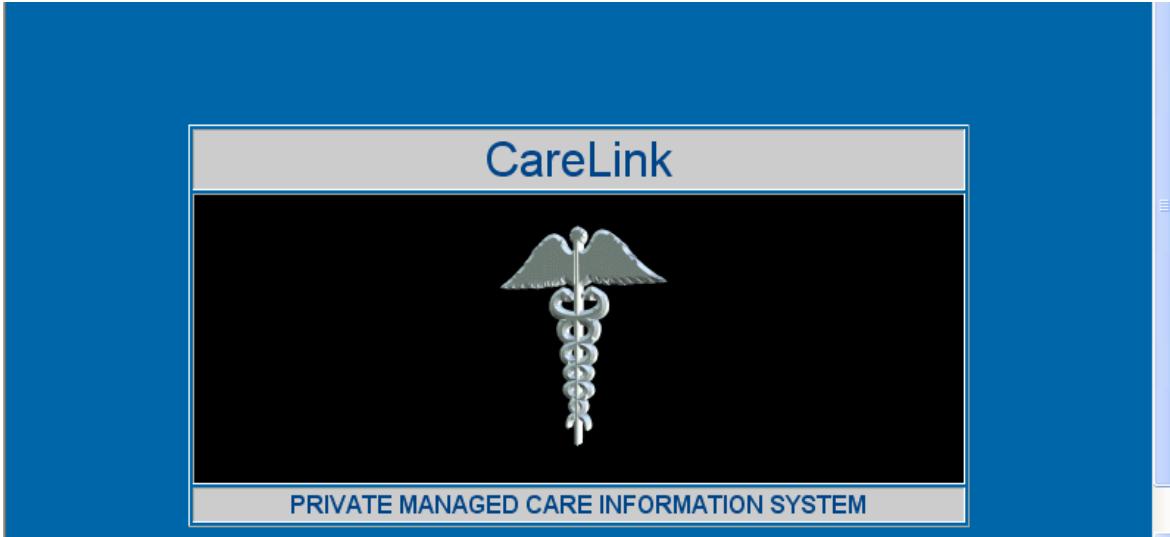


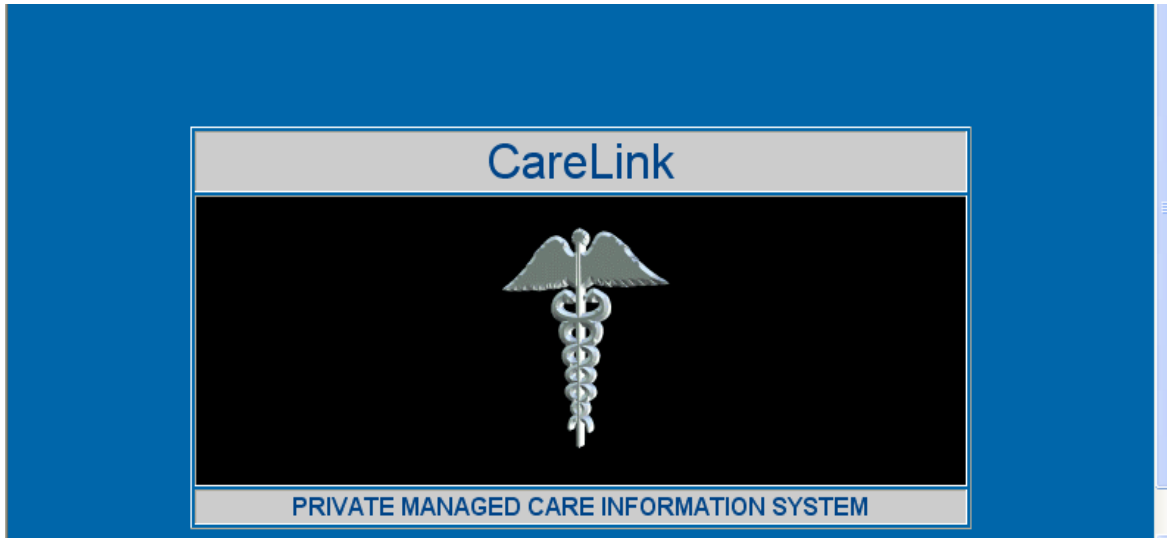
# Cumberland County LME CareLink Provider Manual



Updated June 14, 2010

## Getting to the Website

- Website Address: <https://carelink.carenetasp.com/cumberland/>
- Below is the main home page of CareLink.



- Click on the medical logo to go to the log in page.

## Logging into the system

- Enter your unique username and password. This user id and password will be assigned to you by the MIS Department at Cumberland County LME. You will receive an email from Rafael Garcia at [rgarcia@mail.ccmmentalhealth.org](mailto:rgarcia@mail.ccmmentalhealth.org) after attending training.

\*Note: You must have training before you will be able to receive an user id and password. You also must be an employee with an agency that holds a contract with the LME to receive and maintain an user id.

- Press the Login button.

**CareLink**  
*A Continuum of Interactive Community Healthcare*

**Secure Login**

Please enter your username and password below.

Username:	<input type="text"/>
Password:	<input type="password"/>

When entering your password, please ensure that your Caps Lock key is not depressed.

Notes:

- Your password is case sensitive. Make sure you enter your password exactly in the format it was created.
- If you incorrectly enter your username and password 3 times, the system will lock your user account. After 15 minutes, you may attempt to log in again.
- If your password expires, call Cumberland County LME MIS Department at 910-222-6043 to get it reset.

**Security Page**

**ATTENTION:**

The information contained in this information system is private and confidential, it is fully bound by the provisions of all federal and state regulations governing confidentiality of alcohol and drug abuse patient records. This system is intended only for the professional use of authorized agents of a Substance Abuse or Mental Health Treatment program or related agency. If you have reached this site in error, please contact Creative Socio-Medics at (877) 889-8800 immediately.

By selecting "continue", you agree, under penalty of perjury, that you are an authorized agent to use this information system.

[Exit](#)      [Continue](#)

- Click on *Continue* to pass through the security statement.

**News**

CareLink - News      LIFE, INC. 6/21/2005 4:12:35 PM      Main Menu | Log Out

No.	Date	News
1.	6/18/2004	Welcome to CareLink!

<< Previous Page      Next Page >>

[Skip to Main Menu](#)

© 2005 Creative Socio-Medics Corp.

- Click on "Skip to Main Menu" to move to the next screen.

## Main Menu Options

CareLink - Main Menu LIFE, INC. 6/21/2005 8:46:25 AM Main Menu | Log Out

You are logged in as: life  
Your last login was: 6/21/2005 8:46:00 AM

Main Menu - Treatment Provider		
Billing	Change Password	Look Up Client
News	Submitted Auth Requests	
Logout / Exit		

© 2005 Creative Socio-Medics Corp.

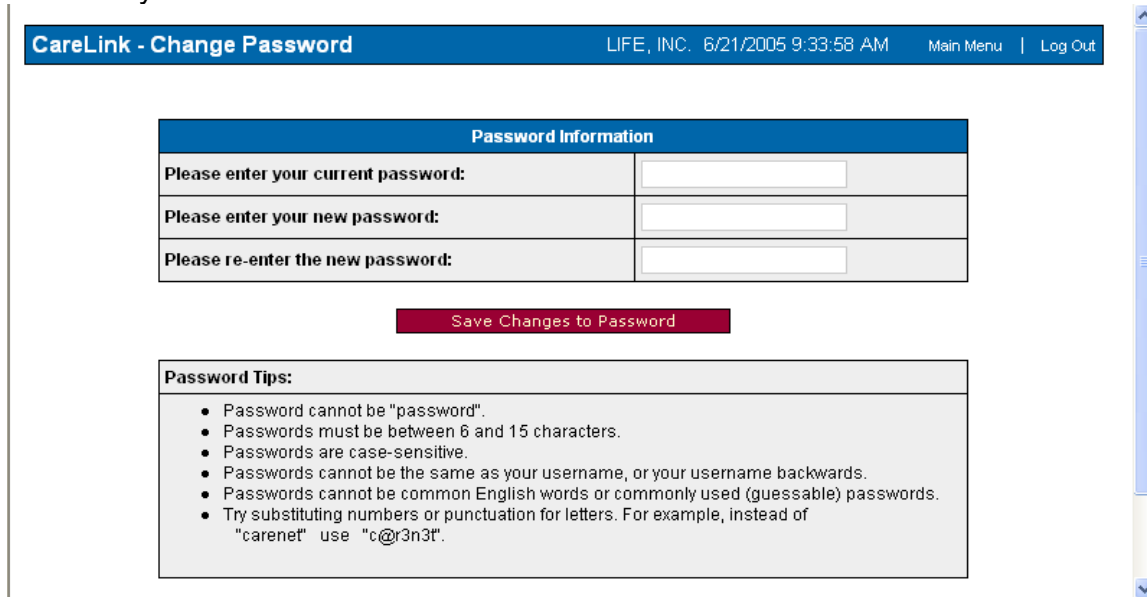
### Navigating the Main Menu

This screen is the main menu. From this screen you can do several things.

