

Electronic Visit Verification (EVV) for Medicaid Services

Provider Meeting – Rejected Claims

April 15, 2021

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State EVV Panelists

- ▶ Provider Relations
- ▶ Developmental Disability Waiver Program
- ▶ Personal Assistance Services
- ▶ Aged and Disabled Waiver Services Program
- ▶ NFOCUS
- ▶ Resource Development
- ▶ Claims Processing
- ▶ Electronic Visit Verification Project Team

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Agenda

- Meeting Purpose and Guidelines
- Resolving Rejected Claims
- Questions and Answers
- Helpful EVV Tools and Training Resources
- Upcoming Provider Meetings

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Meeting Purpose and Guidelines

Meeting Purpose:

- ✓ Provide instructions, training and best practices to providers on a specific topic of interest.
- ✓ Provide answers to questions relevant to the current meeting topic.

Meeting Guidelines:

- ✓ Please indicate if you are an Agency or Independent provider (PAS, AD).
- ✓ Submit questions regarding the current meeting topic in the question box.
- ✓ Questions regarding the current meeting topic will be addressed.
- ✓ Questions regarding other topics may not be addressed.
- ✓ If we don't get to your question, please send it to the EVV Mailbox at dhhs.medicaidfa-evv@Nebraska.gov

Electronic Visit Verification: Rejected Claims – How to adjust them so you get paid



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	Service start Date	Service End date	Time	Unit	Amount	Claim Status	Formular	ICN number
	1/29/2021	1/29/2021	4:30 PM to 8:30 PM	4	\$48	PAID	\$48/4=\$12 1unit = \$12	<i>T1234567891</i>
	1/29/2021	1/29/2021	7:55 AM to 9:55 AM	2	\$24	REJECTED	If 1 Unit = \$12, then 2 unit = \$24	None since it's not paid
<p>How to fix unprocessed claims in rejected status: Look for the <u>Paid</u> claim on the same day with the ICN number. Note the ICN number down. Under <i>Voids and Adjustments</i> subtab, Select the payer and then type in the ICN number and add the unit and amount that have been rejected to the <u>PAID</u> claim.</p>	1/29/2021	1/29/2021	4:30 PM to 8:30 PM	4+2 = 6	\$48+\$24=\$72	ADJUSTED and RELEASED	DHHS will recognize that the \$48 amount has been paid, the \$24 amount will need to be paid (if everything is submitted accurately). Providers will be paid for the \$24.	

Scenario: Provider submitted claims for 1/29/2021 and encountered **REJECTED** status within Tellus. Some claims for 1/29/2021 have been paid, however, there are other visits submitted that were unable to be processed by DHHS.



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1. NDHH



2. Put in your date range

Visits

Select Payer NDHH

3. Search participant

Search Participant First/Last Name

ALEXUS

Search Scheduled Date Range

From * 01/12/2021

To * 01/31/2021

Search Visit Status

Visit to Claim Status

Search User

Search Visit ID

4. Click here

Search Visits

Search Visit to Claim Reconciliation

Visit ID	Scheduled Service Start	Scheduled Service End	Actual Service Start	Actual Service End	Visit Status	Participant Name	HCPCS Code/Mods	Service Duration	Standalone	Claim Invoice ID#	Units	Amount	Claim Invoice Status	TRX#	ICN	Amount Paid
							7494	240 Mins	<input type="checkbox"/>		..6	\$72.00	PAID			\$24.00
							7494	240 Mins	<input type="checkbox"/>		..4	\$48.00	REJECTED			\$0.00
							7494	240 Mins	<input type="checkbox"/>		..4	\$48.00	SUBMITTED			\$0.00
							7494	120 Mins	<input type="checkbox"/>		..2	\$24.00	REJECTED			\$0.00
							7494	120 Mins	<input type="checkbox"/>		..6	\$72.00	PAID			\$48.00
							7494	120 Mins	<input type="checkbox"/>		..2	\$24.00	SUBMITTED			\$0.00

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Visits



Select Payer NDHH X

Search Scheduled Date Range

From * 01/22/2021 X

To * 01/31/2021 X



Search Participant First/Last Name ALEXUS

Search Visit Status

Visit to Claim Status



Search User

Search Visit ID



Search Visits

Search Visit to Claim Reconciliation

ICN column



Visit ID	Scheduled Service Start	Scheduled Service End	Actual Service Start	Actual Service End	Visit Status	Participant Name	HCPCS Code/Mods	Service Duration	Standalone	Claim Invoice ID#	Units	Amount	Claim Invoice Status	TRX#	ICN
----------	-------------------------	-----------------------	----------------------	--------------------	--------------	------------------	-----------------	------------------	------------	-------------------	-------	--------	----------------------	------	-----

