



Update: MMIS Status

August 2016

Payments: From June 8, 2016 through July 27, 2016, an average of 130,919 claims totaling \$38.8 million was paid on a weekly payment cycle. The table below details payments from 6/8/2016 through 7/27/2016.

| Final Payment Cycle Date | Total Paid Claims | Total Denied Claims | Total Reimbursement Amount |
|--------------------------|-------------------|---------------------|----------------------------|
| 7/27/2016 | 114,453 | 34,975 | \$35,906,407.74 |
| 7/20/2016 | 104,528 | 38,845 | \$35,218,930.21 |
| 7/13/2016 | 111,065 | 28,881 | \$39,762,621.40 |
| 7/6/2016 | 97,459 | 23,335 | \$35,418,518.12 |
| 6/29/2016 | 201,720 | 29,678 | \$61,015,349.92 |
| 6/22/2016 | 37,526 | 32,003 | \$9,806,466.79 |
| 6/15/2016 | 104,753 | 32,452 | \$38,782,708.31 |
| 6/8/2016 | 109,266 | 28,443 | \$40,839,398.15 |

July Fixes and Updates:

- **Vision claims receiving exception 4403**, *The Procedure Code submitted on the claim is a Laboratory Code and the Provider billing for the services does not have a CLIA Number on file.* A change was implemented to correct inappropriate CLIA denials for vision services. All impacted claims will be identified and reprocessed by Xerox.
- **Claim Adjustments to change Provider ID numbers.** A change was made in the system to no longer allow a Provider ID number change on a claim adjustment. The credit transaction and debit replacement transaction must be the same Provider ID number to process. If the Provider ID from the original claim is incorrect, the original claim must be voided and rebilled with the correct Provider ID number.
- **Claim line denial reasons more specific.** An enhancement was implemented to allow a claim processor to manually provide a more specific reason why Xerox is denying a specific line on a claim. The remittance advice will show the specific reason code with the detailed explanation.
- **Assisted Living Home claims affected by exception 3652**, *No Provider bed data on date of service.* A correction has been made to the system for Assisted Living Home providers billing modifiers that are relevant for bed data. Providers are reminded to submit the correct procedure code and modifier to prevent claim denials for exception 3652.
- **FY2017 dental service coverage changes.** System modifications have been made to accommodate dental service coverage changes beginning July 1, 2016.
 - Codes previously covered under adult emergent dental that are now covered under enhanced adult dental and will require a service authorization: D0272, D0277, D2160, D2161, D2332, D2335, D2393, D2394, D2940
 - Codes previously covered for all recipients that are now covered only for children under 21: D3240, D3920, D7111
 - Codes that are no longer covered by Alaska Medicaid: D0350, D5130, D5140, D5927, D5928, D5958, D5959, D5960, D7292, D7293, D7294

The fee schedule for dental services provided on and after July 1, 2016 is now available at <http://manuals.medicaidalaska.com/medicaidalaska/providers/FeeSchedule.asp>.

- **Several provider licensing exceptions** started posting on claims after February 13, 2016. Recent changes were made to business license adjudication processes and associated exceptions in the system. Xerox is aware that some providers are still being inappropriately impacted when a valid license is on file. Any claims submitted by these providers will be validated and processed weekly until another system update is made to correct the issue. Additionally, providers with multiple Alaska Medicaid enrolled locations are reminded to use the correct and complete facility address where billed services are rendered. This will aid in mapping the claim to the license(s) on file. The exceptions currently being addressed by Xerox are 3325, 3326, 3327, 3329, and 3330.