- Look up client – this allows you to search for a client that has been assigned to you in the system.
- Change password – this allows you to change your password. If you feel that there may be a security threat you should always change your password.
- Billing – this option will allow you to bill for all the services you have entered through CareLink.
  - Note: Only 1 person in your agency needs to be responsible for using this option. It is recommended that others are cross-trained.
- Submitted Auth Requests – this screen allows you to look to see all the consumers assigned to your agency that have been authorized by the LME for you (provider) to provide services along with the authorization information for each consumer.
- News – this option takes you back to the news page.

## Change Your Password

- If you need to change your password at anytime you can click on “Change Password” from the main menu. You will see the following screen. The screen will ask you to put in your old password and then put in your new one. You will need to enter your new password twice for system verification.



The screenshot shows a web browser window with a blue header bar. The header contains the text "CareLink - Change Password" on the left, and "LIFE, INC. 6/21/2006 9:33:58 AM" followed by "Main Menu" and "Log Out" on the right. Below the header is a form titled "Password Information" with a blue header. The form contains three rows, each with a label and a text input field: "Please enter your current password:", "Please enter your new password:", and "Please re-enter the new password:". Below the form is a red button labeled "Save Changes to Password". At the bottom of the form is a section titled "Password Tips:" containing a bulleted list of password requirements.

Password Information	
Please enter your current password:	<input type="text"/>
Please enter your new password:	<input type="text"/>
Please re-enter the new password:	<input type="text"/>

[Save Changes to Password](#)

**Password Tips:**

- Password cannot be "password".
- Passwords must be between 6 and 15 characters.
- Passwords are case-sensitive.
- Passwords cannot be the same as your username, or your username backwards.
- Passwords cannot be common English words or commonly used (guessable) passwords.
- Try substituting numbers or punctuation for letters. For example, instead of "carenet" use "c@r3n3t".

- CareLink requires users to change their passwords every 90 days.
- Users may change their password at any time.
- Passwords are case sensitive, so when creating a new password carefully note how you are entering it into the system.

## Working with a Consumer

### Look Up Client Option

In order to request authorizations or enter treatment information for a consumer you will need to work from the consumer's profile screen. In order to get to this screen you should do the following:

From the main menu click "Look Up Client"

You may enter the consumer's LME consumer record number or you may look the consumer up by name. If you want to view all the consumers you can just click on "Search by Criteria". The system will then give you a list of all the consumers for your agency. You can click on the LME record number to pull up the consumers profile screen.



The screenshot shows a web browser window titled "CareLink - Look Up Client - Windows Internet Explorer". The address bar displays the URL "https://carelink.carenet.asp.com/EastpointeTest/Client/ClientList.asp". The browser's address bar and toolbar are visible at the top. Below the browser window, a table lists client information. The table has six columns: LME Record Number, Last Name, First Name, Agency Name, Date, and User Name. The data is as follows:

31272	BOYETTE	TERRY	LIFE SOLUTIONS	8/22/2005	MSO_USER
31272	BOYETTE	TERRY	MSO Agency	6/15/2005	MSO_USER
31272	BOYETTE	TERRY	NEUSE ENTERPRISES, INC	6/30/2005	MSO_USER
31267	BUSH	GEORGE	BOSTIC FAMILY SERVICES	6/15/2005	MSO_USER
31267	BUSH	GEORGE	LIFE SOLUTIONS	8/22/2005	MSO_USER
31267	BUSH	GEORGE	MSO Agency	6/14/2005	MSO_USER
31267	BUSH	GEORGE	TAR HEEL HUMAN SERVICES, INC	6/30/2005	MSO_USER
31273	CROOM	KAY	ARC OF NORTH CAROLINA INC	1/18/2006	MSO_USER
31273	CROOM	KAY	CARING FAMILY NETWORK	10/19/2005	MSO_USER
31273	CROOM	KAY	CNC ACCESS, INC	10/19/2005	MSO_USER
31273	CROOM	KAY	HAWTHORN SERVICES, INC	10/19/2005	MSO_USER
31273	CROOM	KAY	HOMECARE MANAGEMENT CORPORATION	10/19/2005	MSO_USER
31273	CROOM	KAY	KATAM INC	10/19/2005	MSO_USER
31273	CROOM	KAY	LIFE SOLUTIONS	8/15/2005	MSO_USER
31273	CROOM	KAY	MENTAL HEALTH ASSOCIATION IN NC, INC	10/19/2005	MSO_USER
31273	CROOM	KAY	MSO Agency	8/15/2005	MSO_USER
31273	CROOM	KAY	NEUSE ENTERPRISES, INC	10/19/2005	MSO_USER

## Checking for New Referrals and Authorizations from the LME

- In order to see all referral information that has been sent to a provider by Cumberland County LME you should click on “Submitted Authorization Requests” from the main menu. This screen will give you the option to search by client id or to see all clients by clicking “search by criteria”.
- The screen below shows all the authorizations sent and received and the status.
- Click the blue “request date” field in order to open the authorization

A request can have 3 different status options.

1 – Approve – UM has approved your authorization. Please check the start and end dates and the units of your authorization.

2 – Deny – UM has denied your request. You will have to submit a new request for review with all required documentation.

3 – Not Reviewed – this means that the authorization has never been reviewed or received by the LME. If you see this for more than 10 working days please contact the UM Department.

The LME Care Manager will always respond to the provider using the comments section listed at the bottom of the authorization. Explanation of denial will be entered in this text box.

Request #	Request Date	Status	Provider	Client ID	Provider Name	Patient Name	Birth Date	Request Date
6.	9/13/2005	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965
7.	9/13/2005	Authorization	Not Reviewed	LIFE SOLUTIONS	31268	DOE	JOHN	11/11/1911
8.	9/13/2005	Authorization	Not Reviewed	LIFE SOLUTIONS	31211	EGGLESTON	JAMES	12/4/1991
9.	9/13/2005	Authorization	Not Reviewed	LIFE SOLUTIONS	31211	EGGLESTON	JAMES	12/4/1991
10.	9/13/2005	Authorization	Not Reviewed	LIFE SOLUTIONS	31203	HILL	TAMIKA	9/25/1989
11.	9/13/2005	Authorization	Not Reviewed	LIFE SOLUTIONS	31266	JACKSON	MICHAEL	1/1/1970
12.	9/13/2005	Authorization	Not Reviewed	LIFE SOLUTIONS	31266	JACKSON	MICHAEL	1/1/1970
13.	9/13/2005	Authorization	Not Reviewed	LIFE SOLUTIONS	31252	JONES	KEN	10/6/1973
14.	9/13/2005	Authorization	Not Reviewed	LIFE SOLUTIONS	31263	KRUEGGER	FREDDIE	1/1/1978
15.	9/13/2005	Authorization	Not Reviewed	LIFE SOLUTIONS	31261	LEE	TINA	1/1/1975
16.	8/8/2005	Authorization	Approved	LIFE SOLUTIONS	31255	TEST	JOHN	1/1/1970
17.	8/30/2005	Authorization	Not Reviewed	LIFE SOLUTIONS	31268	DOE	JOHN	11/11/1911
18.	8/3/2006	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965
19.	8/3/2006	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965
20.	8/3/2006	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965
21.	8/3/2006	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965
22.	8/3/2006	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965
23.	8/3/2006	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965
24.	8/3/2006	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965
25.	8/3/2006	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965
26.	8/3/2006	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965
27.	8/3/2006	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965
28.	8/3/2006	Authorization	Not Reviewed	LIFE SOLUTIONS	31273	CROOM	KAY	4/20/1965

