



State of Louisiana
Louisiana Department of Health
Office of Aging and Adult Services

MEMORANDUM

OAAS-P-20-032

TO: Adult Day Health Care (ADHC) Providers

FROM: Sherlyn Sullivan, OAAS Interim Assistant Secretary *Sherlyn Sullivan*

DATE: August 7, 2020

SUBJECT: Updates to ADHC Providers Regarding Retainer Payments

This memorandum is to update the Adult Day Health Care (ADHC) providers regarding retainer payments due to the continuation of ADHC center closures related to the COVID-19 emergency.

Retainer Payments:

In March 2020, the federal government approved the Louisiana Department of Health (LDH) to authorize retainer payments to ADHC providers at 75% of their current rate for 22 consecutive days (from 3/24/2020 – 4/22/2020). On April 1, 2020, billing units were released and ADHC providers began to bill for these claims.

In July 2020, the federal government approved LDH to authorize additional 25% retainer payments of their current rate to ADHC providers for the same time frame listed above (3/24/2020 – 4/22/2020). **Effective immediately, ADHC providers may bill for the additional 25% retainer payments. Details on how to bill are indicated on pages 2 & 3.**

The purpose of these retainer payments are for ADHCs to be able to keep staff on payroll, cover fixed expenses and re-open once the ADHCs are allowed to re-open their centers.

LDH retains the right to recoup all or a portion of retainer payments from ADHC providers who furlough or lay off staff or fail to re-open their ADHC centers.

How to Get Retainer Amounts in Order to Bill for Additional 25% Retainer Payment:

- If the ADHC provider's billing software reads the LaSRS Application Process Interface (API), they can download the updated retainer payment amounts into their billing software. ADHC providers must contact their software vendor if they have any questions.
- If the ADHC provider manually enters their billing claims, they can request a spreadsheet of the updated retainer payment amounts from Statistical Resources, Inc. (SRI).

NOTE: If the ADHC provider received prior retainer payments this way, SRI will automatically generate and send the ADHC provider an updated spreadsheet.

How to Bill for These Additional Retainer Payments:

Billing for the remaining 25% of the ADHC retainer payments for the period of 3/24/2020 – 4/22/2020 will require the ADHC provider to file an adjustment claim for each retainer payment with DXC. On the adjustment claim, the ADHC provider will file for the new **FULL** amount (100%) of the retainer payment, indicating the Claim Control Number from the payment line on a previous Remittance Advice (RA) in which the partial payment had been made. If the adjustment claim is filed and meets payment criteria, DXC will calculate and pay the difference between the previously paid claim and the new adjusted claim.

- If the ADHC provider's billing software automatically can file adjustment claims, follow the ADHC provider's vendor's process. ADHC providers must contact their software vendor, if they have any questions.
- If ADHC providers manually enter their adjustment claims into their billing software, ADHC providers will need the Claim Control Number from the claim line in which they received the prior partial retainer payment.

The Control Number for each retainer payment can be located in several different ways.

- If ADHC providers receive paper RAs, the Control Number is the last column of the RA containing the partial retainer payment - the column is labeled Control Number.
- If the ADHC provider's billing software downloads an electronic RA (also known as an "835"), the Control Number should be obtained by contacting the ADHC provider's billing software vendor and asking them how to get the Control Number.

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- ADHC providers can also look up the Control Number in LaSRS. Under the menu item "MOLINA DATA", choose "Molina RAs". Click on the green "+" on the claim you want to adjust. The Control Number will be listed on the detail screen just after the label "ICN". If you have any questions about this process, please contact SRI's LaSRS technical support at 225.767.0501.

Our next ADHC Update meeting with ADHC providers is scheduled for Tuesday, August 11, 2020 at 1:00 p.m. where we will be addressing any questions regarding this memo.

If you have any questions, please contact OAAS.ProviderRelations@la.gov.

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