

0:09

Juan, share your screen, please.

0:13

Good afternoon, everyone, and welcome to the April 15 version of our provider meeting.

0:21

This meeting is the first in a series of a few meetings that we'll be holding during the month of April, who assist our provider with situations and questions they have with EV.

0:38

My name is Diane, and I will be your moderator for today, And, once again, welcome to all.

0:44

Next slide, please.

0:48

So, today, we have a group of panelists that will be assisting us in answering questions, then reviewing the information that we want to share. We have folks from provider relation to the program, Personal Assistance Services, Disable Waiver Program. We have folks from our focus team, which is a claims processing team, We have resource development, claims processing, and a group of folks from our ... project team.

1:18

Next slide.

1:22

So, real quick, today, I wanted to go over our agenda. First thing we'll talk about is I will give you some detail about what the purpose of this meeting is, and a few guidelines for the way we'd like to handle questions and answers today.

1:37

Our second thing we'll go over is, we're going to spend this meeting talking about how to resolve rejected claims. We have the present an interactive presentation. We'd like to work with you on to focus on rejected claims during this meeting.

1:53

Then we'll have a question and answer period where we will take questions and provide answers to resolving rejected claims.

2:01

And we're going to focus the meeting today on that topic and try not to veer away from any other subject that may come up.

2:11

And then we'll go through a reminder slide with helpful tools and some training resources that you can use yourself to help self help self support.

2:23

Then we'll give you the schedule for the next upcoming provider meeting that we had planned for the Future.

2:30

Next slide, please.

2:36

So to begin, the purpose of our meeting here is we would like to, the state would like to provide instruction and training and some best practices to our providers on the specific topic of interest, which today is rejected claims.

2:53

We're going to provide answers to your questions that will allow you to type in the question box, and we will do our best to provide answers to those questions regarding rejected claims today.

3:06

So the guidelines for the meeting.

3:09

First of all, it's very helpful to us if you would let us know if you're an agency or independent provider, because sometimes that changes the answer to the question.

3:18

Secondly, I'm going to open the question box towards the end of the presentation, and then we would like you to submit your questions regarding rejected claims in the question box that we will be addressing.

3:31

I'll go from top to bottom and answer those questions, We will verbalize those questions and answer them out loud to the group.

3:39

Um, keep in mind that we are focused on rejected claims today and where you might have other questions on other topics, our focus today is on rejected claims. So if you happen to ask a question that we don't feel is, relevant to reject the claim, we're going to ask you to call the ... Customer Service Center, or send an e-mail to the mailbox.

4:05

Then, at the end of the meeting, will have 90 minutes today. Do the presentation, and to take questions and provide answers. If for some reason we don't at the end of 90 minutes, get to your question, we encourage you to send your questions to the DHHS Mailbox, which is the address listed at the bottom of the screen.

4:24

Next slide.

4:28

So at this time, I'm going to turn it over to my colleague, Jen. Jen has prepared a presentation, interactive presentation, where she's going to take you through the beginning to end rejected claims and how to resolve those.

4:41

So you can get paid, Jen, take it away.

4:47

Thanks a lot, Diane. Good afternoon, everyone. So thank you for attending the provider meeting, and we're here to discuss rejected claims and how to adjust them, So you get paid. Next slide, please.

5:04

So this is first, I want, you know, to sort of situate everybody regarding this slide, so many of you may have encountered part of your claims being rejected for same day services. And you can see here on the slide that, you know, there is a paid claim, and thus reject the claim and the services is for January 29th of 2021.

5:30

So, let me, you know, take a look at what I know. So, let's take a look at what I mean.

5:35

So, in this slide, you can see that on January 29th, this provider perform to services from 7 55 AM to 9 55 AM, and then at 4 30 PM to 8 30 PM, When this provider submitted these claims.

5:59

The 730 AM to nine, sorry, 755 AM, to 955 AM claim for two units at \$24 was unprocessed by DHHS.

6:15

And it's being reflected, as rejected, clean, in, tell us.

6:20

In today's provider meeting, we want to specifically address this type of rejected claims, because after numerous request, we received in the e-mail box.

6:35

We will also touch on other types of rejected claims during the Q&A sessions of the meeting.

6:43

In this scenario, you can see that this provider expected to receive 72 top \$72 in claims payment, but only received \$48.

6:58

Before we go into the demonstration, two, educate you on how to adjust your claims accurately.

7:07

Here's the best practice recommendation.

7:12

Never adjust your cleans before you review your explanation of payment R E O P.

7:21

We want you to first validate that you truly did not receive your payment before. You make any adjustments.

7:30

So, let this be a reminder, and it's also a best practice. The EOP, our explanation of payment, is a snail mail being sent to you, you know, by DHHS and it gives you a breakdown of all your claims, you know, that, you know, you have been paid for.

7:51

So, let's assume that this provider has done his or her due diligence and validated that he or she did not receive the \$24 claim for the day of service, provided on January 29th from 755 AM to 8 55 AM.

8:09

Now, let's show you how to adjust, to reject a claim on the paid claim line so that this provider can receive the payment off \$24.

8:20

Great.

8:21

So, now that you see here, to find out whether your claims are paid or rejected, go to the visits screen and the system is the screen. That one is, you know, showing you.

8:33

Now, click on the Select Payer because you need to click N D slash H, and you should be familiar with this by now.

8:44

Put in your date range.

8:48

There you go.

8:50

And if you're providing services to more than one participant and have several rejected claims, but different participants work on one participant rejected claim at a time.

9:04

For this, we pick Alexas, and then finally, click on such visit to claim reconciliation.

9:16

Next slide, please.

9:19

Thank you.

9:21

Now that you are in the Search Visit to Claim Reconciliation screen, I want to bring your attention to the ICS column.

9:31

There you Go. That's the ISBN column.

9:34

Now that's identifying the ISBN number under the ... column.

9:42

As you can see, you have a paid claim on January 29th for service performed, from 4 30 PM to 8 30 PM four units at \$48.

9:57

In this example, the ICL number is T 1, 2 3, 456789, 1.

10:07

So you can either write this down on a piece of paper, are you are using a mouse? You can copy this I C N number, but whatever you do, this is a very important step that you need to actually either jot this down, and my recommendation is to write this down on a piece of paper, and you'll see why.

10:27

Do what make you feel comfortable, But make sure you document this. I see a number somewhere, because we will need this number to adjust your claim.

10:36

Next slide, please.

10:42

Now, with your I C N number written down are copied, we move to, you know, click on the claim review tab.

10:51

I know that a lot of you know, a lot of you are familiar with the claim review tab So now, instead of going to the claim screen, we want to you know, go to the Voids and Adjustment page and this is where you can find your Voice an Adjustment Page. Next, slide, please.

11:11

On the note, on the Voice and Adjustment page, first, pick your payer always.

11:21

Second, either copy, the I C N number, you wrote down, or you are, you know, you copied, and you can actually paste that number here in the IC, and, you know, line that I see a number of previously I've echoed was T 1234567891. And then, as one has quickly pointed out, you click Search.