## Client Lookup

### ➤ Click on Client Lookup

The screenshot shows a web browser window titled "CareLink - Look Up Client" with the URL <https://carelink.carenetsp.com/EastpointeTest/Client/ClientListSetup.asp>. The page header includes "MSO Agency 4/12/2006 3:57:53 PM" and links for "Main Menu" and "Log Out". The main content area features a "Search Criteria" form with the following fields:

Search Criteria	
Client ID / SSN:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Agency:	-- All Agencies --

Below the form is a red button labeled "Search by Criteria". At the bottom of the page, the text "Carelink v1.06 © 2006 Creative Socio-Medics Corp." is visible. The browser's status bar at the bottom shows "Done", "Trusted sites", and "100%" zoom.

- To look up a client within the CareLink system, you can enter a combination of the user's information and click on the *Search by Criteria* button.
- For a list of all clients within the system, do not enter any information in the search criteria boxes and click on the *Search by Criteria* button. This will create a list of all of your clients within CareLink.
- Each provider can only view clients that belong to their specific agency.

## Navigating the Client Profile Screen

On the left side of the client profile screen you will see several options. The profile screen automatically defaults you to the demographic page when you pull up the consumer for the first time.

### Demographic

The screenshot shows a web browser window titled "Client 000000000 Data - Microsoft Internet Explorer". The address bar shows the URL: <https://carelink.carenetasp.com/EastpointeTest/Client/ClientFrameSet.asp>. The page content is as follows:

**Client SSN**  
000000000

**CareLink - Demographic** LIFE SOLUTIONS 1/18/2006 12:24:22 PM Main Menu | Log Out

Client Name:	CROOM, KAY
Client ID:	31273
Agency:	LIFE SOLUTIONS

[archive records](#)

**Demographic Information**

Name:	KAY (First)	CROOM (Last)
Date of Birth:	4/20/1965	
Gender:	F - Female	

**Recent Address Information**

Valid Dates	Address	Address 2	City	State	Zip Code	County	Phone
1/1/2005 -	UNKNOWN STREET		KINSTON	North Carolina	00000	LENOIR	

[address history](#)

**Comments**

Carelink v1.04 © 2006 Creative Socio-Medica Corp.

## Funding Sources (Screening or Admission Status of Consumer)

The screenshot shows a web browser window displaying the CareLink application. The page title is "CareLink - Client Funding Source Information". The client information is as follows:

Client Name:	CROOM, KAY
Client ID:	31273
Agency:	LIFE SOLUTIONS

The "Current Information" section shows a table with the following data:

Funding Source	Agency	Valid Dates	Policy #	Attachment
ADMISSION	LIFE SOLUTIONS	1/1/2005 -		<a href="#">Add New</a>

The left sidebar contains a list of agencies, with "MSO Agency" selected. The footer of the page reads "Carelink v1.06 © 2006 Creative Socio-Medics Corp.".

- The Funding Source page lists the status of the client. All consumers that have a completed STR on file with the LME will be placed into the IPRS Funding Source. If a consumer has Medicaid, the consumer will also reflect a MOA Funding Source as well. In order to request authorizations for State Services, a consumer must be active in the IPRS Funding Source. After the screening, providers are required to submit to the LME all required forms for admission.

\*\*Note: All forms required for Admission can be located on Cumberland County LME's website [www.cmentalhealth.org](http://www.cmentalhealth.org) under Provider Information.

- If the consumer is active (has open record) the funding source will show "IPRS". Make sure there is no end date for the admission record. If there is you will have problems requesting authorizations.

## Requesting and Receiving Authorization of Services

- The Authorization Menu contains a list of all authorizations currently in place for the client or authorizations waiting to be approved for the client. See list of the different status items on page 8.

**CareLink - Authorization Requests** MSO Agency 4/12/2006 4:03:05 PM Main Menu | Log Out

Client Name: CROOM, KAY  
 Client ID: 31273  
 Agency: LIFE SOLUTIONS

**History Information**

Provider Auth Number	Type	Status	Request Date	Review Date	Reviewed By	Begin Date	Expiration Date	MSO Status	Attachments
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:40:28 AM			5/10/2006	8/17/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:39:28 AM			3/25/2006	11/19/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	4/6/2006 10:36:56 AM			3/20/2006	5/18/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	3/7/2006 9:34:47 AM			3/7/2006	5/5/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	4/6/2006 10:31:32 AM			3/1/2006	5/29/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:46:40 AM			2/25/2006	8/25/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:46:41 AM			2/25/2006	8/25/2006	view status	Add New

- The status of the authorization show in the column labeled “status”.
- If you would like to review or print an authorization you should click the word “Authorization”. This will take you to the actual authorization and allow you to view the comments that have been added by the UM Care Manager (if any). You can print the authorization by selecting print under your file menu.
- Effective July 1, 2010 the authorization screen will reflect an authorization with code 3333 and/or 4444. These codes will be used to track the status of a consumer. If you have an auth (3333 Screening completed) this will signify that the LME has received/completed a STR Form. An auth (4444 Admission Completed) will signify that the Admission/Discharge Form has been received. If you submit a discharge for a consumer your auth screen will reflect code (5555 Discharge).

# Sample Authorization

Client 00000000 Data - Microsoft Internet Explorer

Address: https://carelink.carenetasp.com/EastpointeTest/Client/ClientFrameSet.asp

<b>Client SSN</b>	<b>Authorization Request - 381</b>										
	Approved										
<b>Demographic</b>	<b>Client Information</b>										
<b>Funding Sources</b>	CLIENT NAME KAY CROOM	CLIENT ID 31273	DATE OF BIRTH 4/20/1965								
<b>Authorizations</b>	PROVIDER NAME LIFE SOLUTIONS	COUNTY OF RESIDENCE LENOIR									
<b>Treatment</b>	<b>Care Manager</b>										
<b>RAD Forms</b>	CARE MANAGER ASSIGNED TMILLER	DATE ASSIGNED 1/1/2005									
<b>Exit to Main Menu</b>	<b>Authorization Information</b>										
	CURRENT AUTHORIZATION STATUS REASON:	AUTHORIZED LEVEL OF CARE:									
	<b>Authorization Group</b> Leave blank for individual CPT Codes requests.										
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>PROCEDURE CODE</th> <th>DESCRIPTION</th> <th>UNITS REQUESTED</th> <th>UNITS AUTHORIZED</th> </tr> </thead> <tbody> <tr> <td>90904</td> <td>INDIVIDUAL THERAPY (23-30 MINUTES)</td> <td style="text-align: center;">100</td> <td style="text-align: center;">100</td> </tr> </tbody> </table>			PROCEDURE CODE	DESCRIPTION	UNITS REQUESTED	UNITS AUTHORIZED	90904	INDIVIDUAL THERAPY (23-30 MINUTES)	100	100
PROCEDURE CODE	DESCRIPTION	UNITS REQUESTED	UNITS AUTHORIZED								
90904	INDIVIDUAL THERAPY (23-30 MINUTES)	100	100								
	<b>Authorization Dates</b>										
	Requested: 10/1/2005 - 12/28/2005 Authorized: 10/1/2005 - 12/28/2005										
	<b>Comments</b>										
	<b>Authorization Comments:</b> Authorized by MSO_USER on 11/16/2005 11:05:30 PM										
	<b>Internal Comments:</b> Comment modified by MSO_USER on 11/16/2005 11:05:30 PM This authorization is for Methodist Home Christal Wood, Case manager  cwwood@eastpointe.net  910-275-7044  Need residential placement for .....										
	This clinical authorization does not guarantee payment										

## Requesting a New Service

- To submit an authorization to the LME, the provider should click on the *Authorization Request* button. This button is red and can be found at the bottom of the authorization history screen.

