

# Reports Committee Meeting

Contract Providers Only

OCTOBER 18, 2017

10am-12pm

# Agenda

1. CBO Dispatches
2. EFT/SIFT Data Training
3. Katie A. Subclass Claiming Data Refresh
4. Q&A

# CBO Dispatches

- ▶ 17-011 - UMDAP Information in IBHIS
- ▶ 17-015 - Medi-Cal Denials for Gender and Date of Birth
- ▶ 17-016 - Increases in Medi-Cal Denials

# CBO Dispatches

- ▶ Q: What if the client has full scope Medi-Cal matching info on both MEDDS and IBHIS, and the client is still being denied CO-177?

# CBO Dispatches

- ▶ Q: Can we get a list of IBHIS LE's and contact information to be used to contact regarding a shared client and UMDAP dates?
- ▶ Q: For a list of LE numbers and the related Contract Provider Names who can we contact?

# EFT/SIFT Data Training

- ▶ Schedule training via [reporting@dmh.lacounty.gov](mailto:reporting@dmh.lacounty.gov)
- ▶ We will go over the general claiming cycle in detail as well as answer any specific questions that you have on your data.

# EFT/SIFT Data Training

- ▶ We are currently scheduling trainings approximately 8 weeks out, but anticipate being able to handle more than one training per week by the end of this year. You're always welcome to send questions to [reporting@dmh.lacounty.gov](mailto:reporting@dmh.lacounty.gov).

# Katie A. Subclass Claiming Data

- ▶ Data has been refreshed for claims as of October 6, 2017 for Fiscal Years 16/17 and 17/18.
- ▶ DMH will continue to refresh this data extract on a quarterly basis.
- ▶ Please send any inquiries on this to [reporting@dmh.lacount.gov](mailto:reporting@dmh.lacount.gov)



# Q&A

- ▶ **Q:** What is the status of canned reports being delivered by NTST- is that an item DMH is requesting?
- ▶ **A:** We provide the EFT/SIFT files on a weekly basis so that you can analyze your data internally and query reports off these extracts. We want to empower you to adjudicate your own claims and take any action that is necessary.

# Q&A

- ▶ **Q:** Any recent lessons learned for the LE's live on IBHIS as it relates to reports or the sift extracts?
- ▶ **A:** The Avatar extract that is updated weekly contains the majority of data that you'll need for analysis and to build reports. DMH is happy to assist in creating queries for any reports the LE's may desire.

# Q&A

- ▶ **Q:** When we correct our denied claims by rebilling them, the original denial stays in the EFT FinClaimList file?
- ▶ **Q:** When we check, the denied claims still appears in the report as if they have not been corrected; they do not get removed from EFT FinClaimList. Is this how is supposed to be with IBHIS?

# Q&A

- ▶ **A:** Yes. The claims will remain in FinClaimList indefinitely no matter how you rebill them. You can Void them out if you'd like. This is how it works with IBHIS.

# Q&A

- ▶ Q. If we go to admit an existing client in IBHIS and find that this client has 2 MIS numbers in IBHIS, how do we decide which MIS/IBHIS number to use?
- ▶ A. Call PAO to open a HEAT ticket for the HIM unit. They will handle the merging of the two client IDs and give you a surviving client ID when the ticket is resolved.

# Q&A

- ▶ Q. What happens when a claim does not pass the rules in the box between "Unbilled Cal-PM" and "Pending Cal-PM"
- ▶ A. CBO has the right to deny a claim. CBO will deny the claim in Cal-PM or will generate a retro claim adjudication, send it back to MSO where you will get an 835 back. However, there are other situations where we ask the provider to void the claim. We'd rather work with the provider so that their system is in synch with ours, and sometimes it is just easier and better for the provider to do the void.

# Q&A

- ▶ Q. What happens when a claim does not pass the rules in the box between "Unbilled Cal-PM" and "Pending Cal-PM"
- ▶ A. If you see claims that are in the same file which have not been moved over to Cal-PM and with a status of Approved MSO EOB, open a heat ticket in order for PAO analyze the missed claims.

# Q&A

- ▶ Q. I have a claim filed in January and its status is still [Approved MSO EOB].
- ▶ A1. Open a HEAT ticket for the claim. One reason why claims might be stuck in [Approved MSO EOB] status is the provider. If the provider is setup as one thing in MSO, and is set up differently in Cal-PM, the claim will not move over to Cal-PM through the EOB process. One way to find out is to open a HEAT ticket and get it corrected.



# Q&A

- ▶ Q. I have a claim filed in January and its status is still [Approved MSO EOB].
- ▶ A2. (Continued) Another reason why a claim does not move from [Approved MSO EOB] to [Unbilled Cal-PM] is when you close an episode and the service that you are trying to deliver happens after you close the episode.

# Q&A

- ▶ Q. Where can we find the provider information?
- ▶ A. You can find the provider information in the `v_Provider_Performing_Data` table.

# Q&A

- ▶ Q. Is a PFAR still required if we want to utilize our funding at a different location.
- ▶ A. Yes

# Q&A

- ▶ Q. Who can I contact I order to find out what funding are available at our different sites?
- ▶ A. The information is in the Avatar Extract\_01, the table `v_table_prog_fee_byprog`.

# Q&A

- ▶ Q. If I get a denial for gender, and what the state has is incorrect, do I fix the claim with the state first and then resubmit?
- ▶ A. If you re-submit a claim before fixing the error, the claim will be denied until the state's system is corrected. You must have documentation to support the change you want to make in financial eligibility, preferably a government-issued ID. You should get the information updated with the state first.

# Q&A

- ▶ Q. Providers are getting denials after they have corrected information that the clients gave them, but the data is incorrect in the SIFT extracts. How can they get that information changed in DPSS?
- ▶ A. If the client got their Medi-Cal through Social Security, then that client has to go to Social Security to update their information.

# Q&A

- ▶ Q. Are the remaining liability totals updated weekly to reflect new claims, voided claims, denied claims, etc.?
- ▶ A. Yes, they are updated weekly. However, we do have occasional technical issues which may prevent an update on some weeks. If you find an anomaly, please open a HEAT ticket.

# Q&A

- ▶ Q. Is it normal for a claim to be held up in Unbilled CalPM for 2 months?
- ▶ A. No. If a claim is held that long and CBO has not contacted you to work out the issues, please open a HEAT ticket.