

# Update: MMIS Status

September 18, 2014

**Claim Payments:** In the September 8, 2014 payment cycle, 89,497 claims received payments totaling over \$23 million. The table below details payments from 08/11/2014 through 09/08/2014.

Final Payment Cycle Date	Total Paid Claims	Total Denied Claims	Total Reimbursement Amount
08/11/2014	106,499	41,008	\$29,856,948.67
08/18/2014	107,424	34,666	\$28,870,445.88
08/25/2014	110,883	34,510	\$28,646,011.03
09/01/2014	103,797	66,290	\$27,430,269.41
09/08/2014	89,497	30,517	\$23,027,285.04

**New Remittance Advice Format:** Institutional billers, September 8, 2014 was the first time you will notice changes to your RA format. Many important changes were included in this new format making it easier to determine claim status, and post payments to patient accounts. The new format also features streamlined formatting, modified page length, appropriate text wrapping, and is more user friendly than the prior version. This was a joint effort between DHCS and Xerox in response to feedback from the provider community. For questions about this new formatting, please contact the Xerox Provider Inquiry line. Following the release of this new Institutional RA, Xerox will release additional RA updates to include Dental and Professional formats.

Once the reformatting of the RA's is complete, Xerox and DHCS will initiate a second round of RA changes that will correct additional items beyond the formatting updates released over the next few weeks. Future versions of this MMIS Update document will contain additional details about these changes.

**Timely Filing Denials:** Xerox has recently set exception 1882 (Timely Filing Limit Exceeded) to suspend to prevent improper timely filing denials. Claims that have received a timely filing denial after October 1, 2013 may now be given consideration for payment. Providers who received a timely filing denial for dates of service after September 1, 2012 can re-submit using their preferred method of claim submission.

Additionally, Xerox will work to identify and reprocess claims that received denials for 1882 with dates of service after September 1, 2012. This reprocessing effort will be announced at a later date. Please be advised, while we are considering timely filing for this time period, these claims may be subject to a post-payment review conducted by the Xerox Surveillance and Utilization Review (SUR) Unit in cooperation with the DHCS Quality Assurance Unit.

**Third Party Liability Avoidance (TPLA):** Incorporating TPLA into Health Enterprise is a high priority for both Xerox and DHCS. This functionality is currently under development and is planned for release in the coming weeks. Once complete, this functionality is expected to improve payment accuracy and speed up provider payment for code sets that are placed on TPL avoidance. Please review subsequent versions of this MMIS Update document for more information about the release of TPLA code sets. As these efforts are ongoing, providers must continue to submit EOBs or denial letters from the primary carrier to Xerox for manual review and consideration for claims payment. Additional information will be provided when additional services are updated in the system and claims impacted will be reprocessed.

Additional TPLA functionality recently added to Enterprise includes the following:

- CHA/P TPLA configuration (reprocessing effort occurred the week of 9/2)
- Behavioral Rehabilitation Services code H0018 (reprocessing effort occurred in July 2014)

# Update: MMIS Status

September 18, 2014

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**Provider Disclosure Statement:** Providers are encouraged to return the Provider Disclosure Statement form that was sent in August 2014 as quickly as possible. Returning this form is required to maintain enrollment with Alaska Medicaid. This form is required by CFR Title 42 Part 455 Subpart B - *Disclosure of information by providers and fiscal agents* and Subpart E – *Provider screening and enrollment (link below)*. Please note that this form is also required for all new enrollment applications that are submitted to Alaska Medicaid. For questions or concerns about the Provider Disclosure Statement, please contact the Xerox Provider Enrollment department.

<http://www.ecfr.gov/cgi-bin/text-idx?SID=a2503b90d128c450d097c2c2caa24b1f&node=42:4.0.1.1.13&rgn=div5>

## J-Code Pricing Errors:

Xerox is currently analyzing J-Code pricing errors for claims that are currently suspended, as well as those previously adjudicated through Health Enterprise. Xerox is working to ensure that the correct NDC's are loaded into Enterprise and that these codes are paying at the appropriate rates. Further updates will be posted in upcoming MMIS Update releases. Xerox will also use this to communicate reprocessing efforts surrounding previously adjudicated claims.