Note the ICN number

1/29/21, 4:30 PM	1/29/21, 8:30 PM	1/29/21, 4:30 PM	1/29/21, 8:30 PM	COMPLETED	ALEXUS	7494	240 Mins	<input type="checkbox"/>		...4	\$48.00	PAID	T1234567891	T1234567891	\$48.00
1/29/21, 7:55 AM	1/29/21, 9:55 AM	1/29/21, 7:55 AM	1/29/21, 9:55 AM	COMPLETED	ALEXUS	7494	120 Mins	<input type="checkbox"/>		..2	\$24.00	REJECTED	T112345678		\$0.00

1. Click here:
Claim Review

Claim

Voids and Adjustments

Voids and Adjustments

Payer

ICN#

Search

Clear

Claim Voids and Adjustments

Voids and Adjustments

3. Click Search

1. Payer

2. ICN number

4. Click anywhere on this row

Select Payer *
Payer: Nebraska DHHS [x]

Add ICN#
ICN#: T1234567891

Search List

TRX#	ICN#	Submitted Date	Date Range ↓	Total Billed Amount	Paid Amount	Status	ADJ/VOID Status	ADJ/VOID Date
T1234567891	T1234567891	2/2/21	1/29/21-1.29/2021	\$48	\$48	PAID	-	-

Items per page: 20 1 - 1 of 1 < >

Select Payer *
Payer Nebraska DHHS

Add ICN#
ICN# T1234567891

Search Clear

Search List

TRX#	ICN#	Submitted Date	Date Range ↓	Total Billed Amount	Paid Amount	Status	ADJ/VOID Status	ADJ/VOID Date
T123456789	T123456789	2/2/2021	1/29/2021-1/30/2021	\$60.48	\$55.85		-	-

1. Click here on Billable unit

Adjust		Void								
Participant Name	Start Date/Time	End Date/Time	System-Assigned Auth No	Manual Override Auth No	Diagnosis Code	Procedure Codes/Mods	Billable Units	Original Amount	Paid Amount	Adjusted Amount
ALEXUS	1/29/2021, 7:55 AM	1/29/2021, 9:55 AM		-	0000169	1691 (H0)	4	\$48	\$48	\$48
TOTAL AMOUNT								\$48	\$48	\$48

Adjust Cancel

Select Payer *
Payer Nebraska DHHS

Add ICN#
ICN# T1234567891

Edit - Billable Units

Billable Units

6

Reason Code *

5150 (Number of Billable Units Increased)

Note

Increased by 2 units for unprocessed claims on 2/2/2021

Cancel

Apply

1. It used to be 4 units now added 2 more units = 6
"Add 2 units to the originally paid 4 units to account for the correct 6 units"

2. Pick this reason code 5150

3. Good notes are important

4. Click APPLY

Search List

TRX#	ICN#	Submitted	ADJ/VOID Status	ADJ/VOID Date
			ADJUSTED	2/1/21

Participant Name	Start Date/Time	End Date/Time	Amo	Adjusted Amount
ALEXUS			7494	6
TOTAL AMOUNT				

Adjust

Cancel



Select Payer *
Payer **Nebraska DHHS** ✕

Add ICN#
ICN# **T1234567891**

Search Clear

Search List

TRX#	ICN#	Submitted Date	Date Range ↓	Total Billed Amount	Paid Amount	Status	ADJ/VOID Status	ADJ/VOID Date
T123456789	T123456789	2/2/2021	1/29/2021-1/30/2021	\$60.48	\$55.85	PAID	-	

Adjust Void

Participant Name	Start Date/Time	End Date/Time	System-Assigned Auth No	Manual Override Auth No	Diagnosis Code	Procedure Codes/Mods	Billable Units	Original Amount	Paid Amount	Adjusted Amount	
ALEXUSI	1/29/2021, 7:55 AM	1/29/2021, 9:55 AM		-	0000169	1691 (H0)	6	\$48	\$48	\$48	
TOTAL AMOUNT								\$48	\$48	\$48	

Adjust Cancel

1. Click here on adjusted amount

Edit - Billable Amount

Billable Amount
\$72

Reason Code *
5260 (Billable Dollar Amount Increased)

Note
Adjusted from \$48 to \$72 for 2/2/2021 not processed claims

Cancel **Apply**

1. Used to be $\$48 + \$24 = \$72$
"Add \$24 to the originally paid \$48 to account for the correct \$72"

2. Pick 5260 reason code

3. Good notes are important

4. Click APPLY

Units	Original Amount	Paid Amount	Adjusted Amount
\$10.08	\$9.31	\$10.08	

Adjust Cancel


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Voids and Adjustments

Select Payer *
Payer

Add ICN#
ICN#

2. Click OK if you want to adjust this claim. You will see a Green bar at the bottom right of the screen stating the claim is successfully adjusted.