<b>Client SSN</b>	<b>CareLink - Authorization Requests</b> LIFE, INC. 6/21/2005 11:32:37 AM <a href="#">Main Menu</a>   <a href="#">Log Out</a>								
	<b>Client Name:</b>								
<b>Demographic</b>	<b>Client ID:</b>	16096							
<b>Funding Sources</b>	<b>Agency:</b>	LIFE, INC.							
<b>Authorizations</b>	<b>History Information</b>								
<b>Treatment</b>	<b>Provider Auth Number</b>	<b>Type</b>	<b>Status</b>	<b>Request Date</b>	<b>Review Date</b>	<b>Reviewed By</b>	<b>Begin Date</b>	<b>Expiration Date</b>	<b>MSO Status</b>
<b>Exit to Main Menu</b>	No records found.								
	<div style="background-color: red; color: white; padding: 2px; display: inline-block; margin: 5px;">Authorization Request</div>								
	© 2005 Creative Socio-Medics Corp.								

<b>Client SSN</b> 244496652	<b>CareLink - Client Authorization Request Information</b>		LIFE, INC. 6/21/2005 11:34:10 AM	Main Menu   Log Out
<b>Demographic</b>	<b>Authorization Request Information</b>			
<b>Funding Sources</b>	<b>Client SSN:</b>	244496652		
<b>Authorizations</b>	<b>Agency:</b>	LIFE, INC.		
<b>Treatment</b>	<b>Authorization dates: (M/D/yyyy)</b>			
<b>Exit to Main Menu</b>	Begin Date:	<input type="text"/>	Set To <input type="text"/> Days	<input type="button" value="Set"/>
	End Date:	<input type="text"/>		
	<input type="button" value="Request Authorization &gt;&gt;"/>			
	Authorization dates must fall within valid Insurance, Financial, and Admission dates.			
	© 2005 Creative Socio-Medics Corp.			

- Enter the date range in which you would like to provide services for the consumer.
- Shortcut: Enter the Begin date; enter the number of days you would like to the authorization to be valid for in the Set To box, and click on the *Set* button. This will automatically calculate the end date for the authorization.
- Click on *Request Authorization* once you have the correct date range for the authorization.

Client 00000000 Data - Microsoft Internet Explorer

Address: https://carelink.carenetasp.com/EastpointeTest/Client/ClientFrameSet.asp

<b>Client SSN</b> 00000000	<b>Authorization Request -</b>			
<b>Demographic</b>	<b>Client Information</b>			
<b>Funding Sources</b>	CLIENT NAME KAY CROOM	CLIENT ID 31273	DATE OF BIRTH 4/20/1965	COUNTY OF RESIDENCE LENOIR
<b>Authorizations</b>	PROVIDER NAME LIFE SOLUTIONS			
<b>Treatment</b>	<b>Care Manager</b>			
<b>RAD Forms</b>	CARE MANAGER ASSIGNED		DATE ASSIGNED	
<b>Exit to Main Menu</b>	<b>Authorization Information</b>			
	CURRENT AUTHORIZATION STATUS REASON:		AUTHORIZED LEVEL OF CARE:	
	<b>Authorization Group</b> Leave blank for individual CPT Codes requests.			
	<input type="text"/>			
	PROCEDURE CODE	UNITS REQUESTED Enter 0 units to ignore added code.		
	<input type="text"/>	<input type="button" value="Add Code"/>		
	<b>Authorization Dates</b>			
	Requested: 1/16/2006 - 2/14/2006			
	<input type="button" value="File Request"/>			
	<b>Comments</b>			
	Internal Comments: <input type="text"/>			
	<b>This clinical authorization does not guarantee payment.</b>			
	<a href="#">Return to Authorization List</a>			
	Carelink v1.04 © 2006 Creative Socio-Medics Corp.			

- Click on the *Add Code* button to select which service you would like to have authorized.

\*Note: You may only add **one code** per authorization. This is to ensure that the LME does not hold up authorization for multiple services if there is only one in question.

Client SSN: 000000000

**Authorization Request -**

**Client Information**

CLIENT NAME KAY CROOM	CLIENT ID 31273	DATE OF BIRTH 4/20/1965	COUNTY OF RESIDENCE LENOIR
PROVIDER NAME LIFE SOLUTIONS			

**Care Manager**

CARE MANAGER ASSIGNED	DATE ASSIGNED
-----------------------	---------------

**Authorization Information**

CURRENT AUTHORIZATION STATUS REASON:	AUTHORIZED LEVEL OF CARE:
--------------------------------------	---------------------------

**Authorization Group**  
Leave blank for individual CPT Codes requests.

PROCEDURE CODE: - Please Choose One -

UNITS REQUESTED: Enter 0 units to ignore added code. 0

**Add Code**

**Authorization Dates**

Requested: 1/16/2006 - 2/14/2006

**File Request**

**Comments**

Internal Comments:

This clinical authorization does not guarantee payment.

[Return to Authorization List](#)

Carelink v1.04 © 2006 Creative Socio-Medica Corp.

- Once you've clicked on the *Add Code* button, select the correct code for authorization and enter the number of units you would like to request authorization for.
  - Note: make sure you DO NOT click on "Add Code" again.
- Go down to the "Internal Comments" section and document the following:
  - Provider name and credentials
  - Agency name in which you are requesting the service for
  - Your e-mail address
  - Your phone number
  - Brief justification for the service
- Click the File Request button once all of the appropriate services, units of service and comments are on the authorization request.

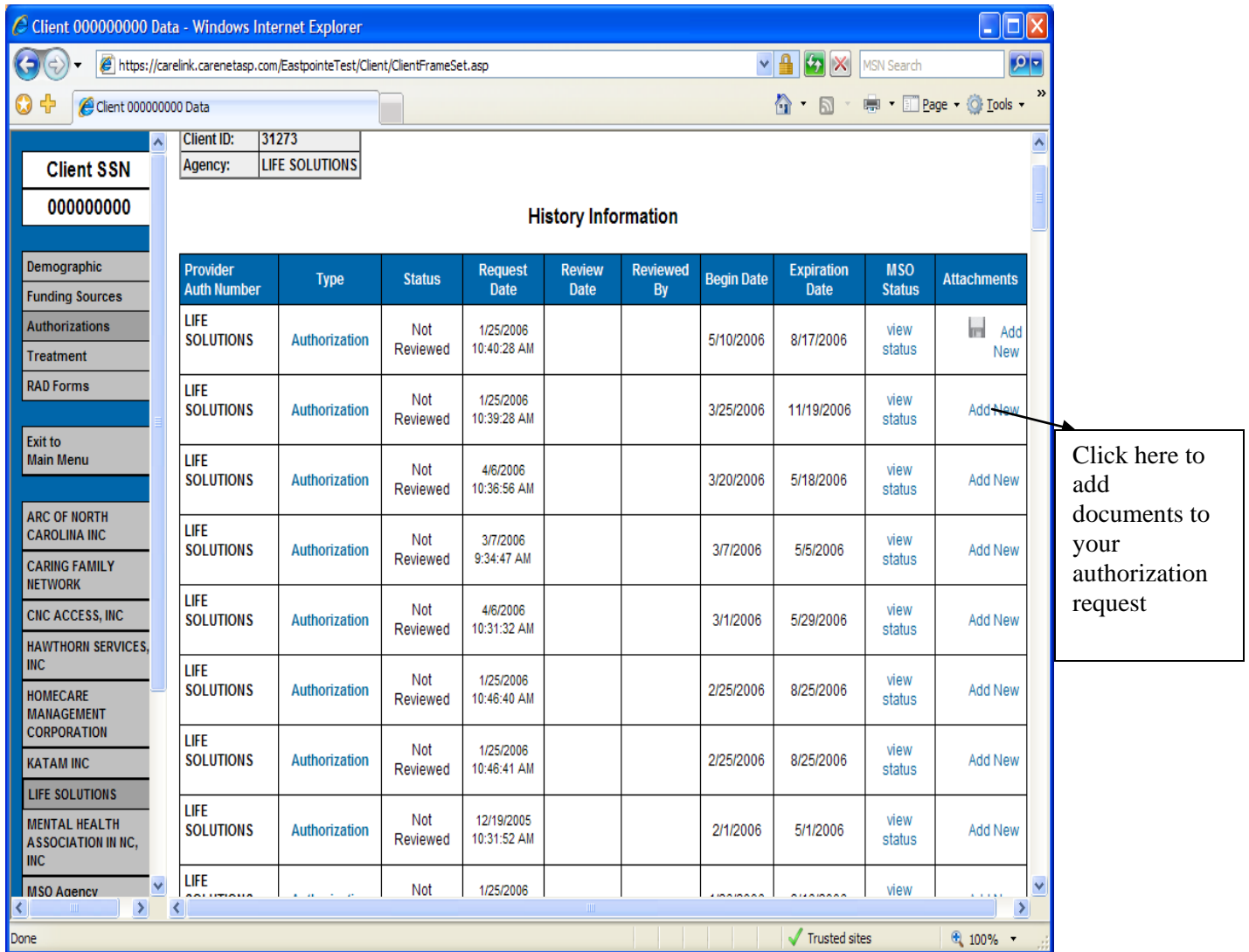
- You are still required to submit required forms after you request the authorization via CareLink. You must attach your documents to the authorization. Your request will not be processed until ALL required information has been received. The updated forms can be found on the Cumberland County LME website at: [www.ccmentalhealth.org](http://www.ccmentalhealth.org). All forms can be found under Provider Information. If you need to submit documentation to the LME and do not need to request a service, you will still need to complete an authorization request. Use service code 1111 to complete this task. This is a “generic” code established for this purpose.

