

Void Claim Reason Collection (VCRC)

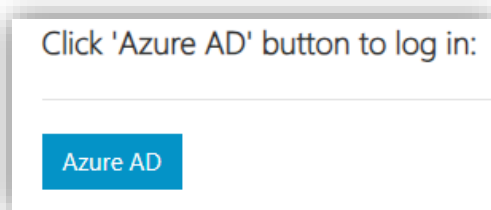
Provider Portal Application

Introduction

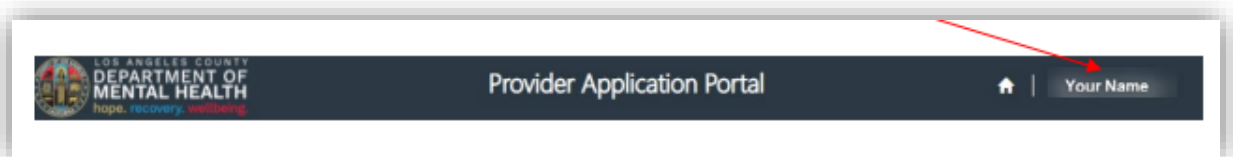
The California Department of Health Care Services (DHCS) requires the Los Angeles County Department of Mental Health (LACDMH) as the local Mental Health Plan (MHP) to report overpayments to contract providers that are the result of waste, fraud, or abuse. This reporting on voided claims brings MHPs and their providers into compliance with the Centers for Medicare and Medicaid Services' (CMS) Final Rule CMS-2390-P, which applies the Paul Wellstone Mental Health Parity and Addiction Equity Act to Medicaid Managed Care Plans. All California MHPs are classified as managed care plans under Medicaid and must comply with the program integrity requirements contained in Title 42 of the Code of Federal Regulations (CFR) Part 438. The Void Claim Reason Collection (VCRC) is a web-based portal application that allows providers to indicate the reason claims were voided and whether that reason constitutes waste, fraud, or abuse. The VCRC is available on LACDMH's Provider Portal.

To access VCRC, log in to the Provider Portal.

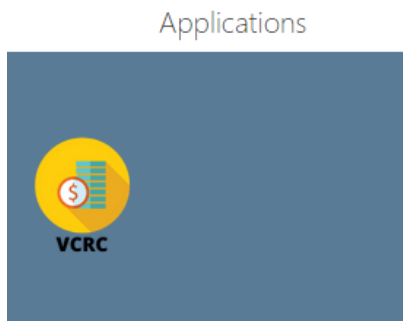
1. Go to <https://lacdmhpp.powerappsportals.us/>
2. Click on Azure AD



3. After successful log in, your name will appear on the top right corner.





4. **VCRC** will appear on the "Applications" banner. Click the **VCRC** tile.

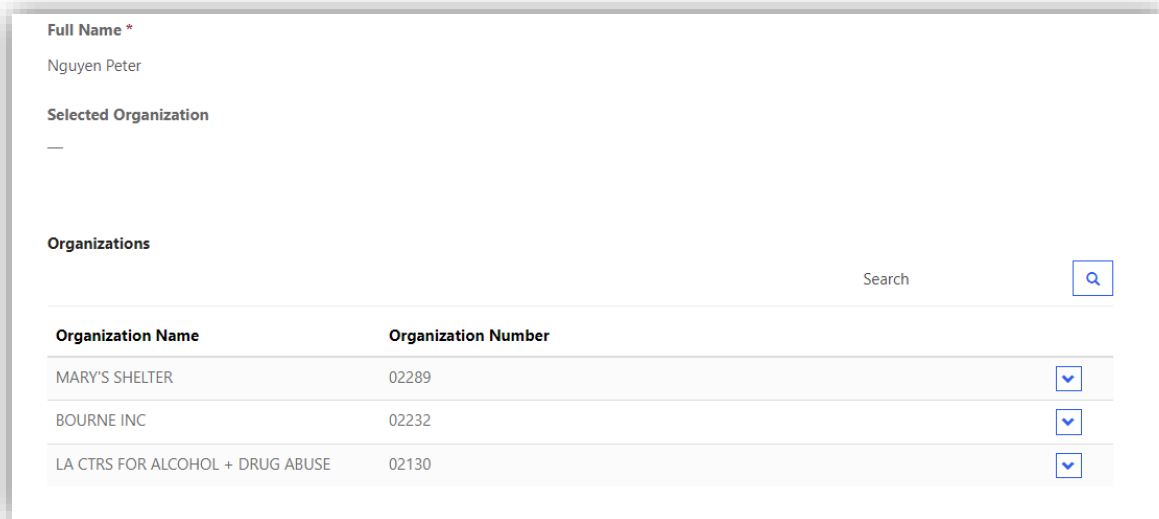


Select Provider




To begin completing the Void Report, select your Legal Entity (Organization).