## Cost of Care:

- Long Term Care (LTC): An issue was identified that resulted in overpayments and underpayments for LTC claims due to the application of LTC cost of care. Claims impacted by this issue are being identified and will be reprocessed by Xerox in the coming weeks. No provider action is required at this time.
- Assisted Living Homes: The patient payment amount submitted on claims is currently not being deducted from billed charges when calculating payment. System changes will be needed to apply the correct cost of care being submitted on claims. Claims impacted by this issue will be identified and reprocessed by Xerox. No provider action is required at this time.

**Adjustment & Void Processing:** Xerox is developing a quick reference guide for provider use that covers the adjustment/void process. This document will provide detailed instructions regarding how to navigate the adjustment and void processing. Once complete, this quick reference will be located on the Messages & Announcements page at <https://medicaidalaska.com>.

To help expedite the processing of adjustment and void requests, Xerox encourages providers to use one of the following two options. Providers can use the electronic adjustment option within their electronic billing software package. A second alternative is submitting adjustment/void requests via the web portal; however this option is only available for claims that were originally submitted through the web portal.

This ensures that provider requests are processed timely and reduces the opportunity for processing errors. For questions about how to submit electronic void/adjustment requests please contact the EMC HIPAA (EDI Electronic Billing) phone number shown in the Call Center Support table below.

**NPI Matching, Taxonomy and Zip+4:** Xerox and DHCS are working to refine the NPI matching logic that is currently suspending provider claims with exception 3620. System improvements are in development that should lead to better NPI matching and reduced suspense volume for NPI multi-match issues. In preparation for this, providers are encouraged to know and make use of their taxonomy codes and zip+4 that are listed on their provider file.

# Update: MMIS Status

September 18, 2014

---

For renderers affiliated with more than one group, and/or providers with multiple billing IDs, use of this information is critical to appropriately identifying the proper entity for payment. Failure to include taxonomies and zip+4s that match your provider file may result in adjudication delays and an increase in your suspended claim volume. Analysis and outreach is underway to identify providers who are experiencing a large suspense inventory based on preventable billing practices.

**Assistant Surgeon Claims:** Xerox has updated logic on the Assistant Surgeon codes covered by Alaska Medicaid for Assistant Surgeon claims billed with modifier 80, 81 and AS. Claims were released from suspense and appeared on remittance advices for the July 28, 2014 payment date. Claims that denied have been reprocessed and appeared on the August 4, 2014 remittance advice.

**Tribal Reprocessing:** Specific issues are affecting timely and accurate processing of claims for tribal providers. All claims will be adjusted when all tribal defect fixes have been deployed. This is to reduce the number of times a single claim is reprocessed. The following reprocessing occurred between June and September:

**Health Professional Groups, Clinics and Behavioral Health**

- Exception Code 4826 – Procedure/Formulary Max Units Exceeded Denials
- Exception Codes 4111, 4134, 4137, 4140 and 4142 – Age Restricted Code Denials
- Exception Code 3833 – Place of Service Denials
- Behavioral Health Claims after October 1, 2013 dates of service only paying one Encounter rate for a multi-line claim.
- TPLA CHA/P reprocessing
- Behavioral Health claims previously denied for rendering exceptions

**Zero Pay Medicare Claims:** Xerox is working to identify, correct, and reprocess Medicare crossover claims incorrectly paid at \$0.00. The reprocessing of these claims and the timing thereof, will be announced in advance using this MMIS Update forum.

**Imaging Services:** Xerox is working to identify, correct and reprocess claims that have denied incorrectly for lack of service authorization in circumstances that do not require an authorization. The primary providers impacted by this issue are outpatient hospitals, professional settings, imaging groups and dental providers. Xerox is also adjusting the system logic to prevent future erroneous denials. The reprocessing of these claims and the timing thereof, will be announced in advance using this MMIS Update forum.

**Some of the most recent updates include:**

- A list of emergent codes have been allowed to bypass Service Authorization requirements when performed in the emergency room.
- 5180 exception codes has been set to suspend to allow Xerox processors to review and process claims. Claims are being actively worked by Xerox.
- Updates are required to allow for the modifier 26 to be processed in the system for X-Ray procedures.
- Dental codes D0230 and D0240 are currently denying when multiple claim lines are submitted for the same date of service, additional logic is being configured to allow for more than one unit on a single date of service.

