

Update: MMIS Status

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Improvements continued this week in the areas of processing service authorizations and claim payments.

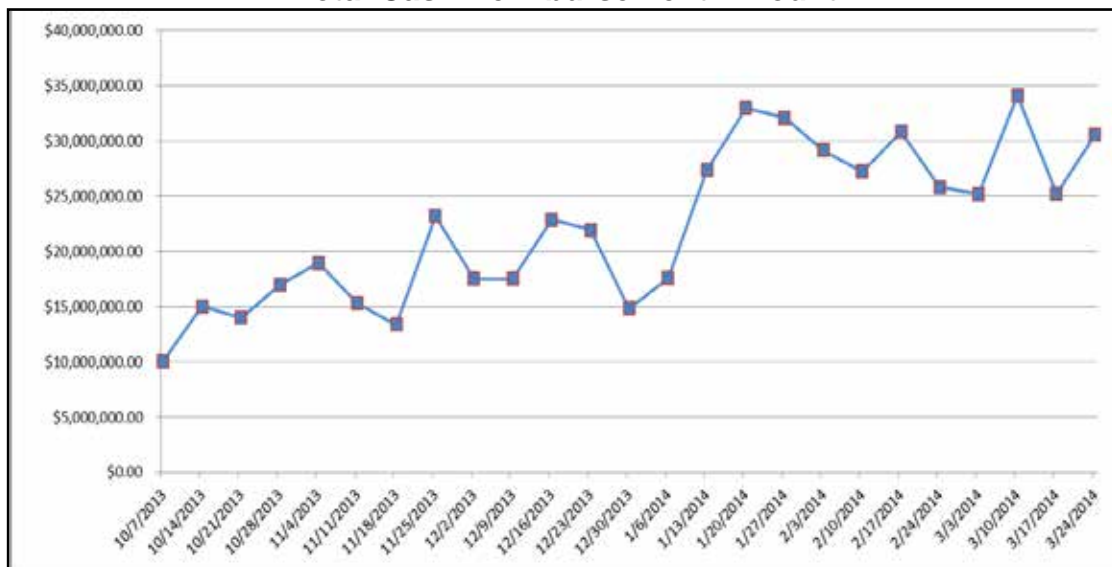
- Service Authorizations:** Processing faxed service authorization requests remains within normal processing standards. As of March 21, faxed dental requests continue to be processed within 1 day of receipt, while the majority of other requests are processed within 0 to 2 days of receipt.

Suspended Service Authorizations



- Claim Payments:** Last week over \$30.5 million was paid to 86,379 claims.

Total Cash Reimbursement Amount



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- **Paper Claims:** Paper claim processing continues to remain current and is being closely monitored.

Service Authorization Status Inquiry: All changes to correct the problem with random missing records on the online search capability have been implemented. We are working with selected providers to verify that the ability to view the status of all submitted service authorization requests is functioning correctly.

Service Authorization Letters: Changes targeted for early May are in progress to provide standard detailed reasons with more descriptive messages and the associated Regulation Citation on Service Authorization letters.

Reformatting the Remittance Advice (RA): The design work for the new RA continues. The development team has begun review of the new designs to determine timelines.

Mass Adjustments: Mass adjustments to reprocess approximately 3,800 claims have been completed since the last MMIS Update communication. The major categories of adjustments include:

- Approximately 700 claims due to rendering provider exceptions, including Exception 3660 (Rendering Provider Certification has Expired)
- Almost 600 mental health claims that denied in October 2013 for Exception 3810 (Benefit Plan found but Service not covered for Member)
- Approximately 465 claims with payment rate adjustments
- Claims with procedure code 58700 or 58661 that have denied since October 2013 with Exception 4447 (The Sterilization Procedure Code submitted on the Claim Requires Consent)
- Almost 1,900 mental health claims with the following exceptions:
 - 3301- The Rendering Provider ID is not on file for the Dates of Service on the claim
 - 3305 - The Rendering Provider does not have an active Enrollment Span that covers the Dates of Service on the claim.
 - 3800 - Rendering Provider not in any Network associated to any of the Benefit Plans for the Member

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RBRVS Problem: The effort to reprocess claims paid incorrectly due to problems with the RBRVS factor is under evaluation to determine reprocessing dates for the impacted claims. The factor problem was corrected in early March.