11:46

And you can also see that it's the \$48 amount that DHHS has paid out to the provider for the services performed on January 29th.

12:00

So click anywhere on that claim line or row to open up the detail of this claim, you know, that's what we call it Unfurl.

12:11

So next slide.

12:13

After you have Unfurled, or Click to open up the claim line under the Billable Units, click on the Pencil icon.

12:25

Note that the original claim has four units.

12:30

Next slide please.

12:33

Once you click on the Pencil icon under the fillable unit, you can now edit the unit from the previous four unit, 2 six unit.

12:47

You need to add that rejected two units to the four units that was paid, then pick the reason code, and you can see that you have increased the units from 4 to 6.

13:02

So pick reason code 5150.

13:06

Now another best practice recommendation, write good, detailed notes. Remember, you're subjected to audits.

13:15

Write notes that justify why you increase the unit.

13:20

Now, click Apply.

13:23

Next slide, please.

13:28

So, here's a public service announcement.

13:32

When you adjust your unit, you must adjust your amount.

13:36

You cannot adjust one without adjusting another, So, click the Pencil icon under that Adjusted Amount.

13:47

And, now that you click that, once you click on the Pencil icon, under the Adjusted Amount, you can see that the added amount from the previous \$48, 2 72 dollar.

14:01

You need to add the rejected \$24 to the 74, sorry to the \$48, that was paid out to you.

14:11

Next, pick the reason code.

14:14

And since you increase the billable dollar amount, you need to pick the reason code that reflect that.

14:21

I will echo this again.

14:24

Best practice recommendation, write good detail notes.

14:29

Remember, you're subjected to audits, write notes that justify why you increase the amount, and then click Apply.

14:40

Next slide, please.

14:42

So, after you click Apply, click Adjust when you're done a popup message.

14:48

We'll request for your confirmation that you truly want your claims to be adjusted, so, click OK.

14:58

Finally, after you adjust your claims, you can review your adjuster Claims.

15:06

Click on the Claim Review tab back again, click on the Voice send Adjustment page, choose your payer.

15:17

That I see a number where you wrote down on a piece of paper or copied, you can type it in here again.

15:27

And, of course, this is that T 1, 234567891. And then click Search.

15:35

And there you go.

15:37

You will see that your total build amount is \$72 amount released for which \$24 needs to be paid out after adjustment on the date for which you adjusted the paid claim.

15:53

I hope this short explanation helps you work on the rejected claims. And then, Trevor, I'm wondering whether do you have any other tips, tricks, and best practices you would like to weigh in as well?

16:07

Yeah, of course. Thank you for explaining that. That was a very good. After You're done adjusting, making this adjustment. You then want to go back to your Work list.

16:18

You'll want to find the claim that you're adjusting for.

16:23

Generally, it'll be one that was in Rejected.

16:27

Status, you will choose the checkbox and move it to your archive folder.

16:36

That will take it out of the work list, you won't accidentally re submitted again, because you've already made that adjustment within the screen that Jen helped you with.

16:50

Thank you.

16:52

Thank you, and Lisa, and one. Do you have any tips, tricks, and best practices from tell us perspective?

17:05

Hi, everyone, This is Lisa from Tellus. Jen, thank you so much for covering the step by step of handling, rejections, and adjustments. You did a great job. Thank you.

17:17

Thank you, I echo what, what Lisa just said, I do not have anything to add. I think you covered it in its entirety. Thank you.

17:24

I appreciate that. Thank you very much. So next, we'll go to our Q and A session.

17:35

Diane? Yep. So I have open the question box. So you can type your questions in there now, and we will start to go through them and respond to them 1 by 1.

17:50

So with that, the first question is from Andrea, and Andrea asks, How do I know why my claim was rejected?

18:09

Generally speaking, unmute?

18:12

No? So, Andrea?

18:16

Andrea. This is Jen, and I know that I've worked with you, as of right now. We do not have a reason, you know, code. You know, that will tell you why your claims be rejected. However, there are some best practices that you may, know, we're trying to actually sort of educate our providers to first prevent the rejection of claims.

18:38

So, one of which is, at any time, when you are about to release your claim to be submitted for to be paid by DHHS, When you reject, when you are trying to release declaim, never release the claim. that is on the same day for which you are going to release it. So, what I meant is if today I want to release all my claims, I would want to release all my claims up till yesterday.

19:12

Because, remember, today has not ended yet.

19:16

And if you have any services, let's just say, at 10 PM to 11 0 PM, and if you release your claim even for today, what will happen Is that your 10 PM and 11 0 PM claim, you know, will actually not be released on the same day. And, therefore, what will happen is that when you're trying to release that claim, some other day, it will actually, what we call it duplicate out.

19:46

So, the best practice is you try not to release, you know, the day of the claims that you are still working on.

20:00

That helped?

20:01

Yeah, so, Jan, Andrea had a follow up question, I'd like to go ahead and address that at the same time.

20:10

I regularly have multiple claims for the same day works as an working split shift. Is there a way to avoid having the claim rejected and needing to do the adjustment?

20:23

Andrea, I, If I'm not wrong, The split shift you're talking about is overnight, and if it is overnight, the good news is this, and if you are not seeing this in your work list, please tell me and send an e-mail to the ... mailbox.

20:42

However, tell us has actually improved on the user experience and what they have done is that if you have an overnight split shift, what will happen is you will see that there is A There is up till if you're, let's just say an example from 8 30 PM till two AM in the morning, You will see that you know the shifts ends at 8 30 PM till 11 59 PM.

21:20

And then it will actually, the system will clock in again automatically from 12 AM to two AM in the morning.

21:29

So, either way, always remember, when you're trying to submit the claim, you're safe to submit the claim. No up till, you know, yesterday's claim so that you know, the, the claim that is still in session so call because you know, because you clock out at two AM you still have other work that you need to do for the whole entire day. So, always remember clock out, if you want to release your claim, release it the day before off the day that you're releasing the claim.

22:05

And I hope that that helps, that's the best practice, that we're actually trying to advise our providers to adhere to.

22:15

OK, thank you, Jen.

22:17

The next comment or request, comes from two to providers, Linda and Nancy both commented that the presentation was a little too fast for them to take notes.

22:31

They'd like to know, is there some place where there can actually get a copy of this?

22:38

And Nancy and Linda, I apologize for this too fast, but you don't have to worry because the things said this is recorded.

22:46

As well as, you know, the PowerPoint is also going to be put on the EVP website.

22:52

And before the, the provider meeting ended, we actually will actually tell you where to receive these PowerPoints, and as well as this recording. So, thank you for the feedback, so that in the future, I'm going to slow that down as well. But no worries.

23:12

This is actually going to be on the website for EBP Nebraska.

23:21

OK, thank you, Jen.

23:24

Um, next question comes from Pamela, Pamela, is an agency DV provider, asks, what if there is no paid claim? What do I do when all the claims are rejected, and I need to make an adjustment in the payment for the day.

