

Several of MINES client organizations have a per issue benefit. This means that for separate and distinct issues, a client could potentially receive additional sessions. MINES clinical team reviews each of these requests to determine if it is a separate and distinct issue than what the client was addressing previously.

### Here are some reminders about when you are submitting the request:

1. **Please make sure that it is within the same benefit year.** The expiration date on the authorization is always the last day of the benefit year. If your request is for dates starting after that expiration date the client needs to call in to do a screening and get the new authorization.
2. **Requests must be a different issue.** If the client is dealing with work stress and then anxiety at home, that is the same issue as the core issue is anxiety. If the client is working on processing grief and then wants to talk about developing self-esteem, this would be a different issue.
3. **Please make sure you explicitly lay out in the box of what the old issue was and what the new issue is.** We may need more than 1 sentence to make sure we are understanding why you believe this is a new issue.
4. **Requested start date should be realistic.** Please do not count on us responding to you the same day we receive these requests. The start date should be 4-9 business days out in case we decide to deny the request or ask for additional information.

### Here are a few tips to make sure your request on the portal goes through:

1. Make sure the ICD-10 is filled out on the original Authorization and you have click “Save above changes” once the ICD code is filled in.

## Provider Portal

### Authorization

100008224 (Approved)  
Client: Lola Bunny  
Authorized Sessions: 3  
Effective: 12/1/2018  
Expires: 12/31/2018

Procedure Code: 00000 - EAP

Modality: Individual

ICD-10:

Workplace Issue:

Save Above Changes

Request New Authorization

### Sessions

Name	Date	Provider	Modality	Type	Note	Status
Session 1		Test 01 Provider	Individual			Active
Session 2		Test 01 Provider	Individual			Active
Session 3		Test 01 Provider	Individual			Active

Next

Cancel

- Make sure you aren't typing in the ICD-10 code, but rather you are selecting from the drop-down list. To select, type in F or Z to locate the type of code you want.

Procedure Code: 00000 - EAP  
Modality: Individual  
ICD-10:

Workpl: Z609 - Problem related to social environment, unspecified  
Z563 - Stressful work schedule  
Z561 - Change of job  
Enter IC request Z63 - Other Specified problems related to primary support group  
F332 - Major depressive disorder, recurrent severe without psychotic features

Save F01 - Vascular dementia  
F015 - Vascular dementia  
F0150 - Vascular dementia without behavioral disturbance  
F0151 - Vascular dementia with behavioral disturbance  
F02 - Dementia in other diseases classified elsewhere  
F028 - Dementia in other diseases classified elsewhere  
F0280 - Dementia in other diseases classified elsewhere without behavioral disturbance  
F0281 - Dementia in other diseases classified elsewhere with behavioral disturbance  
F03 - Unspecified dementia  
F039 - Unspecified dementia  
F0390 - Unspecified dementia without behavioral disturbance  
F0391 - Unspecified dementia with behavioral disturbance  
F04 - Amnesic disorder due to known physiological condition  
F05 - Delirium due to known physiological condition  
F06 - Other mental disorders due to known physiological condition  
F060 - Psychotic disorder with hallucinations due to known physiological condition  
F061 - Catatonic disorder due to known physiological condition  
F062 - Psychotic disorder with delusions due to known physiological condition  
F063 - Mood disorder due to known physiological condition  
F0630 - Mood disorder due to known physiological condition, unspecified  
F0631 - Mood disorder due to known physiological condition with depressive features  
F0632 - Mood disorder due to known physiological condition with major depressive-like episode

- Once you are in the "Request New Authorization" page, the proposed start date should be a future date and needs to either be selected from the calendar or entered as mm/dd/yyyy (10/14/2019).

## Provider Portal

### Authorization Request for New Issue

#### Please provide Authorization Request for Lola Bunny

NOTE: A requested authorization must have a significantly different diagnostic code than the original authorization.

**ALL FIELDS REQUIRED.**

Were treatment goals met for current authorization?  Yes  No

Proposed Start Date:

Treatment Type for new authorization:

Diagnostic code for requested authorization:

Diagnostic Code: F01 - Vascular dementia

How does the new issue differ from the previous issue?

(e.g. "The previous issue was dealing with workload stress and the new issue is dealing with client's relationship with child.")