Paper Claims with Exception 4826 (Submitted units exceed the maximum units allowed): A problem has been identified with the program that reads the Units field on paper claims. If a unit is submitted with a decimal, the decimal is disregarded and any characters after the decimal become part of the whole number. For example, if 1 unit is reflected as 1.0 on the claim, the character recognition program translates it to 10 units; 20.0 units becomes 200 units. This causes the claim to reject for too many units. **Units entered without a decimal process correctly. Providers can avoid claims suspending for this exception by entering whole numbers without a decimal in the units field.** Analysis is in progress to determine how to fix the problem for future claims, and what needs to be done to correct the claims that were erroneously suspended.

Tribal Providers: Specific issues are affecting timely and accurate processing of claims for Tribal providers. Changes were implemented in mid-February to address the following problems:

- Copay taken on Tribal claims
- Dental encounter claims are not paying correct rate
- Encounter claim zero pricing issue on dental claims

A mass adjustment to reprocess claims where the co-pay was taken for a tribal provider and the member is a native Alaskan is currently on hold until all known problems that affect claims are corrected. This is to reduce the number of times a single claim is reprocessed.

Complex Claims: All identified optimization changes to improve internal processing of claims with more than 100 lines have been implemented. Additional analysis has begun to ascertain further processing improvements. Two (2) of the outstanding claims have been reprocessed and are in a To Be Paid Status. Seven (7) suspended with Exception 9379 (System Information Not Found). A change is scheduled for early April to correct claims that are suspending with this edit.

Pharmacy: Newly enrolled pharmacies are not recognized, while recently dis-enrolled pharmacies are still showing as active. New pharmacies are being added manually to the pharmacy file to enable processing of claims. Some changes have

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already been implemented and one final update to the automated interface is scheduled by the end of March. Provider outreach is continuing.

Call Center Support: If you need to contact Xerox, the following times are traditionally the lightest periods and you should experience a shorter call wait time than if you call at peak periods:

Department	Lighter Call Periods	Contact Information
Provider Relations Unit	From 8:00-9:30 a.m. After 2:00 p.m.	In Anchorage: Provider Inquiry 907.644.6800 (option 1,1) Member Eligibility Verification 907.644.6800 (option 1,2) Outside Anchorage: 800.770.5650 (option 1, 1)
Service Authorization	From 8:00-9:30 a.m. After 2:00 p.m.	In Anchorage: 907.644.6800 (option 5) Outside Anchorage: 800.770.5650 (option 1, 2)

Outstanding Claim Inventory: The table on the following pages summarizes the exception codes that are receiving special monitoring. It does not provide reporting on all exception codes. The status reported is as of March 25, 2014.

The Providers Impacted column lists the provider types affected by the exception code if there are more than 50 claims associated with the provider category. The Impacted Claims column reflects the total number of claims for each exception. These numbers and the provider types change daily as additional improvements, processing and outreach occur. As issues are resolved, these suspended claims are released for processing and potential payment in the weekly cycle.

Even when a change is implemented, it can take several processing cycles to determine that it is working effectively. Changes are implemented on Saturday nights making the first time they impact a claims cycle the following Friday. That is why analysis continues even after a change has been implemented.

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Status of Processing Outstanding Claim Inventory

Legend for Providers Impacted			
Code	Description	Code	Description
ASC	Ambulatory Surgical Center	OCC	Occupational Therapist
BH	Behavioral Health	PCA	Personal Care Agency
BRS	Behavioral Rehabilitation	PHAR	Pharmacy
CCA	Care Coordinator Agency	PHYS	Physicians
DENT	Dental Groups and Dentists	RPTC	Residential Psychiatric Treatment Center
DME	Durable Medical Equipment Supplier	RSL	Residential Supported Living
FPC	Family Planning Center	SBS	School Based Services
FQHC	Federally Qualified Health Center	SNF/ICF	Skilled Nursing/Intermediate Care Facility
HCB	Home Community Based Agency	TCM	Targeted Case Management
HEAR	Hearing Aid Specialist	THER	Therapists – Speech, Physical, Occupational
HHA	Home Health Agency	THRCTR	Occupational/Physical Therapy Center
HOSP	Hospital – In-patient and out-patient	TRAN	Transportation – Taxi, Ambulance, Air
HPRF	Health Professional Group	TRB	Tribal Hospital or Clinic
ICFMR	Intermed Care Fac for Mentally Retarded	TRVL	Travel Accommodations
LAB	Independent Lab/X-ray	VISION	Optometrist, Vision Contractor
NURS	Nurses – Private Duty, RN, Agencies		