23:41

In this case, we were overpaid. When I go to the regenerative cooling, there's an ICM number. When I go to the void and adjustment, search, there is no data.

23:54

Hi, Pamela. How are you? And I want to first ask, are you using, tell us, or are you using Therap? Because that is important, and I want Kim to also weigh in. Kim, do you have any?

24:14

Do you have any opinion? And if not, I can most certainly help Pamela out.

24:24

OK, thank you, Jen.

24:27

I need Kim two to weigh in.

24:36

She says that she's having trouble with her audio.

24:43

So, Pamela, this is Jen and I can actually weigh in, in case you are using Therap, We, you are you are definitely need to use, tell us to work on your claims. And if there is no paid claim and off what that is for the whole entire day's visit.

25:03

So, let's just say that you submitted a claim for 8 30 to 9 30 AM for April, April 10.

25:15

Then you'll also submit another claim for 11 zero AM to 12 PM, and then a one PM to two PM claim.

25:25

And all three claims, know, are actually rejected.

25:30

What will happen is that, you know, you're not going to get an ICS number, and what we do is that all you have to do is go to the Work list.

25:41

Review closely your, Your data. one of the best practices that I inform the provider is to first go and check whether your service authorization is accurate.

25:55

So, go to the manual override off the authorization.

26:02

Click on that pencil icon and what you need to do is to look at, you know, the service authorization.

26:11

If this service authorization note is up to date, click on that line, you know, and you will see that.

26:19

And then after that, go to the calculated units and as well as the calculated amount.

26:29

Check that you'll calculate. Units are there because you're clocking in and clocking out should. you know, all also reflect the correlation of the number of units. That's it.

26:38

They're reflected there and if your calculator amount is empty, there's a little refresh button on that calculated amount, Click on that refresh button, and once it's being refresh, you will see an amount there.

26:55

Then the other thing that I always ask our providers to do is to scroll all the way down on the work list.

27:03

They will see edits and errors.

27:06

Make sure you cure all your edits and errors alerts.

27:13

So if you see a round exclamation mark icon and it's blue in color, cure that, that alerts by clicking that blue little icon. And once the icon is being populated, it will ask you, you know, to, to cure them. And if I'm not wrong because you're looking at these zeros and they're, they're probably has V lock error and it's about GPS. So make sure you double check in terms of, you know, all the clocking in and clocking out data.

27:49

And once you're done that you actually know either re match all the actually the system would have already matched your claim.

28:00

Try that, because I just worked with a provider, and she was very successful with that.

28:08

Thank you.

28:12

All right.

28:13

Uh, thank you, Jen.

28:16

Our next question is from Rwanda. Rwanda asks, Is the ... the same as the T R X?

28:25

Great question.

28:26

So the I see a number for the paid claim.

28:29

It's the same as the TRX.

28:33

But we want you to look at the ... number because the ... number is the number that is being sent to DHHS.

28:45

That's it. OK, so, so Janet's a follow up. Lawanda says, What if the TRN information doesn't show up in the void and adjustments? Then, what do you do?

28:55

The T R X number, it doesn't matter. You need to know the ICL number.

29:02

That's why in the voice an adjustment, you have to put down the IC number, and not the TR X number.

29:10

And, Lisa, do you have anything to add?

29:20

Sorry, I was on mute.

29:22

So, Jen, can you explain to me? I'm not understanding what a T R X number is so that I can properly answer the question, That is a T or X? Doesn't tell. It doesn't know what that is. The one, which you go to the slide, the previous slide, where you can see the I C N number.

29:47

Actually, another slide, please, The previous?

29:56

Actually, Another one.

30:04

Back some more.

30:12

It's another, please.

30:22

Another, please.

30:26

Yep.

30:27

So, as you can see, under the Voice and Adjustment, there is a T R X number way at the end, at the first one, which is the T R X number.

30:38

And the second one is the ICN number on a paid claim. And this is a clean paid claim is that you can see that the ICN number, and the TRX number is the same.

30:53

Oops!

30:57

So, um, so make sure that you you actually highlight the ICO number, and not the TRX number.

31:06

Because, the state of Nebraska uses the, I see a number. That starts with a T to actually, look at your claims.

31:17

Trevor, do you have anything to add?

31:21

I was, The only thing I would add is that there will be cases that you you will notice, that the TRX number is the same as the I C N number.

31:32

I believe that they are.

31:35

one would be a transaction number, the other ones, a control number that comes over to state.

31:42

In a case study, you may see, two different TRX numbers is, let's say, you have three visits in one day.

31:51

You've submitted two visits today. And then, tomorrow, you realize that you forgot to submit the other one.

32:01

Then, knowingly you select that one, it's gonna get a different transaction number.

32:06

So, when they get combined together as the day, they'll come over to Nebraska as two different.

32:17

I guess site sections, that's why we ask that you try to submit everything in one day, or one day's worth of claims together.

32:30

If first set would get processed by focus, they will get the ice, they will get an ISDN number, the other day would not.

32:43

It would get rejected because the state system. So payment for that, they already.

32:52

It's where you'd use the ... number.

32:54

So that's where you would see, possibly too different TRX numbers, and why you would want to use the ... number, over the TRX number.

33:06

Great, Diane.

33:07

All right.

33:10

Alright, moving on.

33:11

The next question is from Nancy, Nancy says, When I type in the IC and it shows not found, I tried to copy and paste and typing it in, I'm sure I'm putting in the number correct.

33:27

So is Nancy is your eye CN? Is it on the Are they on the same day?

33:34

So remember, if if you have a January 29th less for example, or and and one is a paid claim, another is a rejected claim, then you need to look at the paid claim. I see a number and then copy that I see a number onto the voice and adjustments.

34:02

All right, thank you, Jen.

34:04

I was looking to see if there was any comments.

34:09

Nancy says, single claim.

34:13

Yeah, it's if it's a single claim, you know you need to, you need to act. And if there's no other, Let's just say if your claim is for 8 30 AM to 9 30 AM and single claim, what you need to do is go back to your work list.

34:31

And then, you know, look at all the data points that is added and populated, and then also validate your service authorization through the manual override service auth.

34:45

And then after that, take a look at whether or not you have any other edits and errors in the work list. And if you have to cure them, cure them, click that little blue, exclamation mark, and once you have cured all your, your alerts, you should actually rematch that claim and it should be match. And you can actually release that claim.

35:12

Jen, while we're answering Nancy's question, I would reference you down, too.

35:20

There's the time-stamp of 131.

35:22

Let's just follow up with the rest of Nancy isn't while we're talking about her, Nancy says, my rejected claim has been rejected uncollected multiple times and is still rejected.

35:36

Nancy has worked with the call center support.

35:38

You have to have it come back as rejected the following day.

35:41

I have no blue exclamation points. Only gray. What do you suggest?