4. All fields are required. Please make sure you have filled in all fields.

## Provider Portal

### Authorization Request for New Issue

Please provide Authorization Request for Lola Bunny

NOTE: A requested authorization must have a significantly different diagnostic code than the original authorization.

**ALL FIELDS REQUIRED.**

Were treatment goals met for current authorization?  Yes  No

Proposed Start Date:

Treatment Type for new authorization:

Diagnostic code for requested authorization:

---Current Authorization Diagnostic Code: F01 - Vascular dementia

How does the new issue differ from the previous issue?

(e.g. "The previous issue was dealing with workload stress and the new issue is dealing with client's relationship with child.")

Submit

Cancel

5. Again, in this page, you will also need to select the ICD code from the list vs. typing it in. Please note it has to be a separate ICD code than what the original authorization is.

## Provider Portal

### Authorization Request for New Issue

Please provide Authorization Request for Lola Bunny

NOTE: A requested authorization must have a significantly different diagnostic code than the original authorization.

**ALL FIELDS REQUIRED.**

Were treatment goals met for current authorization?  Yes  No

Proposed Start Date:

2/19/2019

Treatment Type for new authorization:

▼

Diagnostic code for requested authorization:

4

How does the new issue differ from the previous issue?

(e.g. "The previous issue was dealing with workload stress and the new issue is dealing with client's relationship with child.")

Submit

Cancel

#### Additional Resources

[Join Our Team](#)

[BizPsych](#)

[Request a Quote](#)

- Z695 - Problem related to social environment, unspecified
- Z693 - Stressful work schedule
- Z691 - Change of job
- Z690 - Other problems relating to employment
- Z63 - Other Specified problems related to primary support group
- F20 - Schizophrenia
- F200 - Paranoid schizophrenia
- F201 - Disorganized schizophrenia
- F202 - Catatonic schizophrenia
- F203 - Undifferentiated schizophrenia
- F205 - Residual schizophrenia
- F206 - Other schizophrenia
- F2081 - Schizophreniform disorder
- F2089 - Other schizophrenia
- F21 - Schizotypal disorder
- F25 - Schizoaffective disorders
- F250 - Schizoaffective disorder, bipolar type
- F251 - Schizoaffective disorder, depressive type
- F259 - Other schizoaffective disorders
- F26 - Schizoaffective disorder, unspecified
- F4011 - Social phobia, generalized
- F411 - Generalized anxiety disorder
- F440 - Conversion disorder with seizures or convulsions
- F450 - Somatization disorder
- F491 - Depersonalization-derealization syndrome
- F601 - Schizoid personality disorder
- Z637 - Other stressful life events affecting family and household
- Z634 - Disappearance and death of family member
- Schizophrenia
- Z69 - Encounter for mental health services for victim and perpetrator of abuse
- Z70 - Counseling related to sexual attitude, behavior and orientation
- Z71 - Persons encountering health services for other counseling and medical advice, not elsewhere classified
- Z72 - Problems related to lifestyle
- Z7282 - Problems related to sleep
- Z73 - Problems related to life management difficulty
- Z624 - Discord with boss and work matters
- Z62020 - Parent-Child Relational Issue
- Z6209 - Sibling Relational Issue
- Z623 - Partner Relational Issue
- Z635 - disruption of family by separation/divorce

6. Once you are done, click submit. This should bring you back to the current authorization that says we have received it. **If it doesn't, it didn't go through.**

## Provider Portal

### Authorization

\*\*\*Your request for a new authorization has been submitted. Provider Relations will review the request and respond.\*\*\*

100008224 (Approved)

Client: Lola Bunny

Authorized Sessions: 3

Effective: 12/1/2018

Expires: 12/31/2018

Procedure Code: 00000 - EAP

Modality: Individual

ICD-10: F01 - Vascular dementia

Workplace Issue:

Save Above Changes

Request New Authorization

#### Sessions

Name	Date	Provider	Modality	Type	Note	Status
Session 1		Test 01 Provider	Individual			Active
Session 2		Test 01 Provider	Individual			Active
Session 3		Test 01 Provider	Individual			Active

Next

Cancel

If you have done all the steps above and still have issues submitting the request, and please call us at 800-873-7138 x0 and ask to talk to a case manager or someone in Provider Relations who can complete the request for you.

Thank you for being a Provider for us!

The MINES Team