\*\*Note: go to section labeled “Attaching Files in CareLink” for instructions on how to attach files.

- The authorization request will be put in a status of ‘Not Reviewed’ until it is sent to the LME and the LME sends back a status of Approved or Denied.

## Attaching Files to Authorizations and Funding Sources

At the authorization screen click on “Add New” beside the authorization that you need to attach your documents to.



The screenshot shows a web browser window with the URL <https://carelink.carenetasp.com/EastpointeTest/Client/ClientFrameSet.asp>. The page displays client information for Client ID 31273 and Agency LIFE SOLUTIONS. Below this is a table titled "History Information" with columns: Provider Auth Number, Type, Status, Request Date, Review Date, Reviewed By, Begin Date, Expiration Date, MSO Status, and Attachments. The table lists several authorization records from LIFE SOLUTIONS, all with a status of "Not Reviewed". The first row has an "Add New" button in the Attachments column, which is highlighted by a callout box with the text "Click here to add documents to your authorization request".

Provider Auth Number	Type	Status	Request Date	Review Date	Reviewed By	Begin Date	Expiration Date	MSO Status	Attachments
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:40:28 AM			5/10/2006	8/17/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:39:28 AM			3/25/2006	11/19/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	4/6/2006 10:36:56 AM			3/20/2006	5/18/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	3/7/2006 9:34:47 AM			3/7/2006	5/5/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	4/6/2006 10:31:32 AM			3/1/2006	5/29/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:46:40 AM			2/25/2006	8/25/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:46:41 AM			2/25/2006	8/25/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	12/19/2005 10:31:52 AM			2/1/2006	5/1/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006					view status	Add New

At the next screen click on the button labeled “Browse”

Client 000000000 Data - Windows Internet Explorer

https://carelink.carenetasp.com/EastpointeTest/Client/ClientFrameSet.asp

Client 000000000 Data

**Client SSN**  
000000000

Demographic  
Funding Sources  
Authorizations  
Treatment  
RAD Forms

Exit to Main Menu

ARC OF NORTH CAROLINA INC  
CARING FAMILY NETWORK  
CNC ACCESS, INC  
HAWTHORN SERVICES, INC  
HOMECARE MANAGEMENT CORPORATION  
KATAM INC  
LIFE SOLUTIONS  
MENTAL HEALTH ASSOCIATION IN NC, INC  
MSO Agency

**CareLink - File Attachments** MSO Agency 4/12/2006 4:13:54 PM Main Menu | Log Out

**File Attachments**

File Name	Attached By	Date Attached	Notes
<a href="#">Save Changes</a>			

**Add New File Attachment(s):**

*Note: File Attachments may not be made immediately available*

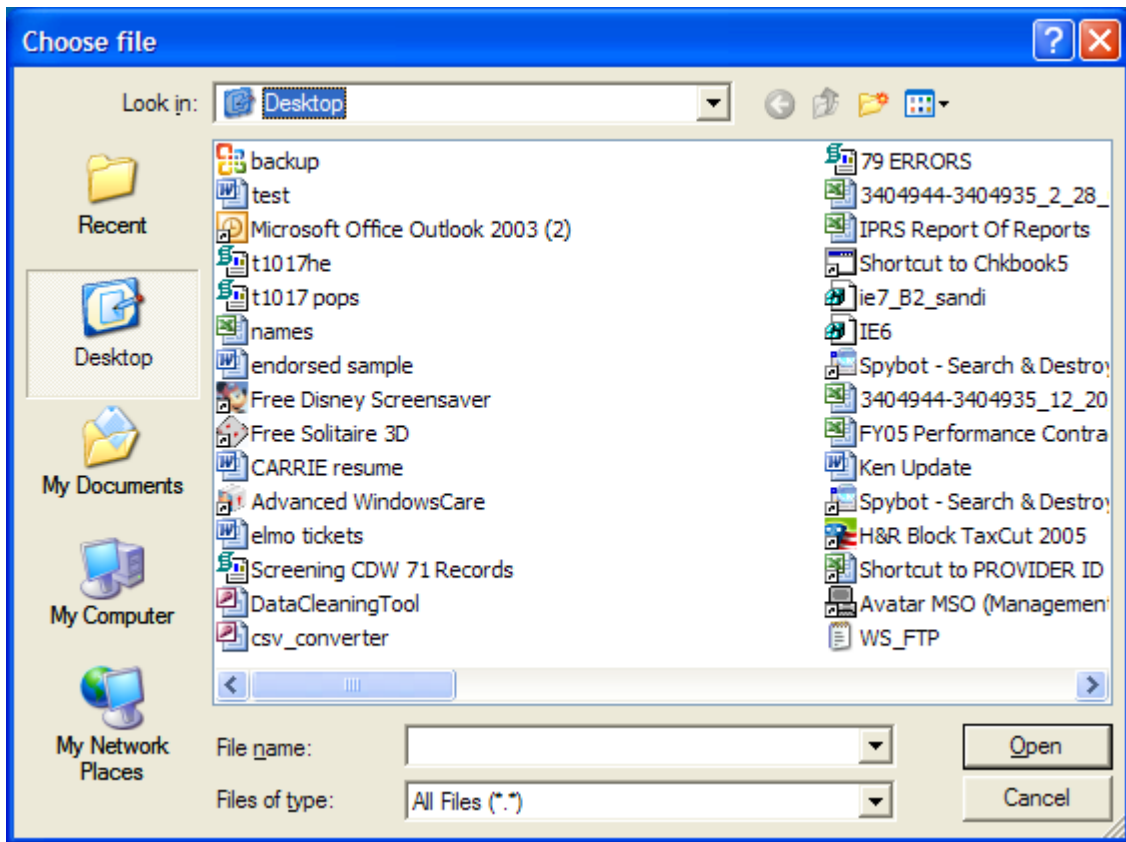
File Name	Notes
<input type="text"/> <a href="#">Browse...</a>	
<a href="#">Attach New Files</a>	

[View Authorization](#)  
[Return to Authorization List](#)

