

PROCESS

RECIPIENT REIMBURSEMENT REQUEST RECEIVED

BUSINESS PROCESS STEPS

1. Receive request for reimbursement from enrollee, authorized representative or Parish Medicaid office.
2. Verify enrollee's eligibility information in Recipient Search in LA Medicaid Management Information System (LMMIS), Customer Information Control System (CICS) or Medicaid Eligibility Determination System (MEDS).
3. Perform case search in LA Medicaid Management Information System (LMMIS) to verify that a case doesn't already exist.
4. Retrieve payee information if the enrollee is a minor from Medicaid Eligibility Determination System (MEDS).
5. Assign request to a Medicaid Monitor with a case number for processing in LA Medicaid Management Information System (LMMIS).
6. Document in (ECR) Electronic Case Record the request was received and the monitor the case has been assigned to.
7. Review of information by Medicaid Monitor is done to see if criteria have been met.
 - The provider was enrolled as a LA Medicaid provider on the date the service was received.
 - The enrollee was Medicaid eligible on the date of service.
 - The bills are for services received within the enrollee's eligibility period for reimbursement.
 - Enrollee hasn't received reimbursement from Medicaid, the provider or a third party entity.
 - The bills are for medical care, services, or supplies covered by Medicaid on the date service.
 - Enrollee has provided proof of payment.
8. If criteria is met and no additional information is needed, the claim will be processed.
9. If criteria is not met, the request will be denied and the enrollee will be mailed a Notice of Recipient Reimbursement Decision (BHSF Form 18RRP).
10. If additional information is needed, a Recipient Reimbursement Verification Request Form is mailed to the enrollee and they are given 15 days from the date of the letter to respond.

11. If the enrollee fails to provide the verification within the 15 days the request for reimbursement is denied and a Notice of Recipient Reimbursement Decision (BHSF Form 18 RRP) is mailed to the enrollee. The enrollee is given 30 days to request a fair hearing. If request for an appeal is received, the appeal process will be completed.
12. If the verification needed is submitted, the case is processed.
13. If the received verification is insufficient, the enrollee is given another opportunity to provide the correct information. Policy allows an additional 15 days to provide verification.
 - If the correct information is received, the request is processed.
 - If the information is not provided the request will be denied and a Notice of Recipient Reimbursement Decision (BHSF Form 18RRP) is mailed to the enrollee. The enrollee is given 30 days to appeal the decision. If appeal request is received, the appeal process will be completed.
14. Case information should be scanned into the ECR (Electronic Case Record) within one week of completion. You should verify the scan to make sure it is legible before destroying the case. All original receipts should be returned to the enrollee.

PROCESSING RECIPIENT REIMBURSEMENT REQUEST

BUSINESS PROCESS STEPS

1. Select case from the Data Entry Queue in LMMIS (Louisiana Medicaid Management Information System). Case status will be "added".
2. Select "Add New Request (RRP-R)". Case status will change to "open".
3. Enter Provider number.
4. Select claim type and hit enter.
5. The form that appears will be appropriate for the claim type selected.
6. Enter claim information.
7. Save information. Reimbursement amounts will be calculated automatically.
8. Review for possible errors and invalid claims. Make necessary corrections.
9. Enter price override if necessary. Sometimes a manual calculation is needed for Pharmacy, DME (durable medical equipment) and FQHC (Federally Qualified Health Center and duplicate claims.
10. Enter a reason in the comment section to explain the price override.
11. Select "Pay check" box if not already checked and save all changes. If any edits fail a price will not be calculated and a status of "invalid" will be returned along with the reason for invalidity.
12. Make all necessary comments in "additional notes" and complete the case. If payment is due, case status will change to "Closed – Payment Outstanding". If payment is zero, the status will be "Closed".
13. Mail Recipient Reimbursement Notice of Decision (automatically generated) to the enrollee if the reimbursement amount is zero. Enrollee has 30 days to request an appeal. If appeal request is received, the appeal process is completed.
14. If a payment is outstanding, a payment request will be generated to DHH Financial Management for the approved reimbursement amount.
15. Submit case to supervisor for approval: 1.) If it is a second check request 2.) If a price override was done or 3.) If the price request exceeds a predetermined system amount. If approved the case remains in "Closed – Payment Outstanding" status. If denied, the case status will be returned to "Open" status for corrections. Once completed the check request is sent to DHH Financial Management.
16. Receive check from DHH Financial Management (usually on Mondays).
17. Print Notice of Recipient Reimbursement Decision. Notice will automatically appear in the Monitor's print queue in LMMIS System once the check is issued.

