Requesting an Extension of Services

Extension of Services

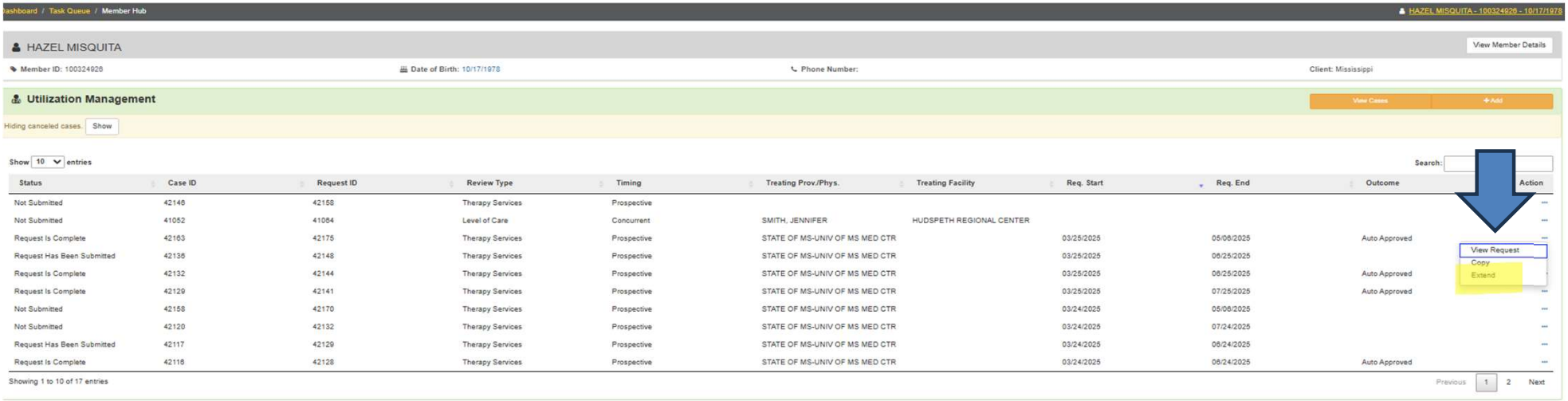
Providers may request to extend a beneficiary's stay beyond the initially approved authorization period. There are two types of extension requests: a Continued Stay and a Traditional Extension. All extension requests **must be submitted prior** to the current authorization end date.

Extension of Service:

- Ensures **continuity of care and quality of care**
- Provides **medical justification** based on **clinical criteria**
- Must be submitted **before** the current auth end date
- Maintains compliance with **Mississippi Medicaid** regulations and avoid **claim denials** due to lack of prior approval

Request for Extension Example

From the Member Hub, under UM Panel, locate the case you would like to request an extension for DOS



Requesting an Extension

Step 1: Access Qualitrac
Log into your Qualitrac provider account.

Step 2: Select Patient Case
Locate and select the **existing** patient therapy case requiring an extension.

Step 3: Initiate Extension Request
Click on the "Request Extension" button within the case options.

Step 4: Complete Required Information Provide:

- Updated therapy plan and revised therapy goals.
- Clinical justification clearly explaining the medical necessity for continued therapy.
- Specify the additional timeframe or additional number of visits requested.

Step 5: Upload Supporting Documentation
Attach necessary documentation in PDF or Word format.

Maximum File Size: 300 MB per document
Clearly indicate medical necessity and therapy progress.

Step 6: Complete InterQual process

Step 7: Submit Request

- Review all entered information.
- Click "Submit" to finalize the extension request.
- Save the confirmation number provided for your records.

Best Practices:

•Submit extension requests **prior** to expiration of current authorization.
•Ensure uploaded documents are unaltered originals clearly demonstrating medical necessity.