be found on the PA request list in PRISM. Filter by the Member number and then select the appropriate request dates for the service. PA number is the "Tracking Number" of an approved request.

Q: Can I still submit claims for waiver services in UHIN during the freeze?

A: Yes. Providers can still submit claims for waiver services through UHIN. During the freeze period (March 13th through April 2, 2023) UHIN will hold electronic claims (276/277

and 837) and then submit them to Medicaid for processing after the freeze period ends. Additional information can be found on medicaid.utah.gov/prism.

Q: If I have additional questions, how do I contact the NCW program?

A. For additional questions, contact the program office on Mondays, Tuesdays, Wednesdays, and Fridays, from 9 a.m. - 12 p.m. at 1-800-662-9651, option 6 or you can use the provider specific email: ncwprovidersupport@utah.gov