# Update: MMIS Status

September 18, 2014

**Payerpath:** Providers are still permitted to submit claims using Payerpath. At this time Xerox has not announced the discontinuation of Payerpath and providers are encouraged to submit claims by whatever means works best for their individual circumstances. Any decision to discontinue Payerpath at a future date will be clearly communicated, and be accompanied by training and other resources to prepare providers for such a transition.

**Adjustment/Voids Scanning:** Xerox has completed the effort to scan all AK05 Adjustment/Void forms into Enterprise. There is no backlog of AK05s waiting to be input into the system and the mailroom is current on this task. Xerox is processing AK05s each day and has identified additional resources to assist with the processing of these recently scanned AK05 forms. Xerox requests you do not submit duplicate submissions of AK05s.

**Service Authorization Search Spans:** When using Enterprise to search for service authorizations, please use the following tips to ensure the best results.

- Use the “Approved Date” field type for best results.
- Expand the search dates of your request by 10 days on both ends of your expected span.
  - Expected SA dates 01/03/2014 – 01/10/2014, expand search range to 12/24/13 – 01/20/2014 for best results.

**Paper Claims:** Effective October 15, 2014, Alaska Medicaid will only accept paper professional claims submitted on the 02/12 version of the CMS-1500 paper claim form. As of this date, the 08/05 version will no longer be accepted. As always, providers are encouraged to submit claims electronically or through the web portal. Questions? Please contact Provider Inquiry using the call center support table below.

**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 Provider Inquiry	From 8:00-9:30 a.m. After 2:00 p.m.	In Anchorage: 907.644.6800 (option 1, 1) Outside Anchorage: 800.770.5650 (option 1, 1, 1)
Provider Relations Unit Member Eligibility	From 8:00-9:30 a.m. After 2:00 p.m.	In Anchorage: 907.644.6800 (option 1, 2) Outside Anchorage: 800.770.5650 (option 1, 1, 2)
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)

# Update: MMIS Status

September 18, 2014

Department	Lighter Call Periods	Contact Information
EMC HIPAA (EDI, Electronic Billing)	From 8:00-9:30 a.m.  After 2:00 p.m.	In Anchorage: 907.644.6800 (option 3)  Outside Anchorage: 800.770.5650 (option 1, 4)

**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 September 9, 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. Exceptions highlighted in green represent a substantial drop (>20%) in Inventory compared to the previously released MMIS update on August 14, 2014.

## Status of Processing Outstanding Claim Inventory

Legend for Providers Impacted			
Code	Description	Code	Description
ASC	Ambulatory Surgical Center	NURS	Nurses – Private Duty, RN, Agencies
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

# Update: MMIS Status

September 18, 2014

Edit/EOB Code	Description	Providers Impacted	Impacted Claims	% Change	Status
1370	The Diagnosis Related Code is repeated or missing or invalid.	DME FQHC HPRF HCB RSL	409	3%	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.
1880	Claim is pending for review due to notes	DME	4,152	-47%	These claims are suspending correctly. Only DME claims are affected. The manual intervention required is ongoing. Recent Xerox effort has reduced nearly half of the claims suspended for this reason.
1882	Claim exceeds timely filing and no proof of timely filing attached	BH DENT DME HCB HOSP HPRF PCA RSL SBS SNF/ICF TRAN TRB TRVL	5,719	-28%	Claims are suspending correctly and being reviewed as part of normal processing. Recent Xerox effort has substantially reduced claims suspended for this reason.
1891	Void / Replace TCN Missing or Invalid	BH HCB HOSP HPRF SBS PCA TRB	69	-78%	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 are being manually worked. Recent Xerox effort has reduced $\frac{3}{4}$ of the claims suspended for this reason.

