



June 12, 2020

RE: Use of T2020 UA Supplemental Support Services

CES Waiver Providers,

Supplemental Support Services (T2020 UA) can continue to be used by providers who have not yet transitioned to the new 2020 Waiver codes for hours needed beyond the currently approved daily rate. The use of T2020 UA as a supplement to Supportive Living H2016 will end on June 30, 2020. Please note that billing for supplemental support should not overlap billing for supportive living on any given day. If additional units are needed for supportive living, please submit any requests for authorization along with justification for the additional units.

Empower Process for providers under current budget until FFS transition:

- Providers will continue to bill Supportive Living (H2016 or H2016 TF) under the current approved budget.
- Hours needed for care of the member beyond the approved budget will need to be billed under the Supplemental Support Services code identified below.
 - Bill 1 unit per day
 - Submit the total billed charges for the hours needed beyond the current approved budget.
 - Documentation should be available in the record regarding the reason for increased need in services
- Once the yearly max of \$6500 has been met for the code, the provider will need to request an Extension of Benefit for additional time/amount needed. Please include justification in the EOB request for the need to increase and continue services such as closure of EIDT/ADDT, lack of available staff, etc.
- Empower expects that providers will maintain documentation supporting the need for extended services during the time this additional billing is submitted.
- Empower expects that providers will bill only the new 2020 CES Waiver Codes once transitioned. Prior authorization requests should include the amount of units required to manage the member's needs during the authorization period as well as justification for those services.
- Once the H2016 or H2016 TF are terminated on 6/30/20, the use of T2020 UA for a supplement to the budgeted daily rate will also be terminated. T2020 UA is available in the new model as described in the Waiver Code Descriptions found [here](#).

If you have questions about this please contact empowerhealthcaresolutionspr@empowerhcs.com

Thank you,

Empower Healthcare Solutions