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- **Institutional and Transportation paper claims mapping.** A system enhancement was implemented to scan the servicing address submitted on institutional and transportation claims. This change will assist in mapping submitted claims to the appropriate Provider ID for providers with multiple active locations by evaluating the service address in addition to submitted billing provider information.
- **Claims receiving exception 7864, 3 months/lifetime exceeded Supplement Employment.** Recently, some claims have been denied in error for supplemental employment services, T2019 unmodified and T2019 HQ. While Xerox works to identify the cause and implement a permanent solution, all claims receiving exception 7864 have been set to suspend. Xerox is reviewing these claims weekly to allow payment when service limits have not been exceeded. Claims for pre-employment services, T2019 CG and T2019 TT, will also be reviewed and released for payment if limits have not been exceeded until a solution is implemented.
- **LTC co-pay impacting professional and outpatient services outside an LTC facility.** Previously, a copay was inappropriately being deducted from professional and outpatient service claims for services that were provided outside an long-term care (LTC) facility to a member that is an LTC resident. Providers are now able to identify LTC members on claims to avoid a copay deduction.

Professional Services: Providers should enter "LTC" in the shaded area of field 24g, *Days or Units*, on the CMS-1500. Providers submitting electronic 837P transactions should continue to use Loop 2400 Segment SV115 to identify LTC residents.

Outpatient Services: Providers should enter condition code "AJ", *Payer Responsible for Copay*, in a Condition Code field for paper or electronic claim formats.

June Fixes:

- **CLIA certification** for certain outpatient services is required. System updates were made to more effectively address these requirements. Claims with CLIA requirements will receive one of the following exceptions if a valid CLIA certification is not on file.
 - Exception 4400, *The CLIA Certification Type on file for the Procedure Code submitted on the claim does not match the CLIA Provider Certification Type on the Provider file for the Dates of Service on the Claim*
 - Exception 4401, *No CLIA Cert entry for Provider Dates of Service*
 - Exception 4403, *The Procedure Code submitted on the claim is a Laboratory Code and the Provider billing for the services does not have a CLIA Number on file*
 - Exception 4410, *Provider not certified for lab type*Affected providers should contact Provider Enrollment to verify and update information on their provider enrollment file.
- **Behavioral health claims receiving exception 6709, Service Limit Exceeded.** A recent change was made that will consider appropriate behavioral health service limits before deducting service authorization units. Any behavioral health claims that were previously denied due to exception 6709 or exception 8040, *Service Authorization Units Exceeded*, are being reviewed against service limits and applicable service authorizations. Any claims inappropriately denied will be analyzed for reprocessing. Reprocessed claims may not result in additional payment if the service limits have been exhausted.

Service Authorization Updates and Edits:

- **Exception Code 8040, Service Authorization Units Exceeded.** Changes have been made to the system's service authorization logic for exceptions 8040 and 6709. Xerox has been reviewing claims and SAs affected by this issue in stages: specific authorization types, claims denied after October 1, 2013 with the new SA numbers (10 digits), and claims denied after October 1, 2013 with old SA numbers (8 digits). Xerox personnel are reviewing all paid claims with associated service authorizations for unit discrepancies. Any authorizations that have remaining units are being identified and cross-referenced against all claims that were previously denied for exception codes 8040 or 6709.

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The table below provides the list of authorization types that have been updated along with the remaining types still being reviewed. Future claims reprocessing may be required but sufficient notice will be provided prior to any recoupments of overpayments.

| In Progress | Completed |
|-------------------------------|--|
| Mental Health Services | Personal Care Attendant |
| Enhanced Adult Dental Service | Inpatient Hospital - Inpatient Psych, Inpatient Hospital – UM |
| | Outpatient Hospital / CAMA Treatments, Pharmacy Drugs |
| | Professional, Private Duty Nursing, Outpatient Hospital/ASC – UM |
| | Behavioral Rehab Services, CAMA Treatments, Hospice |
| | Transportation (Emergent) |
| | Dental, Vision |
| | Home Infusion Therapy, Hearing Aids & Hearing Aid Supplies |
| | Transportation & Accommodation (Non-Emergent) |
| | Home Health Services |
| | Residential Psych |
| | DME/Medical Supplies |
| | Radiology |
| | Waiver |