 Are you sure you want to Adjust this Claim?

Search List

TRX#	ICN#	Submitted Date	Status	ADJ/VOID Status	ADJ/VOID Date
T1234567891	T1234567891	2/9/21	PAID	-	-

1. Click ADJUST when you are done

Participant Name	Start Date/Time	End Date/Time	System-Assigned Auth No	Manual Override Auth No	Diagnosis Code	Procedure Codes/Mods	Paid Amount	Adjusted Amount	
<input type="text"/>	1/29/21 AM, 10:05	1/29/21 AM, 1:05	<input type="text"/>	-	0000169	<input type="text"/>	\$48	\$48	\$72
TOTAL AMOUNT							\$48	\$48	\$72

Finally, after you have adjusted your claims, you can review your adjusted claims in the *Voids and Adjustment* sub-tab in the **Claim Review** tab.

The screenshot shows a software interface for reviewing claims. At the top, there are two tabs: "Claim" and "Voids and Adjustments". The "Voids and Adjustments" tab is selected and circled in red. Below the tabs, there is a search form with the following fields and buttons:

- Select Payer ***: A dropdown menu showing "Nebraska DHHS" with a close button (X).
- Add ICN#**: A text input field containing "T1234567891".
- ICN#**: A text input field containing "T1234567891".
- Search**: A blue button.
- Clear**: A white button.

Below the search form is a "Search List" section containing a table of results. The table has 9 columns and 1 row of data. A large red oval highlights the entire table area.

ICN#	ICN#	Date	Start Date	End Date	Amount	Amount	Status	Status	Date
T1234567891	T1234567891	2/10/21	1/17/2021-	1/18/2021	\$72	\$24	RELEASED	ADJUSTED	3/1/21

Callouts and annotations:

- 1. Click here: Claim Review**: Points to the left sidebar navigation menu.
- 2. Payer**: Points to the "Nebraska DHHS" dropdown menu.
- 3. ICN number**: Points to the "Add ICN#" and "ICN#" input fields.
- 4. Click Search**: Points to the "Search" button.

Questions and Answers

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EVV Websites and Email Address

Use the latest versions of **Chrome**, **Edge**, **Safari**, or **Firefox** for the better viewing experience

DHHS EVV Website: dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx

Tellus Registration, Sign in and Support Tickets: 4tellus.com

Tellus Training Website: 4tellus.com

DHHS EVV Email: dhhs.medicaidfa-evv@nebraska.gov

DD Billing Email: dhhs.ddbillingdocs@nebraska.gov

Tellus Integration Email: evvintegrations@ntst.com

Tellus Customer Support Center: (833) 483-5587

NFOCUS Billing Unit: (402) 471-0667

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Helpful EVV Tools and Training Resources

Visit the Nebraska EVV Website:

<http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx>

- Provider Toolkit
- Quick Start Guide
- Step-by-Step Guide to User Upload
- Frequently Asked Questions
- Admin User Guide and Videos
- Claims User Guide
- Adjusting Claims
- Adjusting Duplicate Claims
- Mobile App User Guide and Videos
- Cancelling a Visit in the Tellus Admin Portal
- How to Create Repeat Visits
- Resolving Critical PNOT Errors
- Resetting Your Password
- Step-by-Step Guide to Resubmitting Unprocessed Claims in Rejected Status

Training resources can also be found in the Tellus Admin Portal under “Training”

Register for Training at <https://4tellus.com/training/>

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Weekly Provider Meetings

Provider Meetings (Thursdays)

Date	Time	Topic
April 15, 2021	1:00 pm – 2:30 pm CT	Rejected Claims
April 22, 2021	1:00 pm – 2:30 pm CT	TBD
April 29, 2021	1:00 pm – 2:30 pm CT	TBD

Watch your email for registration link to upcoming Provider Support Meetings

Visit the EVV Website to listen to a recording of this meeting or to sign up for future meetings.

<http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx>

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