35:47

I think what you need to do, Nancy, is to first go and look at your explanation of payment. Do not. And that is another best practice that I've referenced several times. We have worked with a lot of providers, for which they would say, Jen, I have to reject a claim. I have actually four rejected claims and, you know, I've not being paid. And when we actually re request our providers to review their explanation of payments, what happens is that, then they found out that, oh, they actually have been paid. So make sure that you have to first, know, look at your explanation of payments, and once you review the explanation of payments, then do the rejected claims adjustments. Otherwise, this is going to be a revolving door. And one of the things that the state does not want you to do this type of revolving door fixing of claims is it frees the data and the integrity of the system.

36:47

So, we want to now start to educate our providers to be good stewards of the technology, and as well as the good steward of your business.

37:01

All right, Jen, thank you for that.

37:04

The next question is from Eric, and Jim, the time-stamp is 119.

37:09

Eric says, What's the best practice for handling reject? That is due to our being exhausted.

37:15

No authorization.

37:17

That's a great question.

37:19

So, um, the first thing that I would do is to first go to your archive tab and look at all your archive tab.

37:29

And previously we discuss know some of the depleted units that are actually in the, that you have actually archived. A lot of our providers before they go live. They took some time to sort of practice in the real, you know, in the Tullis system. And they will actually doing a lot of match claims and then they actually just archive them without releasing them, match claims, archive them without releasing them.

38:00

So one of the things that we, we ask is, because you have depleted some of your units up, last restore your units and how to restore that units is to go to your archive claims, ah, archived claim.

38:17

First, you have to you know risk, click restore because you have to actually know, restore your claim first, you know, and back to the work list. And when you go to the work, Liz, you have to actually click on your service authorization, where it says manual override.

38:34

That's the little square on the manual override, you have to uncheck that square and type in zeros zeros zeros zero, you know seven zeros?

38:45

Aye.

38:47

If we actually do have a Guide to show you how to do that in a very simple step by step way.

38:56

I can definitely show it.

38:58

You know, send you to the vivi website. And you can actually download that. And you can actually see that where it is. Because it thinks that it's it's a it's also a really detailed, you know, guide for you to actually follow, and you can actually see how it's being restored.

39:17

Now, once you've been restored, you can actually, then, move forward. And you will see that your, your total units are actually increased because you have restored your, your units.

39:29

And if your units are still not enough, and if you're an AT waiver, I would say that you please talk and reach out to your either your service co-ordinator, or your RDS, so that they can assist you with.

39:48

one, if you would, please, can you advance to the next slide.

39:52

I believe that's the slide where we have the web addresses and e-mail addresses.

39:58

There we go to the website that Jim was referring to where the guides are on that very top website, the DHHS ... website.

40:10

Alright, next question is from Alex, Alice. Alice asks, Why don't the rejection reasons show up on the claim, like to tell us trainings because it can, and will?

40:25

So, this is a good question, and I think that, you know, at some point, you know, it will, right, now, we we're still trying to actually think through and, you know, improve the system. It'll take

time. And we understand this is an inconvenience to the provider, and we definitely acknowledge that. So make sure you follow through, and, and, you know, pay attention to, you know, our changes that follows. This is a new system, and it's going to add a lot more features, you know, especially because our providers are actually adding some feedback. So thank you, and yes, we this is pretty much high on our priority list as well.

41:10

All right. Next question is from Kristie.

41:14

Kristy asks: what if all shifts from one day was rejected, versus the one shift on the same day rejected and the other not?

41:25

Christy, and this is a great question. So, if all your shifts are rejected, say, 8 30 to 9, 11 to 12, 1 to 2 0 PM?

41:35

Yeah, all reject it so you will not get an ICM number and I've, you know, and so, what you need to do is simply go back to your worklist and validate all of your claims know and the data. So, the best practice is check your service authorization, check your units, check check your calculated units, check your calculated amount, check your actual clock, and check your actual clock out. Check that you have actually cured your edits, an heires alert, and once you do that, everything is checked. You should you know, rematch acclaimed, and you should be matched, and one says match you can actually release them.

42:28

All right, thank you, Jen.

42:30

The next question is from Maeda.

42:33

Linda asks, I have claims for the whole month of March, There were all rejected.

42:38

Do I have to submit each one individually, or is there an easier way to do that?

42:50

Aye. Aye.

42:52

I am actually a little surprised that your claims are all rejected for the entire month. Do you have any idea why, and if you can actually take a look at your edits and errors, can you just tell me what is being said, you, know, in down at the bottom.

43:14

Alright, Jim, would you like to go ahead for just a minute, and wait, or that respond to, then go back to it?

43:23

No, actually, I'm who is the person who has asked, who is that person who's asking that question.

43:29

That's Christie.

43:32

Kristy, do you mind sending an e-mail to the e-mail, box and attention, jan, regarding your claims being are rejected for the month?

43:46

And we're happy set of, you know, review that with you, you know, in a clinic, so that and if there's any best practices that we can, sort of, you know, assist you with, and also sort of impart to, You, know, we can also work on that as well. Because it's very unusual for the entire month to actually be rejected, so there might be some, either A, an issue, you know, a system issue or be some kind of a training issue that, you know, you may need some buffering. And so, instead of some assistance. and we can, we can do that. And, and, you know, so, let's, let's get together, you know, for a clinic and so that we can actually, you know, refine your knowledge so that you can, you know, do a better job in submitting your claims.

44:34

And Jen, I apologize that that question was from Meda.

44:37

Christy was the question before OK, I'm sorry. No, Neda, Just send me the e-mail please.

44:48

Alright. Moving on. This question is, from Mike.

44:54

Mike says, I do not have an ITN on a rejected claim. How do I fix it?

45:02

It is only one claim and it's rejected.

45:07

Go to your work list. Check all your data points that it's correct, and make sure that you have cured all your necessary alerts under edits and errors, and also make sure that your audit, your service authorization is up to date and resubmit.

45:31

OK, thank you. The next question is from Jenny.

45:35

Jenny asks, Rejected, claims Rejected claims chau incorrect amount before being unfurled, but when we unfurled the amount in the detail is correct, you have to go in and refresh the calculation, the calculated amount and then resubmit.

45:57

You're correct, and, you know, one of the best practices that I just echoed recently was, you know, in in the demonstration, was, the, um, you know, for PSA, is that if you're going to adjust your, your units, you must adjust your amount. So, make sure you do that.

46:14

And, a lot of the providers, you know, tend to adjust the units and forgot the amount, and vice versa. I've seen both ways. So, make sure you do that. And then, you know, also, once you adjust those, you will, you know, even potentially receive some edits and errors.

46:35

No alerts. So make sure you go down to your Edison errors in your work list, cure them first. And then, after that, you know, you will see that it's being match.

46:45

Make sure as well that your actual clock in time and your clock out time is exactly in reflection of your units and as well as your amount as well.

47:00

OK, next question is from Martina Martinez. Can I add multiple rejected claims to one claim that was paid?

47:12

If you have multiple rejected claims is one day.

47:17

So, for example, if you have to multiple reject claims for, for the 1, 1 day, so in January 29th, from the example that I showed you, because this individual has a paid claim, 4 8, 8 30 to 9 30 PM, by, has rejected claim for 755 to 955. And let's just pretend that she also has a 1 0 PM to 2 0 PM, rejected.