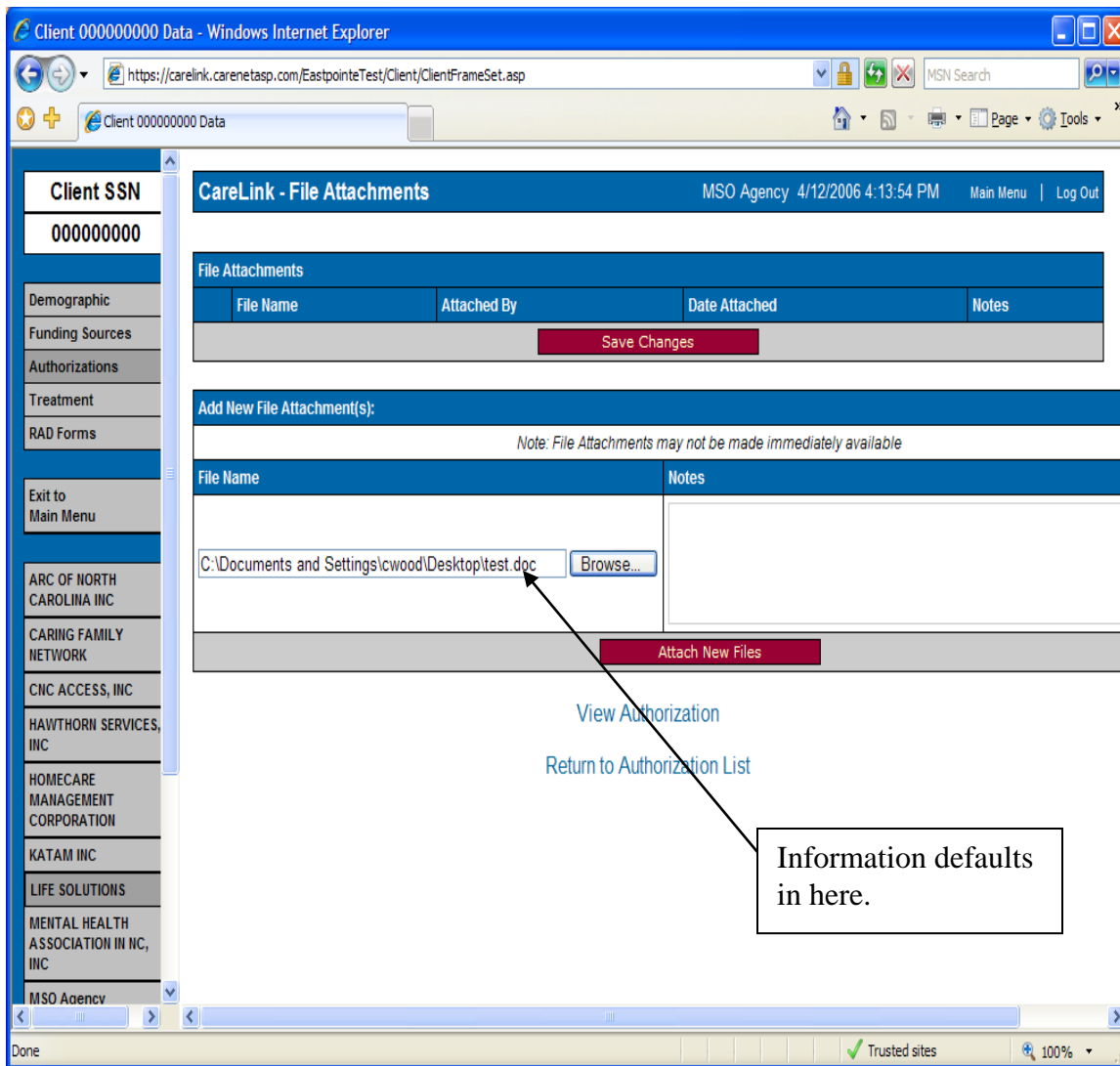
Done Trusted sites 100%

Click here to look for file to attach

Find the file you are attaching on your computer in the choose file screen and then click open.



The file path and name should default in for you. When you see the path and filename in the box click "Attach New Files". You can go back and use this same process to attach more files if necessary to the same authorization.



After the file(s) are attached you will be able to see a disk show up beside the authorization. This lets you know that the files are attached.

Client 00000000 Data - Windows Internet Explorer

https://carelink.carenetasp.com/EastpointeTest/Client/ClientFrameSet.asp

Client 00000000 Data

**Client SSN**  
00000000

Demographic  
Funding Sources  
Authorizations  
Treatment  
RAD Forms



Exit to Main Menu

ARC OF NORTH CAROLINA INC  
CARING FAMILY NETWORK  
CNC ACCESS, INC  
HAWTHORN SERVICES, INC  
HOMECARE MANAGEMENT CORPORATION  
KATAM INC  
LIFE SOLUTIONS  
MENTAL HEALTH ASSOCIATION IN NC, INC  
MSO Agency

**CareLink - Authorization Requests** MSO Agency 4/12/2006 4:27:29 PM Main Menu | Log Out

Client Name: CROOM, KAY  
Client ID: 31273  
Agency: LIFE SOLUTIONS

**History Information**

Provider Auth Number	Type	Status	Request Date	Review Date	Reviewed By	Begin Date	Expiration Date	MSO Status	Attachments
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:40:28 AM			5/10/2006	8/17/2006	view status	 Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:39:28 AM			3/25/2006	11/19/2006	view status	 Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	4/6/2006 10:36:56 AM			3/20/2006	5/18/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	3/7/2006 9:34:47 AM			3/7/2006	5/5/2006	view status	Add New
LIFE SOLUTIONS	Authorization	Not Reviewed	4/6/2006 10:31:32 AM			3/1/2006	5/29/2006	view status	Add
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:46:40 AM			2/25/2006	8/25/2006	view status	Add
LIFE SOLUTIONS	Authorization	Not Reviewed	1/25/2006 10:46:41 AM			2/25/2006	8/25/2006	view status	Add New

Disk icon shows attachments

Done Trusted sites 100%

## Entering Services for Billing for IPRS Consumers

- All providers billing Cumberland LME for IPRS consumers/services must follow these directions:  
Click on the Treatment link  
You will see a history of the treatment that has been entered for this consumer.
- To add treatment for a consumer, the provider should click on the *Add New Treatment Service* button at the top of the Treatment page.

**Client SSN**  
00000000

**Demographic**  
Funding Sources  
Authorizations  
Treatment  
RAD Forms

**Exit to Main Menu**

**CareLink - Treatment History** LIFE SOLUTIONS 1/18/2006 12:44:22 PM Main Menu | Log Out

Client Name: CROOM, KAY  
Client ID: 31273  
Agency: LIFE SOLUTIONS

[Add New Treatment Service](#)

This page defaults to treatments with services that occur during the current fiscal year.

Agency	Tx Date <small>click to view details</small>	Therapist	CPTCode	Units	Duration	Billing				
						Bill Date	Billed / Paid	Status	Cost	MSO Status
LIFE SOLUTIONS	11/28/2005	LIFE,SOLUTIONS	90804	1	30	12/14/2005	ADMISSION	Not Reviewed		<a href="#">view status</a>
LIFE SOLUTIONS	11/27/2005	LIFE,SOLUTIONS	90804	1	30	1/11/2006	ADMISSION	Not Reviewed		<a href="#">view status</a>
LIFE SOLUTIONS	11/26/2005	LIFE,SOLUTIONS	90804	1	20	12/6/2005	ADMISSION	Not Reviewed		<a href="#">view status</a>
LIFE SOLUTIONS	11/25/2005	LIFE,SOLUTIONS	90804	1	25	12/14/2005	ADMISSION	Not Reviewed		<a href="#">view status</a>
LIFE SOLUTIONS	11/24/2005	LIFE,SOLUTIONS	90804	1	30	12/19/2005	ADMISSION	Not Reviewed		<a href="#">view status</a>
LIFE SOLUTIONS	11/23/2005	LIFE,SOLUTIONS	90804	1	1	12/14/2005	ADMISSION	Not Reviewed		<a href="#">view status</a>
LIFE SOLUTIONS	11/22/2005	LIFE,SOLUTIONS	90804	1	1	12/14/2005	ADMISSION	Not Reviewed		<a href="#">view status</a>
LIFE SOLUTIONS	11/21/2005	LIFE,SOLUTIONS	90804	1	30	12/6/2005	ADMISSION	Not Reviewed		<a href="#">view status</a>
LIFE SOLUTIONS	11/20/2005	LIFE,SOLUTIONS	90804	30	30	11/22/2005	ADMISSION	Not Reviewed		<a href="#">view status</a>
LIFE SOLUTIONS	11/19/2005	LIFE,SOLUTIONS	90804	3	45	11/22/2005	ADMISSION	Not Reviewed		<a href="#">view status</a>