Edit/ EOB Code	Description	Providers Impacted	Impacted Claims	Status
1370	The Diagnosis Related Code is repeated or missing or invalid.	HPRF HCB PCA RSL VISION	788	An issue with this exception was previously corrected and claims processed. These particular claims did not get released due to issues with missing data, usually the Date of Service, on claims submitted in October 2013. A change was implemented in early March that caused the number of suspended claims to drop from 2,329.
1880	Claim is pending for review due to notes	DME	1,553	These claims are suspending correctly. Only DME claims are affected. The manual intervention required is ongoing.
1882	Claim exceeds timely filing and no proof of timely filing attached	BH DME HCB HOSP HPRF RSL TRVL	1,309	Claims are suspending correctly and being reviewed as part of normal processing.

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1891	Void / Replace TCN Missing or Invalid	BH HCB HOSP HPRF SBS	1,560	The exception indicates the requested void or replacement has already been voided or replaced, meaning the request cannot be processed. This error is tied to claims submitted prior to Oct 1, 2013. These claims must be manually worked.
1895	Claim not found on history	BH HCB HOSP HPRF PCA SBS	1,799	The Transaction Control Number (TCN) to be replaced or voided does not match a previously adjudicated claim in history. This error is tied to claims submitted prior to Oct 1, 2013. These claims are being manually worked.
1905	Billing Provider on claim does not match Billing Provider on replacement request	BH HCB HOSP HPRF PCA SBS	1,822	This error is tied to claims submitted prior to Oct 1, 2013. These claims must be manually worked.
2950	Payment cannot be made. The member is locked into another Provider	BH FQHC HPRF PHYS TRB	3,948	Reviewers manually audit claims to determine if a referral is valid so that the claim can be approved for payment. If the referral is not valid, the claim is denied. Approximately 2,400 (65%) of the claims are from Health Professional Groups and 817 (22%) are Behavioral Health claims.
3321	Rendering Provider Certification Expired <= than 60 days	CCA DENT DME HCB HOSP HPRF PCA	1,905	This exception will recycle for 60 days and if the certification is not updated the claim will deny with Exception 3660 (Rendering Provider Cert Expired – Deny). 1,300 (68%) of these are PCA claims. A change was implemented February 15. Analysis will occur to insure the change has the expected outcome.

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Edit/ EOB Code	Description	Providers Impacted	Impacted Claims	Status
3325	Rendering Provider License Expired	DENT DME HOSP HPRF TRB	1,358	This exception will recycle for 60 days and if the license is not updated the claim will deny. 1,046 (77%) of these are claims for Health Professional Groups. In addition to the change implemented in mid-February, another change was deployed in early March. Further testing is scheduled for late March.
3329	Billing Provider License Expired – Suspend	DENT DME HPRF PCA TRVL	1,170	The Billing Provider does not have a license on file in effect on the Date of Service. The last Date of Service on the claim is after the license expiration date. Analysis of claims is ongoing.
3337	Billing Provider License Missing – Deny	DENT	156	The Billing Provider does not have a license on file in effect on the Date of Service. In December this edit was set to suspend claims that met the exception criteria. Analysis has been occurring to verify it is working correctly. If an issue is not identified, it will be changed to begin denying claims that meet the criteria in late March.
3338	Billing Provider Certification Missing	SBS	215	The Billing Provider does not have certification on file that is in effect on the Date of Service. Updates to enrollment files will take place in late March.
3600	Category of Service cannot be determined from information on the claim	ASC BH HPRF PHAR TRB	1989	Category of Service and provider type combinations need changes to the processing criteria. Also, a problem that impacts these claims was found relating to the NPI crosswalk. This exception has a dependency with 4932 (Claim Type Cannot be Determined). Analysis is in progress to identify needed changes.