47:49

Yes, you can add those two rejected to the one paid claim.

47:58

You just need to do the math accurately and, you know, for units. And as well as the amount.

48:04

And, write good notes.

48:10

OK, Thank you. Our next question is from Susan Agency provider and says, Rejected.

48:20

Claims rejected claims are zero out for the time.

48:25

Last unit, check we match, check, archive, create new claim in the workload, that new claim is missing and pro like odd number and some ID number?

48:35

Do we react to them when you claim?

48:38

We'll go to the workbook.

48:41

Now if you'd like to read that question for your topic, the time-stamp of the 121 from tree.

48:48

Teresa, I know that, you know, we, we should definitely take a look at it, and I know that, you know, we will, we will have to actually, maybe have a clinic with you, because I have, I have definitely seen that. So, Let's set up some time.

49:07

OK, So, You would like them to send an e-mail, Teresa.

49:12

Send an e-mail to the mailbox again, Jen, doctor is you can send an e-mail to me.

49:21

All right, thank you.

49:25

Alright, next question is from, um.

49:31

Give me just a second, please. OK, next question is from Nina.

49:35

Cadena says, I'm with an agency, and my question is how do you claim that did not have an ISBN number?

49:42

As an example, there were three separate visits formed on one day, and all three visits were rejected for, there's no, I see a number, how do you fix those rejected claims?

50:00

I'm actually trying to take a look. Can you repeat that again, please?

50:05

Sure, I'm on catena and the time-stamp is 121.

50:10

Kitty is an agency provider, how do you fix claims that don't have an ICM number? There were three separate business performed on one day and all three visits were rejected, so there's no ICM.

50:23

So, that's, that's actually easy. What you have to do is, just resubmit the claims again on your work list.

50:31

Make sure you double check all the data points that I've repeated.

50:36

Yes, service authorization. That is, that is really one of the biggest thing that I actually tell. The provider says, pick the right service authorization. I know that some of you may have multiple service auth and we tend to pick the very first one that appears and then, you know, to find out that, oops, the very first one that, you know, that appears is actually an expired service authorization.

51:00

So make sure you pick the right one and then picked. And then double check your calculator amount. Double check your calculated units. And then go to your, your actual clock in and clock out, time, to make sure that it is, you know, the right time. And it is not like 10 AM to 10 AM, because we also see that kind of issue as well in the system. And also, again, QR, whatever Alerts you have under edits and errors, because you need to cure them before you can actually match them.

51:33

Then, once you validate it, all the data points are accurate, you can actually re match them, then submit them, and then release them.

51:46

The other thing that I wonder, Oh, so, um, no echo, is that before you do all these, the first place you should go is to look at your explanation of payment.

51:59

I don't want our providers to have this revolving door of submitting, you know, rejected claims, and sometimes you're rejected claims is because you have already been paid.

52:13

Thank you.

52:17

None of them?

52:19

Next question is from Alex. Alex. Alex asks, Does this overnight adjustment work with third party integration?

52:34

Because there is some kind of a third party integration, and I apologize. Your third party is not here to speak to it, if you do have an issue and, and if you can inform is who your third party is, What we can do is that we can actually refer you to the Tell Us integration team, and we can do some research. Either Euro therapy, you're clear care, All the other Matt says other third party EV vendors.

53:07

Please send us a heads-up and we will warm transfer you to tell this integration team and we can also help you with that as well.

53:18

I would also echo that, please review your EOP.

53:22

Make sure that you know you're not being paid. So, so that at the very least, we know that, you know, there might be some issues, you know, that it's of no fault of yours.

53:34

Thank you.

53:38

OK, next question is from ...

53:41

Millimeter, and now must be referencing back to something that we covered previously, Jen was talking about split shift example.

53:55

Jenelle, if your split shift example is overnight, then make sure that you take a look at your work list.

54:03

You should see by now that if you have an overnight shift from, let's just say, again, 10 PM to say six AM in the morning. You should see 10 PM to 11, 59 PM for the date. And I'm gonna just pretend to say that it's for 11 20, 21. And then you'll see on for 12, it's 12 AM to six AM.

54:35

So it actually split, the system actually automatically split that shift and split the day.

54:45

And if, If it's being split, what you can do is you can safely release the day of April. And I'm just randomly pulling a date out, you know, April 11th. So that your April 12 is April 12th is only up to eight AM, And if you do have any other services, that is beyond eight AM, you know, our 6 0 AM in the morning. You know, wait until you finish, you know, all your entire Cert day's work before you submit it, far for the day.

55:22

Thank you.

55:23

OK, Um, The, I'm looking here. Next question.

55:33

Fromm: Just a minute.

55:44

All right.

55:45

The next question is from Ashley, um, and this might be a little bit off topic for rejected claims, but I'm going to go ahead and address that.

55:55

Ashley says, We have a participant who had one caregiver in the morning from 7 3 and a different caregiver from 5 to 10.

56:03

Do I need to make those into one claim instead of submitting separately or they make those?

56:08

Or do I make it so those don't repeatedly get rejected?

56:17

Excuse me.

56:19

Trevor, can you weigh in on Lisa? Can you weigh in because it should not matter?

56:35

Is this the one for Ashley?

56:38

Yes. Yes, it is.

56:48

Yeah, I would, I would have actually contact tellus customer support because of the claim review still being accepted, But I'm going to guess that she hasn't received any response, whether paid, rejected or denied.

57:06

So, I would have her contact, tell us, or also contact I guess, and focus to find out the status of those visits that has been built to see what the status would be.

57:19

So, I would, I would, I would agree with, I would agree with Lisa, just start with an focus, just in case that the status hadn't flipped over, too paid yet.

57:34

And Ashley, if your status is, that's not been flipped for a long time, I want to remind you, make sure that your Medicaid participant does not have a parental portion or a share of cost.

57:51

So, if you have, and this is also another no information, you know, for everyone, is that if you are a provider, and your Medicaid participant does have a share of cost, are a parental portion.

58:10

Your status will remain in an accepted status until your Medicaid participant pays, and, you know, and fulfill their share of cost and parental portion.

58:22

And thereafter, our billing team will then inform and focus to flip the status, you know, from accept it to paid. Now, this is not going to be overnight or within 24 hours, it will take some time. Give it about 5 to 6 days, or maybe a week or so. And you'll see that the status is accepted, and it will be flipped to paid.

58:44

if your Medicaid participant has a share of cost and parental portion.

58:56

All right. Thank you, Jen.

58:58

The next question is from Dawn.

59:00

And I'm not sure if it's about rejected claims, but I'm gonna go ahead and read it so we can address it. Says, While working, I had to take a client to therapy, how do I fix it?

59:22

Lisa, would you like to respond?

59:28

Yes. This is not a rejected claims scenario, but I do need some more information as to.

59:35

What are you trying to fix because it's the communist way.

