

HOW TO DO A CORRECTION REQUEST IN CARECONNECTION

1. Access CareConnection either thru www.soonerpro.com or directly entering <https://careconnectionok.apshealthcare.com> in the address bar on your web browser screen. You can then add this site to your favorites list for easy access in the future.
2. Enter in your CareConnection User Name and Password (not your SoonerPro user name and password).
3. On the left hand side of the screen you will see a group of blue navigation bars. Click on the "Search Request" box.
4. When the Request Search screen appears, enter the current CareConnection APS Record ID if you have it. If not, enter the client's Medicaid ID number.
5. Click on the Search button at the bottom of the Request Search screen.
6. When the Request Search Result screen appears it will show only the single record if you have searched by Record ID. If you search by Medicaid ID number, the result will list all previously created requests. Locate the APS record ID that you need to complete a correction request for but do not click on the ID.
7. Next to the APS Record ID is a column that says "Copy" and under it are the choices "EXT" for extension, "MOD" for modification and "COR" for correction.
8. Since you are completing a correction request, click on COR.
9. You have now created a copy of the previous request that requires correcting before submission.
 - In the Current Information box, document the specific correction(s) being requested.
 - Make the appropriate correction(s) on the request. Types of corrections include but are not limited to:
 - a. Correcting interactive objectives to include the interactive method to be used.
 - b. Adding objectives for services which are requested with no objectives.
 - c. Requesting treatment plan review
 - If you are submitting a correction to add a service to the request for which there are already objectives on the treatment plan, only request the new service(s). Do not list all the services again, those are already on the previous request.
 - If you need to add a service and objectives for that service, do not submit a correction. This type of request needs to be submitted as a modification.
10. Once you have completed the correction, Save your work.
11. Submit to APS for review.

Additional Information regarding Corrections –

Corrections to CareConnection requests must be submitted via CareConnection.