Client 00000000 Data - Microsoft Internet Explorer

Address: https://carelink.carenetasp.com/EastpointeTest/Client/ClientFrameSet.asp

Client SSN: 00000000

Client Name: CROOM, KAY  
 Client ID: 31273  
 Agency: LIFE SOLUTIONS

Enter Treatment Criteria

CPT Code: - Please Choose One -  
 Clinician:  
 Units / Day: 1

Single Date:  
 Date Range:  
 Multiple Dates:  
 Calendar

Include Weekends  (check this box to include weekends when adding treatment)

Set Treatment Date >>

Unit History

CPT Code	Units Approved	Units Left	Begin Date	Exp Date
90801 - CLINICAL EVALUATION/INTAKE	1	0	1/1/2005	1/31/2005
90801 - CLINICAL EVALUATION/INTAKE	10	6	7/1/2005	10/31/2005
90804 - INDIVIDUAL THERAPY (23-30 MINUTES)	30	6	2/1/2005	2/28/2005
90804 - INDIVIDUAL THERAPY (23-30 MINUTES)	30	7	7/1/2005	10/31/2005
90804 - INDIVIDUAL THERAPY (23-30 MINUTES)	200	200	10/1/2005	11/28/2005
90804 - INDIVIDUAL THERAPY (23-30 MINUTES)	100	51	10/1/2005	12/28/2005
90806 - INDIVIDUAL THERAPY (45-50 MINUTES)	30	19	4/1/2005	4/30/2005
90806 - INDIVIDUAL THERAPY (45-50 MINUTES)	100	100	9/1/2005	9/30/2005
90808 - INDIVIDUAL THERAPY (75+ MINUTES)	30	30	3/1/2005	3/31/2005

Carelink v1.04 © 2006 Creative Socio-Medica Corp.

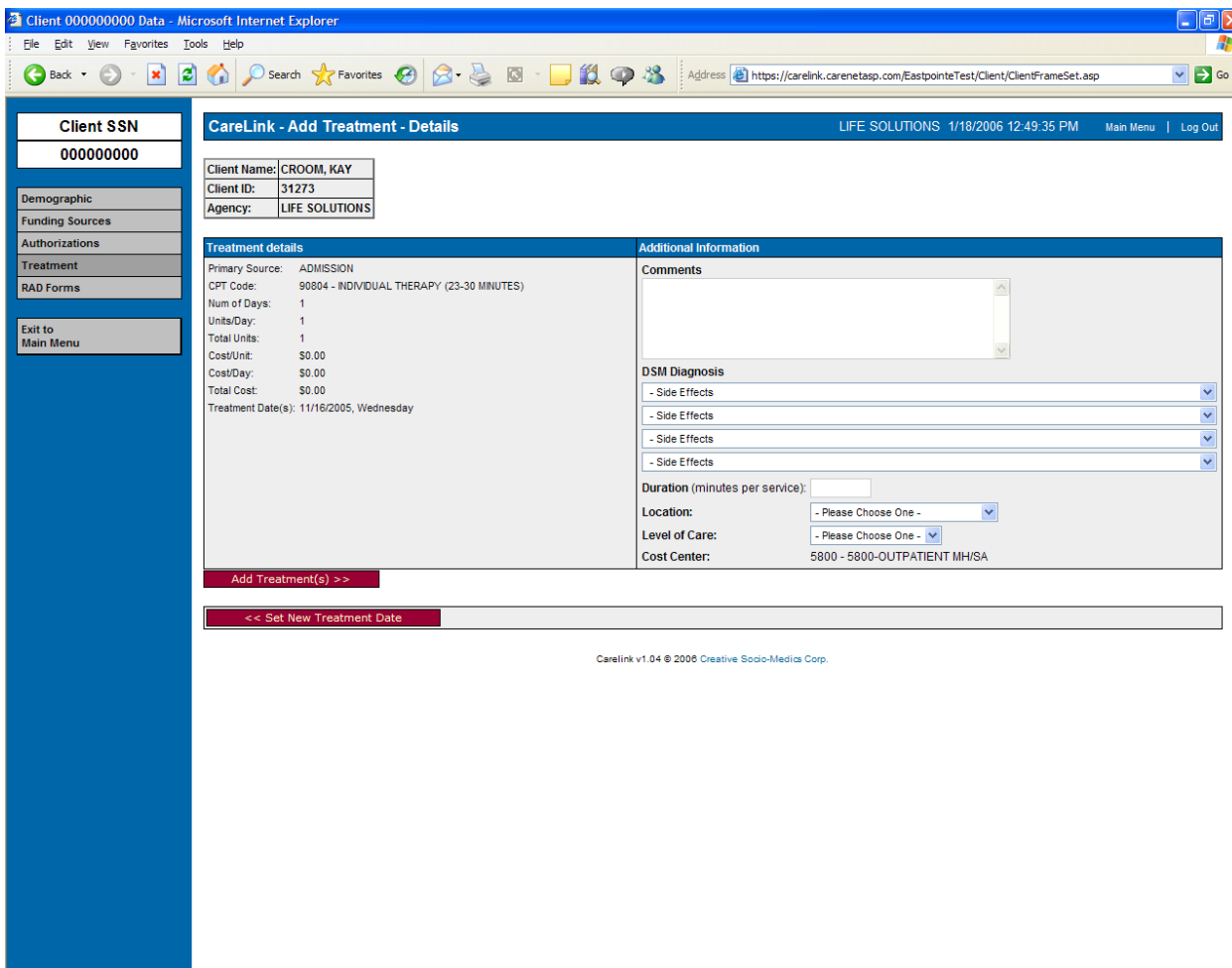
- Enter the correct CPT code, H Code or IPRS Code from the drop-down box.
- Enter the **correct** clinician/agency that rendered the service. You will need to select the appropriate clinician name/class based on the type of service being billed.
  - If you are billing for a direct enrolled service then you would need to choose the actual clinicians name that provided the service. If that person is not listed in your drop down please contact Rose-Ann Bryda at [rbyda@mail.ccmentalhealth.org](mailto:rbyda@mail.ccmentalhealth.org) to get the clinician added to the system.
    - Examples of Direct enrolled services are:
      - 90801
      - 90802
      - 90804
      - 90805
      - 90806
      - 90807
      - 90810
  - If you are billing for an endorsed service then you would need to make sure to choose the agency name with the appropriate location attached.
    - Examples of Endorsed services are:
      - H0010
      - H0036:HA
      - H0036:HB
      - H0040

- If you are billing for state only service codes then you would use your agencies name in this field.
  - State only codes are codes that begin with YA, YM or YP
- Enter the units that you are billing.
  - Note: make sure you enter the correct units based on the type of code that you are billing. Example: if a code is a 15 minute code and you provided 60 minutes then you would enter 4 units.
- Enter the date of service. This can be added as a single date, date range or you can click on “calendar” and select multiple days.

Enter the duration for the service. If you provide a per diem service the duration will be 1. If you provide service that is billed in 15 minute increments then enter the total number of minutes the service was provided. Example: Duration for 4 units would be 60.

**Level of Care should always be Unknown.**

- Click “Set Treatment Date” button to continue.



- DO NOT enter any diagnosis information. This information is captured from the PCP/Treatment Plan.