# Update: MMIS Status



September 18, 2014

Edit/EOB Code	Description	Providers Impacted	Impacted Claims	% Change	Status
1895	Claim not found on history	BH HCB HOSP HPRF PCA SBS TRB	79	-77%	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. Recent Xerox effort has reduced ¾ of the claims suspended for this reason.
1905	Billing Provider on claim does not match Billing Provider on replacement request	BH HCB HOSP HPRF PCA SBS TRB	109	-42%	This error is tied to claims submitted prior to Oct 1, 2013 that usually suspend for edit codes 1891 and 1895 as well. These claims must be manually worked. Recent Xerox effort has reduced nearly half of the claims suspended for this reason.
2950	Payment cannot be made. The member is locked into another Provider	FQHC HPRF PHYS TRB	294	-82%	Reviewers manually audit claims to determine if a referral is valid so that the claim can be approved for payment. Recent Xerox effort has substantially reduced the number of claims suspended for this reason.
3321	Rendering Provider Certification Expired	DME HPRF PCA RSL	500	-78%	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). Some claims suspending for this edit were released, the remaining affected claims are being analyzed.
3325	Rendering Provider License Expired	HPRF TRB FQHC	177	1%	This exception will recycle for 60 days and if the license is not updated the claim will deny. This edit is functioning correctly.
3329	Billing Provider License Expired – Suspend	HPRF	156	3%	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. This exception is functioning correctly.



# Update: MMIS Status

September 18, 2014

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3600	Category of Service cannot be determined from information on the claim	ASC BH CCA HPRF PHAR RPTC TRB	123	-92%	Recent Xerox effort has substantially reduced claims suspended for this reason. 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.
3620	Billing Provider NPI matches multiple IDs	Electronic Claims  ALL provider types that require NPI	5,634	-35%	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 if the problems are caused by failing to submit with the service location zip +4 code, using an incorrect taxonomy, or submitting on the wrong paper form. Additional system changes are required to improve automated provider record matching. Recent Xerox effort has substantially reduced claims suspended for this reason.
3650	Provider Payee ID Not Found	Electronic Claims	77	-84%	The majority of these claims were released for processing. Analysis continues for the remaining claims suspending for 3650.
3700	Provider on review	HPRF PCA RSL TRB	3,746	4%	These claims continue to be analyzed to determine if additional providers can be taken off review. Some claims suspending for this edit were released for processing while the remaining affected claims are being analyzed.



# Update: MMIS Status

September 18, 2014

Edit/EOB Code	Description	Providers Impacted	Impacted Claims	% Change	Status
3800	Rendering Provider not in any Network associated to any of the Benefit Plans for the Member	HCB PCA	335	-89%	Xerox is conducting further analysis to determine if these claims can be released for further processing. Recent Xerox effort has substantially reduced claims suspended for this reason.
3802	Billing Provider not in Network for Member	Electronic claims	40	-89%	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.
3832	Medicaid coverage – Waiver claim excluded	CCA HCB RSL	3,674	-78%	Xerox is conducting further analysis to determine if these claims can be released for further processing. Recent Xerox effort has substantially reduced claims suspended for this reason.
4076	Review for Medical justification – Prof Claim Types	DENT HPRF TRAN AIRAMB	3,924	-26%	These claims are suspending correctly. Manual review required to move a claim forward is ongoing by Fiscal Agent nurses. Approximately (50%) of these claims are from Ground Ambulance providers. Xerox has added additional resources in an effort to reduce this backlog.
4105	Diagnosis Requires Review by the State	FPC HPRF	2,305	4%	Claims are suspending correctly and being reviewed as part of normal processing.
4418	There is a conflict between the Procedure Code and Provider Specialty submitted on the claim	BH PCA BRSC HCB	330	-94%	This occurred when the specialty included for the procedure was not the specialty that is being assigned to the claim.
4645	Out of State Pricing Segment Not Found	DME FPC HPRF LAB RSL HOSP	7,706	11%	Analysis is in progress to determine if a change is needed or if the exception is working as designed. Xerox is assigning additional resources to assist with these claims.