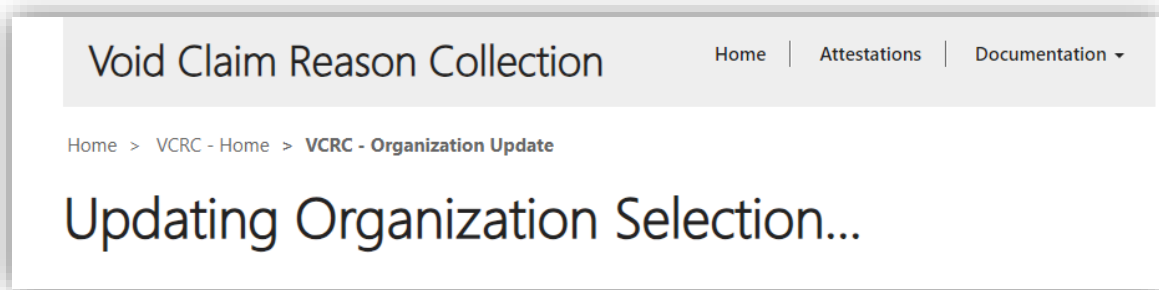
Select the organization by clicking on  then .

If you are associated to more than one provider, you can select from your list of providers to update your “Selected Organization.”



The screenshot shows a web form for selecting an organization. At the top, there is a 'Full Name *' field with the text 'Nguyen Peter'. Below it is a 'Selected Organization' field which is currently empty. Underneath is a section titled 'Organizations' containing a table with three rows of data. To the right of the table is a search bar with a magnifying glass icon. Each row in the table has a dropdown arrow icon at its end.

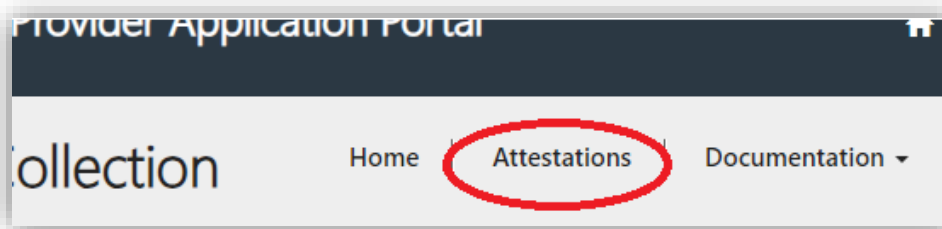
Organization Name	Organization Number	
MARY'S SHELTER	02289	
BOURNE INC	02232	
LA CTRS FOR ALCOHOL + DRUG ABUSE	02130	



The screenshot shows the 'Void Claim Reason Collection' page. The header includes the title 'Void Claim Reason Collection' and navigation links for 'Home', 'Attestations', and 'Documentation'. Below the header is a breadcrumb trail: 'Home > VCRC - Home > VCRC - Organization Update'. The main heading of the page is 'Updating Organization Selection...'.

NOTE: The application may take 15-30 seconds to update the organization. Once the system updates the organization the page will automatically refresh.

When you have your organization selected and the app has updated your selection, click on “Attestations” in the VCRC menu to navigate to the list of Attestation records.



The screenshot shows the navigation bar of the 'Provider Application Portal'. It features a dark header with the title 'Provider Application Portal' and a home icon. Below the header is a light gray navigation bar with the word 'collection' on the left and three links: 'Home', 'Attestations', and 'Documentation'. The 'Attestations' link is circled in red.

Attestation View

Void claims are grouped by Attestation. There will be a list of all Attestations for your organization. By default, the Attestation for the most recent Reporting Period is on top. You can sort Attestations by clicking on the column heading “Reporting Period.”