18. Mail Notice and check to enrollee. Enrollee is given 30 days to appeal the decision. If an appeal request is received, the appeal process is completed. If check and notice is returned, the Monitor will make necessary changes and mail information to enrollee again. All changes are noted in ECR and in LMMIS.

19. Scan all information related to reimbursement request into the ECR (Electronic Case Record) within one week of completion. Originals should be mailed back to the enrollee.

RHC/FQHC

MEDICAID PROSPECTIVE PAYMENT SYSTEM

In accordance with Section 1902(aa)/the provisions of the Benefits Improvement Act (BIPA) of 2000, effective January 1, 2001, payments to Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs) for Medicaid services will be made under a Prospective Payment System (PPS) and paid on a per visit basis.

The PPS per visit rate is provider specific. To establish the interim baseline rate for 2001, each RHC/FQHC's 1999 and 2000 allowable costs as taken from the RHC/FQHC's filed 1999 and 2000 Medicaid cost reports were totaled and divided by the total number of Medicaid patient visits for 1999 and 2000. The baseline calculation includes all Medicaid coverable services provided by the RHC/FQHC regardless of existing methods of reimbursement for said services. This includes, but is not to be limited to ambulatory, transportation, laboratory (where applicable), KidMed and dental services previously reimbursed on a fee-for-service or other non-encounter basis. **The per visit rate is all-inclusive.** RHC/FQHC's are not eligible to bill separately for any Medicaid covered services. The final PPS rate will be based on audited final cost reports for 1999 and 2000.

For an RHC/FQHC which enrolls and receives approval to operate on or after January 1, 2001, the facility's initial PPS per visit rate will be determined first through comparison to other RHCs/FQHCs in the same town/city/parish. Scope of services will be considered in determining which proximate provider most closely approximates the new provider. For FQHCs which enroll and receive approval to operate on or after October 21, 2004, the facility will receive the Statewide Average Rate of all FQHCs.

Reimbursement Adjustments

The PPS per visit rate for each facility will be increased annually by percentage increase in the published Medicare Economic Index (MEI) for primary care services. The MEI will be applied on July 1 of each year.

NOTE: Please direct all cost reporting concerns to Shelton Evans at (225) 342-6253.

REMINDER: RHCs must submit an annual cost report. The cost report must be sent to Trispan at the following address:

Trispan Health Services
5420 Corporate Boulevard, Suite 201
Baton Rouge, LA 70808

Phone: 225/925-8115

RHC/FQHC PROGRAM OVERVIEW

There are 3 components that may be provided under the RHC/FQHC Program: Encounter Visits, KIDMED Screening Services, and EPSDT Dental, Adult Denture Services and Expanded Dental Services for Pregnant Women (EDSPW)

RHC/FQHC Encounter Visits

Encounter visits must be billed using procedure code T1015. **It is necessary to indicate on subsequent lines the specific services provided by entering the individual procedure code and description for each service rendered. If the encounter detail is not included the claim will deny.**

For obstetrical (OB) services the RHC/FQHC providers must bill the encounter code T1015 with modifier TH and all services performed on that date of service should be listed as detail lines.

RHC/FQHC KIDMED Screening Services

RHC/FQHC KIDMED screening services must be billed using the 837P Professional format, including the K3 KIDMED segment or the revised KM3 form using encounter code T1015 along with modifier EP. (Please see page 62 for further information regarding the filing of electronic claims.) It will be necessary for providers to indicate the specific screening services provided by entering the individual procedure code for each service rendered on the appropriate line. If a registered nurse performs the screening, providers must enter the appropriate procedure code followed by the modifier TD next to 'Screening Completed by a Nurse'. If immunizations are given at the time of the screening, then those codes continue to be billed on the CMS1500, along with encounter code T1015 and modifier EP. All claims billed using the T1015 and EP modifier **must include** supporting detail procedures.

RHC/FQHC EPSDT Dental, Adult Denture Services and Expanded Dental Services for Pregnant Women (EDSPW)

Dental services must be billed on the 2006 ADA claim form using the encounter code D0999. It will be necessary for providers to indicate on subsequent lines the specific dental services provided by entering the individual procedure code and description. All claims billed using D0999 **must include** supporting detail procedures.

