



December 2, 2016

Announcement 1275

Termination of Service Notices

Attention all providers: Effective immediately, when a recipient has decided to terminate services with their existing provider the prior authorization on file will be end dated and a Notice of Termination of Service letter will be generated. This letter serves as a notice to the providers that their prior authorization's end date has been updated. All providers will receive the Notice of Termination of Service letter at their servicing address. No courtesy faxes or emails will be sent. Updates to prior authorizations will be reflected in the Electronic Verification System (EVS). The provider will also be able to view a note in the Provider Web Portal explaining that service is terminated and that the end date on the prior authorization has been updated to reflect this.

Providers are reminded to use the new FA-29A (Request for Termination of Service) or FA-24T (Personal Care Services Recipient Request for Provider Transfer) forms when submitting a Request for Termination of Service Authorization or request for a Recipient Provider Transfer.

All providers, except PCS providers, are to use the new FA-29A, which is submitted with the new provider's request for review for prior authorization. A request for review of a new authorization does not guarantee approval. Authorizations are based on Medicaid policy for coverage and medical necessity.

PCS providers are to use the new FA-24T, which requires that the recipient, their Legally Responsible Individual (LRI) or Personal Care Representative (PCR) acknowledge that they have notified their current provider of their last date of service with them and that the recipient understands they are only authorized to receive services from one agency at a time. See [Web Announcement 1252](#).

All fields on the FA-29A and FA-24T forms must be completed with requested information and signatures. The forms are available on the [Providers Forms](#) webpage.