

## KS WORK UnitedHealthcare Care Coordinator and ILC Guide to Pend Messages

Pend Message	Explanation	Next Steps
<b>Authorization Line not found with sufficient dates for the submitted period</b>	The monthly authorization has swept. A carryover authorization must be created or the pended amount will be denied.	Please create a carryover authorization in Portal. Remind member that providers must submit timesheets and invoices within 30 days of the month of service.
<b>Consumer is not authorized for this service</b>	The member does not have monthly allocations and/or authorizations for the service submitted on the timesheet.	Please create authorization for the service if applicable, or the pending timesheet or invoice will be denied.
<b>Consumer/Employee Service Duplication</b>	The provider has submitted a timesheet with shifts that have already been paid. These duplicate hours will pend and eventually be denied.	Please advise member to make sure providers are submitting their shifts accurately.
<b>Date worked cannot be in the future</b>	Provider has indicated they worked during a date occurring in the future, which is not allowed under program rules. If timesheet is not corrected to reflect an accurate date, it will be denied.	Please ask the member to have the provider check the date of service and resubmit the timesheet with accurate dates.
<b>Date worked is after PPL End Date</b>	Member has been disenrolled from program.	If member has rejoined the program, please remove enrollment end date from Portal. Otherwise, timesheet will be denied.
<b>Date worked is outside timesheet begin and end dates</b>	The provider has submitted a timesheet with dates of service that are outside of the pay period.	Please ask the member to have the provider check the date of service and resubmit the timesheet with accurate dates.
<b>Duplicate vendor exists current timesheet</b>	The provider has submitted a timesheet with shifts that have already been paid. These duplicate hours will pend and eventually be denied.	Please advise member to make sure providers are submitting their shifts accurately.

Pend Message	Explanation	Next Steps
<b>Insufficient remaining amount in Service Group Pool</b>	All unused funds from a monthly budget are swept to the carryover budget 45 days after the end of the month of service. The provider has submitted a timesheet or invoice after the monthly authorization has swept.	Please create a carryover authorization in Portal or the pended amount will be denied. Remind member that providers must submit timesheets and invoices within 30 days of the month of service.
<b>Payroll amount cannot be zero</b>	The provider has submitted a timesheet with a shift that rounds down to 0 hours (7 minutes or less worked).	Please verify that the timesheet was entered correctly.
<b>Provider is not authorized for this service</b>	Providers must be over the age of 18 to provide ADL or EMPSUPPORT services. Most likely, this provider is 16 or 17 years old. Providers under the age of 18 are only authorized to provide IADL services.	Please remind member that providers must be over the age of 18 if they are providing ADL/EMPSUPPORT services.
<b>There is no Employee Rate established or effective for this consumer number</b>	Provider has no rate established in PPL's system for the dates submitted on the timesheet.	Please make sure members know that providers cannot work before PPL confirms the provider's paperwork is complete.
<b>Timesheet is too old to be paid</b>	PPL requires all members and providers to file timesheets and invoices within 90 days of the date of service. Any time submitted over 90 days from the date of service will pend and eventually be denied.	Please have member instruct providers to submit timesheets and invoices within 30 days of the month of service per program rules.
<b>Worked Dollars exceeds dollars remaining on authorization</b>	The timesheet cannot be paid with what is left in the authorization. PPL will process this as a "partial pay". PPL will pay out as many of the hours as possible and the rest will pend and be denied.	Please remind member not to allow providers to work more hours than budgeted. Providers will not be paid for services that exceed funds available.
<b>Worked Hours cannot exceed 40 hours in a week</b>	Overtime is not allowed under program rules. Providers can only work 40 hours in a week or 8 hours in a day. The rest of the hours will pend and eventually be denied.	Please remind member that providers cannot work more than 40 hours a week or 8 hours a day for the same employer.