# Update: MMIS Status

September 18, 2014

Edit/EOB Code	Description	Providers Impacted	Impacted Claims	% Change	Status
4826	Submitted units exceed the maximum units allowed for this procedure	BH DME HOSP HPRF RSL TRB	1,039	-18%	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. Claims with units without decimals are recognized correctly. A change has been identified that will resolve this issue by allowing OCR to recognize decimals. This update is scheduled for future release and a manual workaround has been implemented until the system correction can be made.
4829	Outpatient Institutional Rate for Provider on the Claim cannot be found, or Dates of Service are not within Institutional Rate Pricing Span	HOSP TRB	2,460	14%	Research is ongoing to see if claims are related to out of state providers and/or other problems that need to be addressed.
4912	Procedure code requires pricing	DENT DME FPC HPRF LAB TRAN TRB TRVL	3,179	18%	This exception occurs when all pricing methodologies have been exhausted and the calculated allowed amount is zero. The majority of suspended claims were released for processing while the remaining affected claims are being analyzed.
4916	Procedure / Modifier combination Pricing segment is set to Manual Review	DENT DME HOSP HPRF LAB	6,130	-35%	A rate is not on file causing manual pricing on these claims. Criteria for determining waiver claims pricing was updated. Review of all pricing criteria is ongoing as the Fiscal Agent staff continues manually pricing these claims.

# Update: MMIS Status

September 18, 2014

Edit/EOB Code	Description	Providers Impacted	Impacted Claims	% Change	Status
5051	Bill Provider - No Match Service Authorization Bill Provider	BH BRS DENT DME FQHC HOSP HPRF PCA	2,341	-64%	Billing provider on the claim does not match the billing provider on the service authorization (SA). These claims denied. Several changes to address SA problems have already been implemented. Mass adjustments will be run to reprocess denied claims after the Service Authorization team completes their work. Due to the volume, the mass adjustments will be staggered to reduce risk of error. Suspended claims will also be released for processing.
5220	Service Authorization record is pended w/errors - Header	DME HCB PCA	1,670	-2%	These claims are set to automatically release for reprocessing each evening so that corrected claims process as the Service Authorization team takes action.
6110	Member Medicare Pt B Eligibility w/No Attachment	BH DME HPRF	2,035	-21%	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.
6280	Cost avoid for no EOB and no TPL dollars	BH DME HPRF RPTC SBS TRB	4,733	-41%	If research indicates the edit is working correctly, electronic claims will deny. Providers will need to rebill and submit EOB.

# Update: MMIS Status

September 18, 2014

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6430	Cost Avoid for no TPL \$ but EOB exists	BH DENT DME FQHC HOSP HPRF PHYS RPTC THER THRCTR TRB	5,731	-65%	The majority of these exceptions are from paper claims. Almost 7,500+ claims were submitted by Health Professional Groups. Several system changes related to TPL processing have been identified and are in development. Because each one must be manually reviewed, additional staff has been added to assist with processing these claims. <b>Analysis is being conducted to prevent future claims from posting this exception. As noted above, additional code sets are being considered for TPL Avoidance.</b>
6440	Cost Avoid when TPL dollars and EOB Exist	DENT DME HOSP HPRF TRB	1,219	-48%	An automated process has been implemented to update the Other Payer section on claims and to allow Payment of this edit.
6604	Possible Conflict / Different Provider	ASC BH DME ESRD FQHC HCB HOSP HPRF LAB NURS RSL SBS TRAN TRB TRVL	1,194	-27%	Additional criteria for duplicate edit check will enable these claims to auto-adjudicate and process without manual intervention. These claims are being worked daily until the additional criteria is identified and implemented. In-patient and waiver criteria are under review.
8040	Service Authorization Units Fully Exceeded	DENT PCA TRAN TRVL	546	-85%	Mass adjustments of these claims are currently underway and will be staggered to reduce risk of error.

# Update: MMIS Status

September 18, 2014

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8050	Service Authorization Unit of Measure Mismatch	BH HPRF TRVL	1,346	-53%	The Service Authorization unit of measure code does not equal the claim line unit of measure code. These claims are suspending incorrectly. A new change has been identified to correct claims that are suspending with this exception although the claim does not require a Service Authorization. A partial fix was implemented that reduced the number of claims impacted with additional fixes scheduled.
9090	No Fund Code Criteria	FQHC HOSP HPRF PCA TAXI	361	-44%	Problems are tied to Category of Service. A problem with the NPI crosswalk was found that may impact these claims. Analysis continues on impacted categories to determine appropriate changes to allow them to move forward.