Claims Reprocessing:

- Reprocessing of Payout claims:** Xerox is working on identifying and reprocessing all claims impacted by early system issues that resulted in claim denials. Some key areas that have been reprocessed include but are not limited to:
 - Ambulatory Surgery Center cross over claims
 - Part A nursing home cross over claims
 - Tribal outpatient reimbursing as fee-for-service plus the encounter rate
 - CHA/P inappropriate multiple cutbacks
 - RBRVS rate reprocessing
 - Inpatient weekend and length of stay cutbacks
 - Medicare cross over reprocessing, (1994 and zero pays where co-insurance and deductible information was not mapped correctly)
 - Tribal Encounter and Retro Rate Reprocessing
- Recoupment Notices:** As MMIS corrections and enhancements are implemented, Xerox is reprocessing affected claims. In certain instances, providers have previously received overpayment for services. These claims have been identified and are being validated. Providers identified with overpayments will receive a Recoupment Notice letter detailing the overpayment amount, repayment options, and the appeal process.

NPI Matching, Taxonomy and Zip+4:

MMIS improvements have been implemented and more are being developed that should lead to better NPI matching and reduced suspense volume for NPI multi-match issues. If they have not already done so, **providers are strongly encouraged to know and make use of their taxonomy codes and zip+4 that are listed on their provider file.**

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.



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Additional NPI mapping enhancements, to include form type and procedure code, were also recently completed. Xerox and DHCS have developed additional mapping updates to further improve claims processing and reduce the number of claims suspended for exception 3620.

Providers may have noticed an increase in exception code 5050, *billing provider does not match the billing provider on the service authorization*. This exception is posting correctly. Providers should always verify that the information on claims match with the provider information on the corresponding service authorizations and that both are correct. Providers are also strongly encouraged to continue to bill with NPI, billing taxonomy and the servicing zip+4 of the billing address to assist in mapping claims to the correct provider ID number.

Expired Licenses, Certifications, Permits and Grants

Providers may have recently noticed that their claims have been suspended for expired licenses as the new year came. If the appropriate licenses are not updated through the Provider Enrollment Department, the claims will be set to deny. All provider licenses, certifications, permits and grants must be current to prevent claims from suspending or denying. Please submit a copy of all renewed licenses, certifications, permits and grants to Xerox as soon as you receive your updated documents. You may submit copies to Xerox by fax to 907.646.4273 or by mail to:

Xerox State Healthcare
Attn: Enrollment Services
P.O. Box 240808
Anchorage, AK 99524-0808

Questions? Contact Provider Enrollment at 907.644.6800, option 2, or toll-free in Alaska at 800.770.5650, option 1, 3.

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 Enrollment | From 8:00-9:30 a.m. After 2:00 p.m. | In Anchorage: 907.644.6800 (option 2) Outside Anchorage: 800.770.5650 (option 1, 3) |
| 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) |
| 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 August 5, 2016.

The "Providers Impacted" column lists the provider types affected by the exception code if there are more than 100 claims associated with the provider category. The Impacted Claims column reflects the total number of claims suspended for each exception. These numbers and the provider types change daily as new claims are received and 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. Exceptions highlighted in green represent a substantial drop (>20%) in inventory compared to the inventory on June 1, 2016.