59:41

So I'm not sure, um, I can't help further with justice statement, any issues or anything wrong with the visit that needs to be fixed, you will work it in the work list. And you will correct the blue

Exclamations that you see at the bottom of the open page. When you click on the line to open. So you will see that information there to see what the problem would be to fix. But I just need more information on this, and also this is not a reject, this scenario. So continue to help.

1:00:13

Thank you. And send your e-mail and your questions to the e-mail box, and we can actually assist you.

1:00:21

Now, if you thought about how to work on your work list, I would say that, you know, please attend some more of the training that tell us has actually offered and is still offering, and so that you can actually refresh your memories. Also on your admin portal, on the left-hand side, you can see you scroll down.

1:00:44

You'll see actually a training and does some really, really good vignettes. You know education of vignettes for you and you can, you know, review that as well.

1:00:55

Thank you, Jen, Jen. This is Ashley's question. Correct?

1:01:02

It's gone, OK, sorry, heck.

1:01:08

My apologies. Keep going.

1:01:10

Yeah, sure. 123 your time.

1:01:15

Do you have anything to add, or? We're good to go ahead, Trevor.

1:01:21

I was in the wrong spot. My apologies.

1:01:24

All right, moving on. Next question is from Sandra. Sandra says: what about what shifts that are not overnight? How do we prevent these claims from being rejected?

1:01:38

I think your split shift, that I'm not overnight if I'm not wrong is with two different providers, am I correct?

1:01:47

And if it is, you know, then you'll have to make sure that you don't have overlapping.

1:01:55

You're your provider.

1:01:57

It does not do not actually provide services that are overlapping.

1:02:01

So, you So, when your providers when when Jane Doe the provider it's about to clock out and let's just say at 11 o'clock AM and John Doe it's about a clock in Lat. John, you know, make sure you tell John to just pause for a little bit after Jane Doe has clocked out.

1:02:21

Wait for one minute and then clock back in for 111101 AM and so that, you know, it doesn't have an overlap.

1:02:35

OK.

1:02:38

Next question is from Lacy.

1:02:41

Lacey's an independent provider. Lacey says, I always have been paid for overtime. How do we show this to our claims do not get rejected?

1:02:53

So overnight, overnight claims is actually outside of EV over time.

1:03:02

Yeah. Yeah.

1:03:04

Yeah. It's outside of EV V.

1:03:07

So, make sure that when you are, you're rejected claims should not be reflective of your overtime.

1:03:16

So, if you have rejected claim you're rejected, claim may be something else and it's not over time.

1:03:25

OK, I'm gonna get going.

1:03:26

I guess if they need more clarification, the best thing to do would be to go ahead and send an e-mail to the you've e-mail box.

1:03:35

I think the best way is also to call the Billing Department. For End Focus Billing unit at (402) 471-0667. And if you do experience rejection, you know, and rejected claims, make sure you look at your EOP and I cannot stress this enough, make sure you look at the EOP to make sure that, you know that claim is not already being paid out.

1:04:06

But make sure you also call and focus feeling.

1:04:09

Just to see you know, where you stand in regards to your over time payment.

1:04:18

All right. Thank you.

1:04:19

The next question is formed Greece. We want to know if the GPS satellite error is somehow related to rejected claims.

1:04:37

Aye.

1:04:39

I'm not confident of saying no, neither am I confident saying yes, but we do know off the issue and if I'm not wrong you are experiencing in the edits and errors AV block error if I'm not wrong as well.

1:04:56

So, and Trevor, do you want to weigh in just to see where we stand on this error because we we are we do see a lot of this?

1:05:15

Yeah, I don't have an answer at this moment.

1:05:20

Teresa, we do know off of this issue, and, and we are seeing a lot, and we're seeing growing, growing issues of that, and it is already on our radar, So, Yeah, thank you.

1:05:33

I guess, one thing I'd just say is, if it is a GPS satellite air that you're referring to, it's getting rejected.

1:05:45

I would think it wouldn't be rejected. You would.

1:05:50

If it was the satellite era, you get that. Yeah, like Jen said, the ... care and you fix it in your edit and heirs to match your claim.

1:05:58

Because something like that would have to be corrected prior to being able to release it for and focus to be paid.

1:06:10

I don't believe in focus has erasing code of GPS error.

1:06:18

Yeah, it should not be rejected.

1:06:20

It should rather be a matched because you haven't ... your, you know, your Edison errors.

1:06:27

So we understand that there is probably, you know, there's causation and correlation. But right now, in full transparency, we do know that there is this type of issue, and we are actively researching that with telus.

1:06:47

Alright. Thank you, guys.

1:06:50

Next question is from Angela. Angela asks, How do you correct rejected claims? Rejection is due to an authorization issue.

1:07:01

So, if the rejected claim is due to an authorization, primarily, especially if the provider has click on the authorization that is already expired, then go back to your manual override authorization And you'll see that, you know, there's probably several authorizations that's being dropped down, you know, and and click on the right one.

1:07:26

Once you click on the right one, make sure that your calculated amount calculated units are also validated and and especially on a calculated amount if it shows zero, you know, click on that refresh button just beside that. and then you will actually populate, You know, that amount and the other, the other places that you should also validate is your clock in clock out is still accurate. So if you work every single day from nine AM to 11 AM, then, you know, nine. So, two hours is two units. You know, if you are an 80 waiver, and if you are a past provider, it would be eight units. So, those are the things that you need to actually validate first, and then after that, go to the Edit an Error and also see whether do you still have, you know, all the other issues and alerts that have yet to be cured Once you cure them, The system should automatically match your claim.

1:08:31

All right. Thank you, Jen.

1:08:34

Next question is from Allen. And Allen, we'd like to know like to talk a little bit more about where to find me ITN for example, if you go to the Visit Claim reconciliation page and there is No, I Didn't.

1:08:48

That's that's that's a good. last one. Would you like let you know, I'm very happy to go through that with you and with everyone, I know that, you know, some of you have said that it's a little bit too fast.

1:09:00

So, one, let's go back to, you know, from the beginning for a little bit so that we can actually just run through that.

1:09:20

Great.

1:09:21

So, so, this is where the visits are, as, as everyone can see, And, you know, once, and, first and foremost, a lot of a lot of our providers. Yep, You click on the, so that payer and, thereafter you click on the date range.

1:09:41

And yup, And also, so a lot of that, a lot of times, and, you know, we, the providers tend to click on just search visits, but what we're trying to do is to redirect you to also learn about a different button.

1:09:56

It's called the Such Visits to Reconciliation There. So, next slide.

1:10:04

When you go to the visits page, you will see that there is, and a lot of you probably know, very familiar, is that, oops, I can see that some, I'm expected a \$72 claims, but I'm only getting paid for \$48.

1:10:26

But the thing is that, you know, I, the state seems to have owed me \$24. And you can see that there is the ICM column, which is here on the visits, under Search visits to claim reconciliation. Do not click on Search visits.

1:10:44

Click on Search visits to claim reconciliation, and you can see the ICL number under just the ...

1:10:51

column and the I C N number starts with a T It's just beside the, it's just beside actually the T R X number.

