Service Authorization
How Do I … Guide

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The Florida Safe Families Network (FSFN) How Do I Guide helps you understand the steps to complete your work in the FSFN system. It is a desk reference companion to the User Guide that includes additional details. Visit the DCF FSFN Website (http://fsfn.dcf.state.fl.us) for the User Guide and additional resources.

How Do I…

Create Service Authorization		
How Do I…?	**Selections**	**Tips & Guidelines**
Create Service Authorization	• From the **Desktop**, click **Create** > **Case Work** > **Placement**/**Services**. • From the **Placement**/**Services** drop down, select ***Service Request Authorization***. • From **Cases** group box, select Case. • From Case Participants box, select Participant. • Click **Create**. • The **Service Authorization** page displays and is defaulted to Service Request tab. ***OR,*** • From the Desktop, select **Financial Work** icon. • Select **Placement**/**Services** dropdown. • Click **Continue**. • Complete information. **OR,** • Access Case Plan Worksheet page. • Select **Outcomes** tab. • Select the **Authorization** hyperlink.	*The Authorization hyperlink is conditionally available from the Case Plan Worksheet page when **Who** on the task is a case participant.*

View Service Authorization		
How Do I…?	**Selections**	**Tips & Guidelines**
View Service Authorization	• From the user Desktop, select the **Case** folder icon. • Select the **Service Authorization** icon. • Select the applicable Service Authorization hyperlink to launch the Service Authorization page. **OR,** • From the user Desktop, select **Provider** expando. • Select the applicable Provider. • Select **Service Authorization** icon. • Select the applicable Service Authorization hyperlink to launch the Service Authorization page. **OR,** • Access the **Financial Activity Page.** • Service Authorizations are displayed in the Results group box. • Select **Edit** or **View** hyperlink (whichever is applicable) next to the Service Authorization to view. • The applicable Service Authorization is launched in View or Edit mode. **OR,** • Access **Case Book**. • Select **Service Authorization** from the center dropdown. • Select the applicable Service Authorization hyperlink. **OR,** • Access **Person Book**. • Select **Service Authorization** from the center dropdown. • Select the applicable Service Authorization hyperlink.	*The following is applicable to launching Service Authorization from the Financial Activity page:* • *The Edit hyperlink is visible when the user has edit access to the associated page and opens the page in edit mode.* • *The View hyperlink is visible when the user does not have edit access, but does have view access, "View" appears instead of "Edit" and launches the page in view mode.* *When accessed from the Outliner, Case Book, and Person Book; the returned Service Authorization results are sorted first by participant, then show items that are active (not complete), then order by Request Date.*

Document Information in Service Authorization Page		
How Do I…?	Selections	Tips & Guidelines

Document Information in Service Authorization Page

How Do I…?	Selections	Tips & Guidelines
Document Service Request Tab	• From the Service Authorization page, select a **Fiscal Agency** from the drop down in the header. • Select the **Service Category** and the **Service Sub Category**. • Select the **Unit Type**. • Enter the Frequency for the service request. • Enter the number of units. • Enter the number of units the parent agrees to pay for in the **Parent Units** field. • Launch the **Provider** hyperlink to retrieve the Provider. • Enter the **Rates per Unit**. • Enter the amount for the portion of the rate per unit that the parent agrees to pay for in the Parent Rate per Unit field. • Select the applicable **Status** from the dropdown. • Enter the total amount requested for authorization in the **Maximum Amount** field. • Enter parent's portion of the total amount the applicable Service Authorization in the **Parent Amount** field. • Select the **Status Reason**, if applicable. • Enter **From Date** to indicate when the requested service is expected to start. • Enter **To Date** to indicate when the requested service is expected to end. • Enter Special/Considerations Instructions to provide additional information regarding the request. • Select **Benefitting Children** Expando. • Click **Save** to save the information on the page. • Submit the Service Request for Approval. • Click **Close**.	*The Request Date prefills with the current date upon launching the page.* *When accessed from the Outliner, Case Book, and Person Book; the returned Service Authorization results are sorted first by participant, then show items that are active (not complete), then order by Request Date.* *The Status Reason is conditionally required when the Status is "Denied" or "Missing Information"* *The Justification field is conditionally required when the Service Authorization page is created using Create Case Work.* *The Benefitting Children expando expands the section for entering a list of children that benefit from this service when the participant is not a child. It defaults to expanded when the Participant does NOT have a role of "Child"* *All children selected by the user on the Service Request tab prepopulate the Service Authorization tab.* *Once the Service Request is approved, the Service Authorization tab is enabled and prefills with the information contained on the Service Request tab.*

Document Information in Service Authorization Page		
How Do I…?	**Selections**	**Tips & Guidelines**
Document Service Authorization tab.	• From the Service Authorization page, select the **Service Authorization tab.** • All fields prefill from the approved Service Request • Modify fields where applicable. • Click **Save**. • Click **Close**.	*All fields are prefilled from the Service Request tab, however the user is able to modify the fields if necessary.*

Access Financial Activity Page		
How Do I…?	**Selections**	**Tips & Guidelines**
Access Financial Activity Page	• From the user Desktop, select **Utilities.** • Select **Financial Activity**. OR, • From the user Desktop, select **Financial Activity** icon. *Financial Activity page displays.*	

Attach an Image/Scanned Document		
How Do I…?	**Selections**	**Tips & Guidelines**
Attach an Image	• From the Service Authorization Actions list, select **Upload Image** hyperlink. • On the **Imaging** page, enter **Date Document Scanned** in the **Image Details** group box. • Select the **Image Category Type** from the dropdown. • Click **Browse**. • Locate and select the file to upload from the **Windows Explorer** page. • Click **Open**. • Selected the file displayed in the **File Name** area. • In the **Comments** field, enter an appropriate description (up to 500 characters). • Click **Save**. • Click **Close**.	*Upon attaching an image, the Image Category is defaulted to **Service Authorization.***