\*\*\*\*Note: if you have questions about how to bill your services please contact Candi Carter [carter@mail.ccmentalhealth.org](mailto:carter@mail.ccmentalhealth.org) or Colette Gelin @ [cgelin@mail.ccmentalhealth.org](mailto:cgelin@mail.ccmentalhealth.org)

Click on the Save Treatment Record button to save the unit of service in the system.

**Client SSN:** 965778552

**Client Name:** PHILLIPS, WALTER  
**Client ID:** 255555  
**Agency:** HARRIS HOUSE

**Treatment History**

Agency	ExDate	Therapist	CPT Code	Units	Bill Date	Bill Status	Billing Status	Cost	MSO Status
HARRIS HOUSE	10/18/2014	DOUG, JAMES	1	1	10/18/2014	Not Reviewed	Not Reviewed		Not Billed

**Unit History**

CPT Code	Units Approved	Units Left	Dgnst Date	Exp Date
1 - Face to Face Visit	18	8	10/18/2014	11/18/2014
2 - Group Therapy - 60 min	28	28	10/18/2014	11/18/2014

**Adjustments**

Date	CPT Code	Units	Bill Date	Post #s	Billing Status	Cost	Bill Entry
Nothing Found							
Total:						\$0.00	

**Treatment Billing Summary**

Unbilled	Billed	Total
\$0.00	Pending \$0.00	
	Paid \$0.00	
	Adjust \$0.00	
	Denied \$0.00	
	<b>Total:</b>	<b>\$0.00</b>

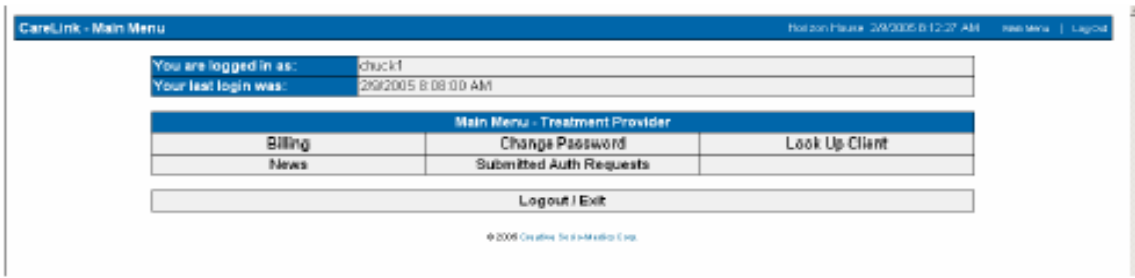
- Once the unit of treatment or unit of service has been added/saved to CareLink, it will appear in the Treatment History on the Treatment page.
- Until the unit is billed by the provider; the unit of treatment may be edited or deleted by clicking on the blue *Edit* or blue *Delete Above* link under the unit of treatment. Once the unit is billed by the provider; the unit of treatment is no longer editable and also cannot be deleted.
- If the unit of treatment is billed by the provider, the Bill Date column will contain the date on which the unit of treatment was placed on a bill to be sent to MSO.
- Like authorizations, the Billing Status column will say 'Not Reviewed' until MSO determines to pay or deny payment of the unit of treatment.
- The Cost column will remain blank until the LME has approved payment for the services.

## CareLink Billing Process

### Step 1: Go to the Billing section in CareLink

Once you enter the services into the treatment screen for all your consumers the services are saved but are not submitted to the LME. In order to submit the services to the LME you will go back to the “main menu” and click on the Billing option.

\*Note: You should not bill services daily. You should bill weekly or bi-weekly. This will make the process for billing much easier for your agency and for Cumberland County LME.



### Step 2: Generate the Bill



- Click on the “Generate New Bill” button under the Bill Generation heading. This button will pull all services that have been added to the system on the Treatment page that have not been associated with a bill.

### Step 3: Select a Bill Status



### Option 1: Cancel/Delete Bill

After generating the bill and the provider decides they need to remove the bill, the provider can click on the Cancel/Delete Bill button and the services listed on the newly generated bill will remain in an unbilled state.

### Option 2: Save, But Not Submit

Save, But Not Submit allows the provider to place the bill in a holding status. They have not yet submitted the bill to be a part of the batch process that sends the services to MSO for payment. If the provider selects this option, they can view the bill at a later time by clicking the link in the Unsubmitted Bills list. Treatment services associated with bills in the state of 'Save but Not Submit' cannot be re-billed. The provider must choose to Cancel/Delete the bill for the units to be re-billed or continue to submit the bill.

### Option 3: View Bill Summary

View Bill Summary is the next step to submit the bill. The provider will be shown a summary of what is being submitted to MSO for payment. If they decide to not submit the bill, the provider can select the 'Edit Bill' option, which will take them back to the previous page. In order to finalize the submission of the bill, the provider must choose the 'Submit Bill' option.

- o Note: Billing should be sent to the LME weekly. Daily processing is not accepted.

Summary by Client / Policy Num							
Client / Policy Num	From	To	Paid Rate	Total	Submitted	Paid	Balance
126004	126004	126004	0.00	\$0.00	\$0.00	\$0.00	\$0.00
		<b>Total</b>	<b>0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

Summary by CPT Code							
CPT Code	From	To	Paid Rate	Total	Submitted	Paid	Balance
90905	126004	126004	0.00	\$0.00	\$0.00	\$0.00	\$0.00
		<b>Total</b>	<b>0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

### Step 4: Adjudication of Bills

Bill Date	Contracting Provider	Bill Date	Total	Funding	Paid	Balance
11/12/2014	Horizon Health	11/12/2014 14:38:13	\$0.00	\$0.00	\$0.00	\$0.00
11/12/2014	Horizon Health	11/12/2014 15:20:12	\$0.00	\$0.00	\$0.00	\$0.00
11/12/2014	Horizon Health	11/12/2014 15:13:12	\$0.00	\$0.00	\$0.00	\$0.00
12/02/14	Horizon Health	12/02/2014 07:19:12	\$0.00	\$0.00	\$0.00	\$0.00
12/02/14	Horizon Health	12/02/2014 07:15:12	\$0.00	\$0.00	\$0.00	\$0.00
12/02/14	Horizon Health	12/02/2014 07:07:12	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total:</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

- Once the provider has submitted a bill, the bill will appear on the list of Submitted Bills and the billed treatment data is put in the queue to be sent to the LME for adjudication. Once the bill has been
- Cumberland

adjudicated; the status of each service (paid or denied) will be displayed on the Billing page and in the client's Treatment record.

### **Un-submitted Bills Section**

If you "save but not submit" bills the bill will show up under the "Un-submitted Bills" section. Please make sure to keep this section checked. If there is billing under this section it means that the billing was not submitted to the LME and is waiting for the provider to submit it.

To submit the un-submitted bills you should click on the blue link under the column called "Submission Date". You will then be able to go through the process of submitting the bills to the LME.

### **Questions/Issues**

#### CareLink Issues/Questions

Colette Gelin

[cgelin@mail.ccmentalhealth.org](mailto:cgelin@mail.ccmentalhealth.org)

910-222-6410

#### CareLink Password Issues/Computer Technical Support

Rafael Garcia

[rgarcia@mail.ccmentalhealth.org](mailto:rgarcia@mail.ccmentalhealth.org)

910-222-6043

#### Authorization Questions

Sherreika Brown

[sbrown@mail.ccmentalhealth.org](mailto:sbrown@mail.ccmentalhealth.org)

910-222-6112

or

Stan Cagle

[scagle@mail.ccmentalhealth.org](mailto:scagle@mail.ccmentalhealth.org)

910-222-6378

#### General Billing Questions

Colette Gelin

[cgelin@mail.ccmentalhealth.org](mailto:cgelin@mail.ccmentalhealth.org)

910-222-6410

#### Any Unresolved Questions/Issues

Business/Finance Manager

Candi Carter

[ccarter@mail.ccmentalhealth.org](mailto:ccarter@mail.ccmentalhealth.org)

910-222-6408