1:11:06

And if you're trying to use your mouse to click on it, here's one. I think that that the trick to this is that sometimes the not the numbers truncate it because it's so tight. You know, what you do is to double click it. You know, when you hover your mouse over the ... number, just double click your mouse, and it will it will, the blue highlight, will highlight that, and then you just click, you know, copy.

1:11:36

And, my, my advice is once you do a copy, click, paste on, say, a Word documents, so that you can see the entire amount of, you know, entire number, the T number.

1:11:47

So that you can actually, you know, because at the end of an animal that you want to actually go back to your voice and adjustments, to type in the same I C N number, so that you can see that, you know, that claim has been adjusted and it has also been released.

1:12:04

So, make sure you do that, I hope that you you now can see where the CN number is.

1:12:14

OK, thank you Dan.

1:12:17

I'm sorry, John. Go ahead.

1:12:20

Thank you one. And thanks, Diane.

1:12:23

OK, yeah, one, if you want to pop back to that, here we go. Thank you.

1:12:28

OK, the next question is from Linda and Linda.

1:12:31

First of all, I want to let you know that you missed the first part of this presentation. We will be posting this on the website, as soon as we can get the recording setup, so you can go back and look at it there.

1:12:45

But in reference, to your question about not being able to find a reason for rejection, Lisa wants to know, how does she find out how to know Howard Claimants rejected?

1:12:58

I would say it's not about not following up for requesting payment. We need to help you figure out why your claim was rejected, so, Jen, can you help with that? It's time stamp 127.

1:13:11

Yes, so, um, we understand that right, as of right now, there is no reasons under the edits and errors, right? Because usually, they will tell you, under the Edison were errors in the work list. Oh, you know, there is a GPS issue Or, you know, there is a units times rate issue, but, unfortunately, right now, we know that this is a feature that is desperately needed by our providers, Because, otherwise, they may not know.

1:13:39

However, I also wanted to, sort of, provide some best practices.

1:13:44

If we, we want to now steer you to the upstream, you know, prevention of rejected claims, rather than downstream fixing your rejected claims. So the best practice, as I've said it multiple times, is to measure twice cut once, and that means when you are trying to release your claims.

1:14:06

Never released the day where you try to release the claims, you know, off the day.

1:14:10

So what I'm, it's kinda awardee, so, what I'm trying to tell you is, when you are releasing a claims today, let's just say at 214 PM, don't release the the claims that you have all ready.

1:14:28

End it you have actually formed for today.

1:14:33

So, make sure that you release only up till yesterday's claim, any day that you want to release your claim, only release the claim that is up till claim.

1:14:45

So, if you want to release your claims for, if you want to release your claims, for it, if today is your day to release your claims, release, all your claims up till Wednesday, and if, on Monday, you want to release your claims, always release your claim up till Sunday.

1:15:05

So, every, So, you all, you must always be short of, you know, don't, don't be, don't release the current services.

1:15:14

I hope that helps.

1:15:15

That actually is the most prevalent rejections that we see and also the most prevalent mistakes that we also see with our providers, and that's why.

1:15:29

First quarter of 2021.

1:15:32

And we want to now assist providers who are changing, so providers, to do more of an upstream approach to prevention, rather than, you know, putting, to fixing something that is downstream.

1:15:46

So if you adhere to to all this best practices, you know, it would lead you into a really good path.

1:15:57

And I would like to add that Linda, on the, on the claims that you don't know the reason it was rejected.

1:16:04

If you haven't heard from the claims billing unit, who is reaching out to providers to assist with providing those rejection reasons, you can contact the focused billing unit, which is that number at the bottom of the screen, 42471 oh 6 6 7.

1:16:20

They should be able to help you if you still don't get anything, please send an e-mail to the ...

1:16:26

mailbox and we will certainly get your questions answered.

1:16:32

OK, our next question is from Robin. Robin says: I've had I have several claims that have been rejected for reasons of not getting verification. I wasn't able to get verifications at the time of service because ours were entered manually through the ... Admin website.

1:16:49

The Region for Manual airing it, because each day between 8 and 4, usually switch between two different service codes, one that requires ED in one that doesn't, and I get wrapped up into behavior management or interaction with the client, and sometimes, I forget.

1:17:04

So Janet Robin's question time-stamp 127.

1:17:08

Robin, Are you a DD provider?

1:17:16

And if you're not, Robin, as you know, that not all, not all service codes are subjected to EV, the only the 12 service costs us on the website.

1:17:29

So, I wonder, what is the issue, and if let's, let's meet with you, and, and let's work with you, to have a clinic so that we can actually lead, you know, perhaps, guide you, to the, you know, to a

better path. Moving forward, please send an e-mail to the e-mail box, and if you are a DD provider, please send an e-mail to the DD provider e-mail, as well. And, if you don't have that, that's fine, you know.

1:18:02

We can warm transfer you, but either way, you will get some assistance, and, and, in your subject line, just say Jen, pay attention.

1:18:16

OK, thank you, Jim.

1:18:18

Um, the next question, moving ahead here, the next question is from Emily and the time-stamp is 128.

1:18:29

Um, Emily says, Is there not a way to just fix the rejected claims and resubmit them? If I'm understanding correctly, we needed to go into a paid claim and resubmit that seem complicated.

1:18:48

If your paid claims, if your claims are fully rejected that, you know, for the entire day services, then all you have to do is to go to your work list and then validate it all your for your data and then resubmit.

1:19:07

However, if you do have claims that are the examples that I've given, which is, you know, on January 29th, you have partial payment, you know, of \$48 and \$24 is owed to you.

1:19:26

Yes, you have to do that because that's how you get paid.

1:19:29

So, and, and the reason why I've been discussing best practices is that, if you don't want any rejected claims, then, no, definitely pay attention to your LP's. Pay attention to your, your data. And also, always released a claim that is the day before of the day you released the claims and never the same day.

1:20:00

Because the thing is that you, you want to make sure that, you know, you have other services that perform. So, you know, always release the, all the claims that are the day before.

1:20:16

And no, there's no easier way.

1:20:22

All right. Thank you, Jen.

1:20:24

Next question is from Sherri.

1:20:27

And Jen, I'm two lines up. If you're you're trying to follow me, I apologize for that. Sherry is an individual provider.

1:20:35

That one day forgot to clock in at nine o'clock, the been clocked in at 136 and clock out at the right time of two PM.

1:20:45

I tried to adjust my time, but my plan I've done it. So it's saying rejected. How do I fix that?

1:20:54

Is your claims rejected or is your you still under your work list?

1:21:05

Because I want to also just, you know, So, yeah, please.

1:21:12

I there are still a lot of other questions. I guess, you know, The other thing is, I want to I also want to make sure that everybody know that your claims actually not rejected, is just unprocessed.

1:21:24

You know, it's just that we need to use, know, a good vocabulary in Intel is so we picked the word, rejected, but it's not rejected claims. You know, please don't.

1:21:37

No, don't think that your claims have been rejected just on process.