Home > VCRC - Home > VCRC - Organization Attestations

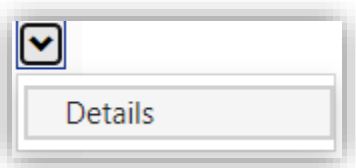
Organization Number *

02289

Search

Name	Attestation Status	Reporting Period	Organization	Total Void Claims	Total Void Claims Responded	Authorized Signer FY	Status	Modified On	Modified By	Created On ↓	
02289-7/1/2022-6/30/2023	New	7/1/2022-6/30/2023	02289	3	0		Active	10/5/2023 7:26 AM		10/4/2023 7:00 PM	<input type="button" value="v"/>

To work void claims under an Attestation, scroll to the right to find the dropdown menu, then select “Details.”



Attestation Void Claim View

You will see an Attestation record with a sub-grid of associated void claims. The Contact and Authorized Signer fields will be disabled, or grayed out, until all voids associated with the Attestation have a reason.

By default, void claims without reasons will appear at the top of the sub-grid. You can filter and sort the claims by selecting the column heading. To search for a claim, type the claim number in the search field.

NOTE: VCRC allows you to search for void claims by all fields except Practitioner and Service Location. If you want or need to search using partial text to find voids, use the asterisk (*) wildcard character. Place the asterisk before the partial text.

Home > VCRC - Home > VCRC - Organization A... > VCRC - Attestation Void Claims

Name *
02289-7/1/2022-6/30/2023

Reporting Period *
7/1/2022-6/30/2023

Total Void Claims *
3

Attestation Status *
New

Organization *
02289

Total Void Claims Responded
0

Status *
Active

Created On
10/4/2023 7:00 PM

Authorized Signer FY
[Grayed out]

Modified By
[Grayed out]

Void Claim Extract
No file selected

Contact Name
[Grayed out]

Modified On
10/5/2023 7:26 AM

Import Status
—

Contact Email
[Grayed out]

Unsigned Attestation PDF
VoidAttestation_22-23_02289_MARY'S SHELTER.pdf

Last Import Date
—

Attach Form
[Choose File] No file chosen

Save **View Attachments**

Void Claims

	MC	State	Void Reason ↑	FWAO Reason ↑	Void Claim Sub	Claim Sub Id	OB Claim Sub ID	Client ID	Service Date	Procedure Code	Units	Am
Save	Yes	No	[Empty]	[Empty]	[Empty]	[Empty]	[Empty]	[Empty]	7/5/2022	90834	63	\$0
Save	Yes	No	[Empty]	[Empty]	[Empty]	[Empty]	[Empty]	[Empty]	7/18/2022	H2015:HC76	97	\$0

To complete a void record under the Attestation, describe why the claim was voided in the “Void Reason” field then select whether that reason is Fraud, Waste, Abuse, or Other from the “FWAO Reason” dropdown menu. The data will save automatically as you fill out each field. Completed records will be tallied under “Total Void Claims Responded.”

Void Claims

	MC	State	Void Reason ↑	FWAO Reason ↑	Void Claim Sub	Claim Sub Id	OB Claim Sub ID	Client ID	Service Date
Row Saved	Yes	No	Incorrect use of funding and billing	Fraud	[Empty]	[Empty]	[Empty]	[Empty]	7/5/2022

NOTE: “Total Void Claims Responded” is a system calculated field that updates once every hour.

The screenshot shows a web interface with a header bar containing 'Collection', 'Home', 'Attestations', and 'Documentation'. Below the header, the page title is 'on A... > VCRC - Attestation Void Claims'. The main content area displays a table with two columns: 'Reporting Period *' and 'Total Void Claims *'. The first row shows '7/1/2021-9/30/2021' and '18'. The second row shows '00321' and '11'. The 'Total Void Claims Responded' field is circled in red.

Reporting Period *	Total Void Claims *
7/1/2021-9/30/2021	18
Organization *	Total Void Claims Responded
00321	11

Once the “Total Void Claims Responded” equals the “Total Void Claims,” the VCRC application will send a notification of completion to CBO. A blank VCRC Void Reason Attestation form will become available to download.

