

# Submitting a New Diabetic Self Education Case Request

## Starting a Case

Once logged in, click **CREATE CASE** on the top navigation menu:

The screenshot shows the top navigation bar with a search field labeled "QSearch for Cas" and a link "(ext)". The navigation bar includes icons for "HOME" and "SGS", and a prominent "CREATE CASE" button. A red arrow points to the "CREATE CASE" button. Below the navigation bar, the text "Request Saved But Not Submitted" is displayed. The main content area has a table header with columns "CONTRACT", "CASE TYPE", and "CON SJ".ER". Below the header, it states "No records found".

Select **Outpatient** from Request Type dropdown menu:

NEW CASE REQUEST

- Case Type

CASE TYPE ▾

UM

Case Parameters

CASE CONTRACT ▾

MS State UM

- Consumer Information

REQUEST TYPE ▾

Select One

Select One

Inpatient

Outpatient

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Search and select member information for case request, and **Select** member:

- Conbumei Information

## SEARCH CONSUMER

CONSUMER ID	LAST NAME	DATE OF BIRTH MM/DD/YYYY	SEARCH
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\*Combination of DOB and Last Name or Member ID

Once member is selected, click **Create Case**



Click Ribbon to expand **Clinical** section, then expand **Service Details** Section:  
Complete Service Details to include **Office** as **Place of Service**, and **Diabetic Self Education** as **Service Type**:



## SERVICE DETAILS

INTAKE METHOD *	PLACE OF SERVICE	SERVICE TYPE
Web	Office	17 - Diabetic Self Education

Notes [CI](#) Internal Note External Note (Visible to Providers)

Notes are saved in Communications - Notes panel Notes cannot be modified or deleted after being saved

Click Ribbon to expand **Diagnosis** ribbon, then click **Add Diagnosis**:

DIAGNOSIS						
RANK	CODE	DESCRIPTION	SOURCE	CREATEDBY	DEACTIVATE	



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You may utilize the Description box, or enter the diagnosis code(s) specific to this case:  
 Select designated code(s) for case:

SEARCH DIAGNOSIS	DESCRIPTION	SMART SEARCH
CODE TYPE ICD10	diabetes	

[SEARCH](#)

SELECT	CODE TYPE	CODE	DESCRIPTION
	ICD10	E08	DM D/T UNDERLY CONDITION
	ICD10	E08	DM D/T UNDERLY W/HYPEROSMOLARITY

Once Diagnosis code(s) are selected, click **Add Diagnosis**:

SELECTED RECORDS	CODE TYPE	CODE	DESCRIPTION
	ICD10	E08	DM D/T UNDERLY CONDITION

Displaying records 1 to 1 of 1 records

[Previous](#)    [Next](#)    [Show 10 y Entire](#)  
[ADD DIAGNOSIS](#)

Click Ribbon to expand **Procedures(Request)** section, then expand **Request 01**:  
 Select **Prior Auth** as **Request Type**:

-Owe, Pettit, r

Request 01

REQUEST TYPE	NOTIFICATION DATE	NOTIFICATION TIME
Prior Auth	07/08/2021	11 06AM

    [A](#)  


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Add Procedure Code (G0108 or G0109-only one code allowed per request), then click **Add Procedures**:

**SEARCH PROCEDURES**

CODETYPE: CPT    CODESTARTSWITH: G0108    DESCRIPTION:    SMART SEARCH

 **SEARCH**    **RESET**

**SELECT PROCEDURES**

SELECT	CODE TYPE	CODE	DESCRIPTOR
	CPT	G0108	Diab manage tm per indiv

Displaying records 1 to 1 of 1 records            =now 10 Entries

**SELECTED RECORDS**

SELECT	CODE TYPE	CODE	DESCRIPTOR
<input type="checkbox"/>	CPT	G0108	Diab manage MI per MP

Displaying records 1 to 1 of 1 records        Next Show 10 Y Entries

 **ADD PROCEDURE**

Click Ribbon to expand code request line, then complete mandatory fields:

*Unit Qualifier: Visits*

*Requested Duration: 365 Days*

*Requested Quantity: 36*

*Requested Frequency: Visits*

G0108	Diab manage tm per indiv		
UNIT QUALIFIER			
Visits			
REQUESTED START DATE	REQUESTED END DATE	REQUESTED DURATION	REQUESTED QUANTITY
07/30/2021	07/29/2022	365	36
REQUESTED FREQUENCY	REQUESTED RATE	DISCOUNTED RATE	STANDARD RATE
Visits	\$	\$	\$

Click to expand **Questionnaires** ribbon and complete questionnaire:

**QUESTIONNAIRES**  **A**

**QUESTIONNAIRE**

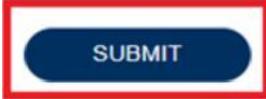
ASSESSMENT INFORMATION				CREATED INFORMATION				COMPLETED INFORMATION			OFFLINE INFORMATION		ACTION
REQUEST	ID	NAME	TYPE	INTERNAL	BY	ON	(^) BY	ON	SCORE	MODE	CHECKED OUT BY	DELETE/RETAKE	
	3704517	Diabetic Self Education	Checklist		Rules Engine	07/30/2021 10:22:20 AM					Checked In		

# Submitting a New Diabetic Self Education Case Request

After questionnaire completion, **click** to understand precertification requirements:

[U](#) I understand that precertification does not guarantee payment I understand that precertification only identifies medical necessity and does not identify benefits

Click **Submit** to complete case:



Your case will then show as a **Completed** request and provide you with you **Case ID/Authorization** Number. You can also choose to click the **Case Summary** button which provides a full detailed view to show case approved status.

	ASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
<b>COMPLETED</b>	211890013	Outpatient MS State UM		0T08i2021	
UM-OUTPATIENT					

[CASE SUMMARY](#)