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3620	Billing Provider NPI matches multiple IDs	Electronic Claims ALL provider types that require NPI	8,837	Most problems are caused by provider error in submitting the claim. If the Billing Provider NPI matches multiple IDs, the system cannot determine which provider record to use for processing. Provider outreach continues to help providers understand how to submit claims correctly. Common problems include failing to submit with the service location zip code, using an incorrect taxonomy, and submitting on the wrong paper form. Outreach continues as Xerox identifies additional changes to the NPI crosswalk that will improve automated provider record matching. A system change has been identified to facilitate processing, but an implementation date still needs to be determined.
3650	Provider Payee ID Not Found	Electronic claims	462	Analysis in progress to determine if this should deny.
3660	Rendering Provider Cert Expired – Deny	SBS	1,342	This exception is tied to exception 3321 (Rendering Provider Certification Expired <= than 60 days). Research has completed on most remaining claims and they will move forward for final processing. Additional conditions need to be determined for this exception.
3700	Provider on review	BRS HCB	955	These claims continue to be analyzed to determine if additional providers can be taken off review.
3800	Rendering Provider not in any Network associated to any of the Benefit Plans for the Member	BH HCB HPRF PCA	679	Analysis continues to determine if additional changes are needed. Based on current information, the edit is working correctly. Claims must be manually reviewed to determine if they should deny or moved forward for payment.

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3802	Billing Provider not in Network for Member	Electronic claims	482	Majority of remaining claims may be affected by NPI/invalid provider issue – meaning system cannot determine the provider; otherwise, appears to be a situation in which Provider is not enrolled. Claims are posting incorrectly from the electronic data interchange. Analysis is in progress.
3805	Benefit Plan coverage does not exist for this Member for the services being billed	BH DME FQHC HOSP HPRF LAB TRB	1,974	A change was implemented February 15. Analysis has indicated that the edit is now working correctly. The Fiscal Agent must manually work the remaining claims as well as any new ones that suspend for this reason.
3810	Benefit Plan found but service not covered for member		35	These claims are suspending correctly. A change implemented in early March to the business rules for this exception caused the number of suspended claims to drop from 8,150 two weeks ago. It continues to work correctly. This exception will be removed from the list next week if the number of suspended claims remains less than 50.
3832	Medicaid coverage – Waiver claim excluded	HCB RSL CCA	11,500	These claims are suspending correctly. They will continue to suspend until a change is implemented for new waiver regulations. The disposition to the exception will be revisited at that time. Over 10,700 (93%) of these claims are from Home Based Care providers.
4076	Review for Medical justification – Prof Claim Types	DENT HPRF TRAN	2,684	These claims are suspending correctly. Manual review required to move a claim forward is ongoing. Approximately 1,900 (71%) of these claims are from Ground and Air Ambulance providers.
4105	Diagnosis Requires Review by State	FPC HPRF	619	Manual work continues on these claims.

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4125	Diagnosis Requires Review by Fiscal Agent	BH CCA DME FQHC HCB HOSP HPRF PCA SBS TRB	7,394	These claims require nurse review. Manual work continues and operational procedures have recently been streamlined. A change was implemented on March 22 for specified diagnosis codes if the member is under the age of 21. This impacted 30% of the claims with this edit and the number of suspended claims decreased from last week's 10,585 claims. Another fix is planned for early April that is tied to the effective date.
4645	Out of State Pricing Segment Not Found	DME FPC HPRF LAB TRAN	1,632	Analysis is in progress to determine if a change is needed or if the exception is working as designed.
4826	Submitted units exceed the maximum units allowed for this procedure	DME HOSP HPRF RSL TRAN	665	A problem has been identified that causes this exception to post in error on paper claims. The Optical Character Recognition (OCR) program that reads paper claims ignores decimal points and considers any number(s) after the decimal point as part of the whole units amount. For example, if 1 unit is submitted as 1.0, it is translated to 10 units in the OCR program; 45.0 units submitted becomes 450 units in the system. This causes the claim to reject for too many units. Claims with units without decimals are recognized correctly. Analysis is in progress to determine how to fix the problem for future claims, and also what needs to be done to correct the claims that were erroneously suspended.