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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 |

The following inventories represent original submitted claims only. Voided and adjusted claims have been excluded.

| Edit/EOB Code | Description | Providers Impacted | Impacted Claims | % Change | Status |
|---------------|--|--|-----------------|----------|---|
| 1882 | Claim exceeds timely filing and no proof of timely filing attached | All Provider Types | 1571 | -3% | Xerox has received instructions on processing claims for timely filing and is working to apply this logic to suspended claims and claims that may have denied in error. Providers are reminded that claims must be submitted within 12 months of the date of service. |
| 2950 | Payment cannot be made. The member is locked into another Provider | FQHC HPRF PHYS TRB | 1714 | 30% | Reviewers manually audit claims to determine if a referral is valid so that the claim can be approved for payment. |
| 3321 | Rendering Provider Certification Expired | DME HPRF PCA RSL | 286 | 19% | 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). |
| 3329 | Billing Provider License Expired | All Provider Types | 514 | -54% | Outreach is being made to affected providers. As licenses are updated, the claims are released. Providers that have renewed licenses should submit them to Provider Enrollment. |
| 3620 | Billing Provider NPI matches multiple IDs | Electronic Claims ALL provider types that require NPI | 3371 | 304% | If the Billing Provider NPI matches multiple IDs, the MMIS cannot determine which provider record to use for processing. Provider outreach continues to help providers understand how to submit claims correctly if the issues 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 MMIS changes are in development to improve automated provider record matching. |
| 3700 | Provider on review | HPRF PCA RSL TRB | 16 | -98% | These claims continue to be analyzed to determine if additional providers may be taken off review. |

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| Edit/EOB Code | Description | Providers Impacted | Impacted Claims | % Change | Status |
|---------------|---|--|-----------------|----------|---|
| 3832 | Medicaid coverage – Waiver claim excluded | CCA HCB RSL | 1268 | 24% | Xerox is conducting further analysis to determine if these claims can be released for processing. |
| 4076 | Review for Medical justification – Prof Claim Types | HPRF TRAN AIRAMB | 8989 | 43% | These claims are suspending correctly. Fiscal Agent nurses must manually review attached medical justification before claim is processed. Xerox has added additional resources in an effort to reduce this backlog. |
| 4105 | Diagnosis Requires Review by the State | FPC HPRF | 31 | -21% | Claims are suspending correctly and being reviewed as part of normal processing. |
| 4596 | The diagnosis code qualifier or version is not a valid value. | All Provider Types | 338 | 228% | This is primarily affecting claims submitted on paper. Any claim that is suspended for this code is manually reviewed and processed. If the incorrect version is submitted on the claim form, the claim will be denied. |
| 4645 | Out of State Pricing Segment Not Found | DME FPC HPRF RSL HOSP | 2129 | 26% | Xerox assigned additional resources to assist with these claims. |
| 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 | 533 | 62% | This exception's inventory fluctuates. Research is ongoing to see if claims are related to out of state providers and/or other issues need to be addressed. |
| 4912 | Procedure code requires pricing | DENT DME FPC HPRF LAB TRAN TRB TRVL | 461 | -85% | This exception occurs when all pricing methodologies have been exhausted and the calculated allowed amount is zero. Analysis is ongoing to determine if prices can be established for the codes currently suspending for this exception. |
| 4916 | Procedure / Modifier combination Pricing segment is set to Manual Review | DENT DME HOSP HPRF LAB | 1230 | 16% | This exception posts when a rate is not on file for the specified combination and the claim requires manual pricing. Ongoing evaluation of these combinations occurs to determine if new pricing criteria should be adopted. |
| 6060 | TPL is indicated on the claim but no TPL Policy is found for the Member on File | All Provider Types | 13454 | 124% | These claims are manually reviewed for accuracy. Providers must submit a valid TPL EOB with the claim to assist with TPL validation. |
| 6430 | Cost Avoid for no TPL \$ but EOB exists | All Provider Types | 72 | 125% | These claims require manual review of associated TPL information. Xerox is performing a trend analysis of all claims receiving this exception to identify ways to reduce the number of future claims. This may include targeted outreach. |
| 8040 | Service Authorization Units Fully Exceeded | BH DENT PCA CCA HCB TRAN TRVL DME RPTC | 21 | -45% | Xerox continues to work on issues related to Service Authorizations. See detailed update on the Service Auth cleanup and 8040 issue. Providers are reminded to verify service authorization limits prior to rendering and billing services. |