The screenshot shows a web interface with a header bar containing 'on Void Claims'. The main content area displays a table with two columns: 'Total Void Claims *' and 'Total Void Claims Responded'. The first row shows '18' and '18'. The second row shows 'Status *' and 'Active'. The 'Total Void Claims *' and 'Total Void Claims Responded' fields are circled in red.

Total Void Claims *	Total Void Claims Responded
18	18
Status *	Active

The screenshot shows a web interface with a header bar containing 'Modified On'. The main content area displays a table with two columns: 'Unsigned Attestation PDF' and 'selected'. The first row shows 'VoidAttestio n_22- 23_00321_HI LLSIDES.pdf' and 'selected'. The 'Unsigned Attestation PDF' field is circled in red.

Unsigned Attestation PDF	selected
VoidAttestio n_22- 23_00321_HI LLSIDES.pdf	selected

After downloading the Attestation, review it and have it signed by an authorized signer for your organization.

Department of Mental Health - Void Reason Attestation Form

The California Department of Health Care Services (DHCS) requires the Los Angeles County Department of Mental Health (LACDMH) as the local Mental Health Plan (MHP) to report overpayments to contract providers that are the result of waste, fraud, or abuse. This reporting of voided claims brings MHPs and their providers into compliance with the Centers for Medicare and Medicaid Services' (CMS) Final Rule CMS-2390-P, which applies the Paul Wellstone Mental Health Parity and Addiction Equity Act to Medicaid Managed Care Plans. All California MHPs are classified as managed care plans under Medicaid and must comply with the program integrity requirements contained in Title 42 of the Code of Federal Regulations (CFR) Part 438.

Legal Entity Number: 02289

Legal Entity Name: MARY'S SHELTER

Void FY: 22-23

DMH Data Update Date: 10/4/2023

Total Voids: 3

I attest that all voids submitted for the time period noted are included in the report and that the determination of whether the void was the result of fraud, waste, abuse or other is true and accurate.

Authorized Signer Name

Attesting Signature

Signature Date

When the Void Reason Attestation Form is signed and ready to be uploaded to VCRC, select “Submitted” from the Attestation Status dropdown field, then select the name of the individual who signed the Attestation form from the “Authorized Signer FY” dropdown. (If you do not see the individual who signed the form in the dropdown list, open a HEAT ticket; CBO does not have record of them as someone authorized to sign on behalf of the agency for the given Fiscal Year.) Fill in the “Contact Name” and “Contact Email” fields.

Click on “Attach Form” and follow the prompts to attach your signed Attestation.

The screenshot displays a web-based form for submitting a Void Reason Attestation. The form is organized into several sections:

- Attestation Status:** A dropdown menu set to "Submitted".
- Organization:** A text field containing "02289".
- Authorized Signer FY:** A dropdown menu showing "Taylor, Justin - 02289 - 22-23".
- Contact Name:** A text field with "Peter D Nguyen".
- Contact Email:** A text field with "p.nguyen@dmh.lacounty.gov".
- Modified By:** A text field with "Peter Nguyen".
- Modified On:** A text field with "12/29/2023 9:51 AM".
- Unsigned Attestation PDF:** A link to "VoidAttestation_22-23_02289_MARY'S SHELTER.pdf".
- Attach Form:** A section with a "Choose File" button and the text "No file chosen".
- Buttons:** "Save" and "View Attachments" buttons are located below the form fields.
- Void Claims Table:** A table listing three void claims with columns for MC, State, Void Reason, FWAO Reason, Void Claim Sub, Claim Sub Id, OB Claim Sub ID, Client ID, Service Date, Procedure Code, Units, and Amount. Each row has a "Save" button in the first column.

Click the “Save” button to upload the document and record the changes to the Attestation record. LACDMH’s Central Business Office (CBO) will be notified that you submitted the Attestation.

After review, CBO will change the Attestation Status to “Accepted” or “Returned.” If “Accepted,” void reporting is complete, and you are done for the Reporting Period. If “Returned,” you will receive an email with the reason(s) the Attestation was not accepted (“Returned”). Make the requested modifications to the Attestation, set the Attestation Status to “Resubmitted,” and click the “Save” button. CBO will be notified to review the submission again and determine whether or not to accept the Attestation.