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4912	Procedure code requires pricing	CCA DENT DME FQHC HCB HOSP HPRF LAB PCA RSL TRAN TRVL	3,782	This exception occurs when all pricing methodologies have been exhausted and the calculated allowed is zero. An issue was identified this week with the region codes on provider records. This impacts the ability to assign rates for certain claims. Analysis is in progress to determine a solution. At this time, these claims must be manually priced and processed.
4916	Procedure / Modifier combination Pricing segment is set to Manual Review	DENT DME HCB HOSP HPRF LAB	8,587	A rate is not on file causing manual pricing on these claims. Research is in progress to determine if the manual steps can be automated. Review of the factor codes is in progress and Fiscal Agent staff will continue manually pricing these claims.
5051	Bill Provider - No Match Service Authorization Bill Provider	BH BRS DENT DME FQHC HPRF PCA	25,000 Denied and need mass adjustment 3,665 Suspended	Billing provider on the claim does not match the billing provider on the service authorization (SA). These claims denied. A fix for the SA part of the problem was implemented February 15. Mass adjustments will be run to reprocess claims after the Service Authorization team completes their work.
5220	Service Authorization record is pended w/errors - Header	BH DENT DME HCB NURS PCA RSL	2,566	These claims are set to automatically release for reprocessing each evening so that corrected claims process as the Service Authorization team takes action. Almost 1,950 (76%) of these are Behavioral Health claims.
5221	Service Authorization record is pended w/errors – Line	BH DENT HCB TRAN	2,343	These claims are set to automatically release for reprocessing each evening so that the claim will process as the Service Authorization team takes action. Over 1,960 (84%) of these are Behavioral Health claims.

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Edit/ EOB Code	Description	Providers Impacted	Impacted Claims	Status
6110	Member Medicare Pt B Eligibility w/No Attachment	DME	1,350	This exception indicates the member has Medicare Part B coverage for the Dates of Service on the claim, but no attachment was submitted with the claim indicating an Explanation of Medicare benefits. A workaround is allowing these claims to move forward until a permanent change occurs to the system. Analysis is in progress to determine if a system change is needed.
6280	Cost avoid for no EOB and no TPL dollars	ICFMR SNF/ICF	297	If research indicates the edit is working correctly, electronic claims will deny. Providers will need to rebill and submit EOB. The suspended claims for this exception dropped from 10,200 four weeks ago and has remained less than 300 claims. This exception will be removed from the list next week if the number of impacted claims remains consistent with what has been seen over the past 4 weeks.
6430	Cost Avoid for no TPL \$ but EOB exists	BH DENT DME FQHC HOSP HPRF OCC PHYS RPTC THER THRCTR TRAN TRB	23,693	The majority of these exceptions are from paper claims. Over 15,600 (67%) are claims submitted by Health Professional Groups. Two (2) changes to address several system problems related to TPL processing have been identified and are in development. An implementation date has not been determined as this time.

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6604	Possible Conflict / Different Provider	ASC BH BRS DENT ESRD FQHC HCB HOSP HPRF LAB NURS PHYS RPTC RSL TRAN TRB TRVL	6,449	Additional criteria for duplicate edit check will enable these claims to auto-adjudicate and not require staff intervention. These claims are being worked daily until the additional criteria is identified and implemented. In-patient and waiver criteria are under review. A problem has been identified with inpatient dates and analysis is in progress to determine what changes are needed.
8040	Service Authorization Units Fully Exceeded	DENT TRAN TRVL	12,270	A change has been identified to correct this problem. A target implementation date is pending. Almost 6,300 of these claims are from taxi providers and 5,267 are from travel-related providers.
8050	Service Authorization Unit of Measure Mismatch	BH HCB TRVL	4,321	The Service Authorization unit of measure code does not equal the claim line unit of measure code. These claims are suspending incorrectly. Adjustments will be run to reprocess claims after a fix is implemented in early April.
9090	No Fund Code Criteria	HPRF	593	Problems are tied to Category of Service. A problem with the NPI crosswalk was found this week that may impact these claims. Analysis continues on impacted categories to determine appropriate changes to allow them to move forward. A fix to the Category of Service (COS) assigned for EPSDT screening claims was implemented in early March.