



How Do I Submit and Manage Unmet Needs?

For Additional Questions and Answers, visit our [FAQ](#) section

Step 1: Select the Application

Select Unmet Needs application on the left-hand side menu on the *MyPractice* Page under the My Maricopa section.

- Select Unmet Needs

Step 2: Eligibility Search

- *Enter Patient's First Name, Last Name, and State*
- *Click Search*

Tip: You may enter only first two characters of last name and first character of first name when searching.

Step 3: Search Results

This screen allows you to review the information Magellan has available in our system for the search criteria you entered on the previous screen.

- The information displayed is a summary of all eligibility information matching your search criteria. *Click* on the Member's Name for additional information.
- *Select the applicable radio button and click "Select this Member"* to choose the member for your request submission.

Step 4: View Details/Submission

From the Request Information section, the following fields are required and must be populated:

- Date will default to current date.
- *Select* Category from the drop down list
- *Select* Category Qualifier from the drop down list
- *Select* Service from the drop down list
- *Select* Service Qualifier from the drop down list
- *Click* Yes or No if Covered Service
- *Add* Description/Details – Free-form text box
- *Click* Yes or No if Title XIX
- *Click* Yes or No if Need on ISP
- *Click* Yes or No if Priority Status
- *Click* Preview

Tips:

- The submission page will be pre-populated with the member information of the selected member's record.
- You have the ability to cancel out and return to the search results if you have selected an incorrect member or would like to submit a form for another member.

Step 5: Unmet Needs – Confirmation

To review and confirm that the information is accurate before submitting the page.

- If changes are needed, *click* on 'Edit' Button
- Confirm the information is accurate and *select* the Submit button to complete the request

Step 6: Unmet Needs – Completion

The page will be a display-only summary of the submitted data and contain a Print button which will allow the user to print a copy of the information submitted if desired.

- From this page you can *Start* a New Request, *Print* a Copy, which is recommended, or *Exit*

Step 7: Manage Unmet Needs - Search

This page will alert the user of the total number of outstanding and/or closed unmet needs unmet.

Combinations of the following search/filtering criteria can be utilized to retrieve desired records.

Enter:

- Member Last Name
- Member First Name
- Member ID (CIS #)
- Member State
- Member Date of Birth
- Unmet needs entered within a specified date range
- Unmet needs for a specified category
- Unmet needs entered by current user or view entire group (by MIS#)
- Unmet need status (open/closed)

Click Go

Tips:

- Enter only the first two characters of the last name and the first character of the first name when searching
- Search results will be grouped by the consumer/member

Step 8: Manage Unmet Needs – Detail

The record details page will allow you to close out the record and provide some additional details once the need has been met or is no longer applicable.

At Request Information section:

- *Click* 'Close' button.
- *Enter* 'Closure Date' and 'Resolution Method' from a drop down box, and 'Resolution Details' which is a free-form text
- *Click* Yes or No if Community-based Provider
- *Click* Yes or No if Referral to primary Payer
- *Click* Yes or No if Service Secured through Primary Payer

- *Click* Yes or No if In-Network Provider
- Select “No. of Attempts” from a drop down box
- *Click* Yes or No if SCA/Out-of-Network Provider
- *Click* Submit

Step 9: Manage Unmet Needs – Closure Confirmation

From this page, review and confirm that the information is accurate before submitting the page.

- *Click* the Edit button if information needs to up be updated prior to submitting.
- Confirm the information is accurate and *select* the Submit button to complete the request.
- The closure completion page will be displayed once you have confirmed the information entered was correct and have submitted the form.
- *Click* Print for a copy for your records.

Tips:

- Submission and management process for members assessed is only for seriously mentally ill (SMI) members in the state of Arizona.
- Assessment is typically required to ensure eligibility for certain services unique to SMI members. To alleviate potential delays in service, it is recommended that assessment be completed for all SMI members upon intake.
- Only users associated with the same PNO of the user who entered the unmet need can modify an Unmet Need.