

## HOW TO DO AN EXTENSION REQUEST IN CARECONNECTION

1. Access CareConnection either thru [www.soonerpro.com](http://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 boxes. 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 an extension 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 an extension request, click on EXT.
9. You have now created a copy of the previous request that requires updating before submission, including but not limited to:
  - Verify eligibility to ensure client continues to be Medicaid eligible
  - New start date
  - GAF
  - Any historical information obtained since last review
  - Services requested
  - CAR update with info from last 30 days
  - New interpretive summary information
  - Review objectives, adding progress since last authorization
10. Once you have completed the extension, Save your work.
11. Submit to APS for review.

### PLEASE NOTE –

APS has been working on getting faxed requests entered in to CareConnection. Even if you have never submitted a request on CareConnection for an established client, please follow the steps noted above. You may find that the initial work has already been done for you and all you have to do is to go in and complete the extension request with the updated information.

DO NOT use "New Request" for extensions for clients already entered into CareConnection. "New Request" (initial request) is meant for new clients or established clients who do not have a current record in CareConnection.