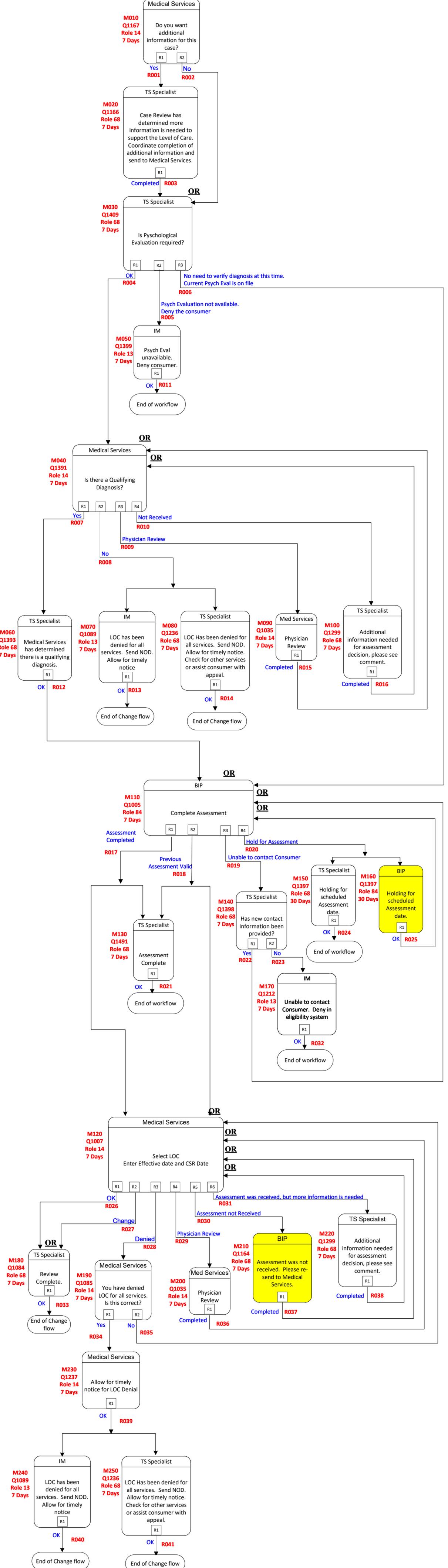# Medical Services - LOC Change MFP
01/01/2026

This flow is started when the Medical Services Worker presses the "INIT LOC" button on the Program Request page or QA presses "INIT LOC" button on the Program Request Maintenance page.

CF0764 : 217502

Medical Services

M010
Q1167
Role 14
7 Days

Do you want additional information for this case?

| R1 | R2 |

Yes **R001** / No **R002**

TS Specialist

M020
Q1166
Role 68
7 Days

Case Review has determined more information is needed to support the Level of Care. Coordinate completion of additional information and send to Medical Services.

| R1 |

Completed **R003**

OR

TS Specialist

M030
Q1409
Role 68
7 Days

Is Pyschological Evaluation required?

| R1 | R2 | R3 |

OK **R004**

No need to verify diagnosis at this time. Current Psych Eval is on file **R006**

Psych Evaluation not available. Deny the consumer. **R005**

IM

M050
Q1399
Role 13
7 Days

Psych Eval unavailable. Deny consumer.

| R1 |

OK **R011**

End of workflow

OR

Medical Services

M040
Q1391
Role 14
7 Days

Is there a Qualifying Diagnosis?

OR

| R1 | R2 | R3 | R4 |

Yes **R007**

Not Received **R010**

Physician Review **R009**

No **R008**

TS Specialist

M060
Q1393
Role 68
7 Days

Medical Services has determined there is a qualifying diagnosis.

| R1 |

OK **R012**

IM

M070
Q1089
Role 13
7 Days

LOC has been denied for all services. Send NOD. Allow for timely notice

| R1 |

OK **R013**

End of Change flow

TS Specialist

M080
Q1236
Role 68
7 Days

LOC Has been denied for all services. Send NOD. Check for other services or assist consumer with appeal.

| R1 |

OK **R014**

End of Change flow

Med Services

M090
Q1035
Role 14
7 Days

Physician Review

| R1 |

Completed **R015**

TS Specialist

M100
Q1299
Role 68
7 Days

Additional information needed for assessment decision, please see comment.

| R1 |

Completed **R016**

OR

BIP

M110
Q1005
Role 84
7 Days

Complete Assessment

OR

| R1 | R2 | R3 | R4 |

Assessment Completed **R017**

Previous Assessment Valid **R018**

Hold for Assessment **R020**

Unable to contact Consumer **R019**

TS Specialist

M130
Q1491
Role 68
7 Days

Assessment Complete

| R1 |

OK **R021**

End of workflow

TS Specialist

M140
Q1398
Role 68
7 Days

Has new contact Information been provided?

| R1 | R2 |

Yes **R022** / No **R023**

TS Specialist

M150
Q1397
Role 68
30 Days

Holding for scheduled Assessment date.

| R1 |

OK **R024**

End of workflow

BIP

M160
Q1397
Role 84
30 Days

Holding for scheduled Assessment date.

| R1 |

OK **R025**

IM

M170
Q1212
Role 13
7 Days

Unable to contact Consumer. Deny in eligibility system

| R1 |

OK **R032**

End of workflow

OR

Medical Services

M120
Q1007
Role 14
7 Days

Select LOC Enter Effective date and CSR Date

OR
OR
OR

| R1 | R2 | R3 | R4 | R5 | R6 |

OK **R026**

Change **R027**

Denied **R028**

Physician Review **R029**

Assessment not Received **R030**

Assessment was received, but more information is needed **R031**

TS Specialist

M180
Q1084
Role 68
7 Days

Review Complete.

| R1 |

OK **R033**

End of Change flow

Medical Services

M190
Q1085
Role 14
7 Days

You have denied LOC for all services. Is this correct?

| R1 | R2 |

Yes **R034** / No **R035**

Med Services

M200
Q1035
Role 14
7 Days

Physician Review

| R1 |

Completed **R036**

BIP

M210
Q1164
Role 68
7 Days

Assessment was not received. Please re-send to Medical Services.

| R1 |

Completed **R037**

TS Specialist

M220
Q1299
Role 68
7 Days

Additional information needed for assessment decision, please see comment.

| R1 |

Completed **R038**

Medical Services

M230
Q1237
Role 14
7 Days

Allow for timely notice for LOC Denial

| R1 |

OK **R039**

IM

M240
Q1089
Role 13
7 Days

LOC has been denied for all services. Send NOD. Allow for timely notice

| R1 |

OK **R040**

End of Change flow

TS Specialist

M250
Q1236
Role 68
7 Days

LOC Has been denied for all services. Send NOD. Allow for timely notice. Check for other services or assist consumer with appeal.

| R1 |

OK **R041**

End of Change flow

End of Change Flow