1:21:41

But Sherri, if you don't mind, just send an e-mail to the e-mail box so that we can, we can help you, you, know, learn your issues better.

1:21:53

I know that this can be a little bit difficult to, to response and to understand, and take, time to write, and, even if you have screenshots, we're happy to actually, you know, work with you.

1:22:07

OK, thank you, Jen.

1:22:09

Next question is from, this is from Lacing, I can't tell, she left or not? I'm going to come back to that one.

1:22:19

So, let's go to Kristy's question, at 1 30.

1:22:27

She says, I have I've had unmet claims with the GPS error for seven days.

1:22:32

My parents have been working diligently to fix this error. Any suggestion?

1:22:37

None of this is probably not a rejected Cloning.

1:22:40

But we'll go ahead.

1:22:42

Sure, so, um, because there is, you know, it's a match, all you have to do is to click on, Go to your, go to your work list right now, And I'm pretty confident you're going to see, you know, some I'm cured, Um, and cured alerts under Edits and Errors, because you'll see a blue icon with an exclamation mark that is in blue.

1:23:08

You have to click that little blue exclamation mark, and it will tell you, you know, as it will help you to cure this, the, the issue, once you curate, Rematch it before you rematch it, I would say, pay attention to all your data. And I know that I sound like a nag. But, you know, this is, this is really about best practices now. So look at your service authorization under manual authorization, click on the little Pencil icon. If everything is, if you pick the right one, good for you.

1:23:43

And then look at your calculated units, calculated amount, make sure that accurate, you know, and correlate that to your actual check in time, an actual checkout time.

1:23:54

Make sure that your check in time checkout time is, is actually correct, and then your units and your amounts are correct and then re match.

1:24:09

Alright, thank you, Jen.

1:24:12

Our next question is, from Pamela, Time-stamp is 133, Pamela want to know if the ICM located on the 8 35 slash EOP and panel is an agency D D.

1:24:32

Can you read that again. I'm lost, sorry. That's OK. Pamela and the time-stamps 133 gen.

1:24:41

Wants to know is the ICL located on the 835 Explanation of Payment and Pamela is an Agency DDB provider.

1:24:51

I, Pam. I don't know, actually.

1:24:56

Does that, is the program here?

1:24:59

that can answer, Kim, can you, just, can you put our hands up if you say yes? We've got something. I know you have A And Pam, I know that I'm going to meet with you, so I'm happy to find that out for you.

1:25:16

Yeah, I don't, I don't believe it is, OK, Thank you.

1:25:25

Alright, um, looking through these, just a second, please.

1:25:35

Next question, it's from Robin.

1:25:39

The time-stamp is 137.

1:25:42

Robbin says, Where are the exclamation of payments supposed to come from? I've never received one.

1:25:48

Robin is an independent provider.

1:25:55

Um, if you so, is it Robin?

1:26:02

Yes.

1:26:03

Robin?

1:26:06

Go ahead.

1:26:07

Grabbing a U I U and 80 wafer, or are you a pass provider. If you are 80 waiver, please check that with your SC, yes, service co-ordinator, your leaks, or your triple A's. And if you're a past provider, check that with your RD or resource developer because the things that you should receive light in the mail.

1:26:34

OK, thank you, Jen.

1:26:38

Give me just a minute. Here, I am looking.

1:26:42

The next question is from Emily, and the time-stamp is 142. Emily has rejected claim.

1:26:50

And when they call to find out the reason, they said it was a calculation error, however, there is no calculation error, and the math is correct and wants to know what to do Only at 142.

1:27:04

Emily, when it comes to calculation error, can you if do you actually have?

1:27:13

rates, Holliday rates as well as, no, or any other rates that are, and rates, or, you know, or our end rates are nursing rates? Because those may potentially play into that? And I would also strongly advise you to first go and look at your authorization to see how much, how much you are you are supposed to actually build for. So click on your authorization on the left-hand side of the menu and see, and make sure that your authorization is the most recent one. And take a look at the billing amount.

1:27:59

Because I do know that some providers actually thought that they were billed at a certain rate and then to be surprised that they're building at a different rate.

1:28:09

If everything is accurate, take a screenshot, and then send it to us, Just remove other ..., and then take it and send it to us in the e-mail box, and we can definitely address that with you.

1:28:26

All right, thank you, Jen.

1:28:29

We are coming close to the end of our session. So I am going to take one more question, and then we'll do wrap up.

1:28:36

This question is from M and I, and the time-stamp is 148.

1:28:44

It says: I'm getting claims rejected with the code, getting that start, and end location is different than where it was scheduled.

1:28:51

Location is the same unless they're running errands.

1:28:55

Why would it reject for that, and this is an agency provider.

1:29:01

I'm familiar with ..., Hi, um, let's, let's set something up so that you can, We can work with you. We understand that. This is, this, is on our radar, and we know that. So if you can send us an e-mail, And I also have your e-mail, but if you send, send us your e-mail to the e-mail box and we can set some time out and work with you on that. And also, it might also be a potential, you, know, defects. So we don't know yet. But let us let us work with you to find out the, you know, and do some more research.

1:29:33

And if this is something that needs, you know, some provider education, we will help you, and we will also give you the best way to know to mitigate this issue.

1:29:47

So, send us an e-mail, please. Thank you.

1:29:52

Alright, thank you, Jan.

1:29:53

And thanks to everybody, all the panelists, for providing answers today. I want to thank all our attendees today, as well.

1:30:01

I do know that there are some questions that we didn't get to that were related to reject the claim, as well as there were some questions that we were not able to address that. We're not about rejected claims. So for all those questions or anything else that you might think of, be sure to call the ...

1:30:21

customer service center and that number is part of the customer support center. That number is at the bottom of the screen.

1:30:28

You're getting with 8, 3, 3, or, as always, you can send an e-mail to the DHHS EVP Mailbox, which is the fourth line on the slide, that on the screen right now.

1:30:41

one next slide, please.

1:30:50

OK, and I know this wanted to remind folks, again, that references on many occasions, there are very, a lot of very helpful and informative materials that are on the Nebraska ... website web page. List here, is it? most of what's there. And we add new things all the time, so I would, I would encourage you to go to this page on the on the webpage and look at some of those materials.

1:31:21

That'll give you additional guys in planning.

1:31:23

Or if you want to sign up for training in the Tell Us Admin portal, you can do that, or you can register for group training at the hotels dot com URL that's listed on the bottom of the page.

1:31:40

Next slide.

1:31:47

OK, this is our last slide for the day, and I wanted to just talk to you about our plan for future provider meetings.

1:31:55

At this time, we're planning to have a meeting on April 22nd, and then again, on April 29th, from 130 to 230, central time, and the topic has not been determined yet.

1:32:10

However, we're happy to take feedback in terms of what might be of interest to you. So, if that's the case, feel free to send them to the ... mailbox about your recommendation, and otherwise, we will let you know with an e-mail next week what the topic is.

1:32:27

So, with that, I thank everyone for attending today. I hope this has been helpful, and I wish everybody a happy afternoon. Thank you so much.

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