NOTE: The dental encounter, D0999, may be billed on the same date of service as the encounter codes T1015(RHC/FQHC), T1015 TH(OB encounter), or T1015 EP(KIDMED screening).

RHE Base Rates (9/14/09) Provider Type 79

Parish	Provider #	Provider Name	
	57	44800	Provider Based RHC
	2	45624	Abbey General Hospital Clinic
	53	94195	Alexi Parish Hospital Rural Health Center
	5	94312	Acme Rural Health Clinic
	5	45743	Burke General Hospital
	7	44311	Burke Gen Hosp/Family Care Clinic
	41	44445	Christus Coupland RHC
	11	44339	Christus Coupland Regional RHC
	65	94505	Christus Rural Health
	42	94600	Community Medical Clinic
	16	44591	Della Rural Health Clinic
	2	44516	Dumas Regional Family Medicine
	22	94372	East Carroll Medical Center
	48	42960	Eastwood Family Health Center
	19	44924	Elton Rural Health Clinic
	19	44806	Family Health of St. Helena LI
	21	44995	Family Medical Clinic
	64	44079	Franklin Medical Center RHC
	64	44758	Franklin Medical Center RHC
	59	44045	Franklin Medical Center RHC
	13	94825	Franklin Rural Health Clinic
	30	44334	Hudberry Rural Health Clinic
	10	94624	Harper Medical Center
	29	44793	Iowa Health Center
	23	94443	Jackson Parish Hospital Family Care
	29	44813	Jarvis Rural Health Clinic
	36	44346	Jarvis Family Care Clinic
	28	45012	Lady of the Sea Medical Clinic-Catfish
	48	43787	Lady of the Sea Medical Clinic-Cold Spring
	18	94673	Lake Providence Medical Clinic-Libourne
	13	44911	Lake Providence Medical Clinic-RHC
	57	1011060	Lakeview Primary Health Center
	42	94108	Levee Community Care Clinic
	62	94150	Midwest LA Health Center
	2	45853	Old Grove Medical Center RHC
	4	94167	Oberlin Family Health Clinic
	89	44133	Old Assumption Rural Health
	43	1021971	Pain Doubling Medical Clinic
	43	1031605	Saline Medical Center RHC
	48	94731	Saline Medical Center RHC #2
	60	44879	Seagr Family Care
	12	94413	SMC/Boozon Clinic
	46	45413	South Cameron Memorial Hospital
	37	1460	St. Helena Parish Hospital RHC
	18	94727	Springton Clinic
	56	94624	The Family Practice Clinic
	58	44108	T&W Medical Clinic
	36	44934	Union General RHC
	10	45273	Union Clinic of Natchez
	61	84134	Union Medical Clinic
	24	57346	West Carroll Medical Clinic
	21	40874	Wentzville Rural Health Services
	11	94919	Widow Rural Health Clinic
	43	44724	Widow's Clinic
			Zwolle Rural Clinic

Base Rate as of 7/2/09

\$137.30
\$138.71
\$89.34
\$96.95
\$126.17
\$155.12
\$160.13
\$126.32
\$126.40
\$126.04
\$100.29
\$163.98
\$235.06
\$121.17
\$89.15
\$128.22
\$188.15
\$191.90
\$157.63
\$120.03
\$194.13
\$128.31
\$79.25
\$100.94
\$108.19
\$84.49
\$128.24
\$127.10
\$106.18
\$187.88
\$280.20
\$108.19
\$106.90
\$340.16
\$112.17
\$131.35
\$143.70
\$100.95
\$100.95
\$151.74
\$144.69
\$55.22
\$171.60
\$84.49
\$118.21
\$90.95
\$94.22
\$145.09
\$79.26
\$156.36
\$108.12
\$216.32
\$216.15
\$108.85

RAC Base Rate (6/1/09) Provider Surge 79

ID	Address	Rate
1	Acadia Family Clinic	\$94.79
51	Academy Family Practice	\$94.47
07	Academy Family Clinic	\$86.82
14	Academy Family Health Clinic	\$101.66
39	Academy Family Health Clinic	\$86.65
29	Academy Family Health Clinic	\$85.01
25	Academy Family Health Clinic	\$85.01
10	Academy Family Health Clinic	\$82.59
53	Academy Family Health Clinic	\$82.59
31	Academy Family Health Clinic	\$82.59
48	Academy Family Health Clinic	\$82.59
03	Academy Family Health Clinic	\$82.59
04	Academy Family Health Clinic	\$82.59
97	Academy Family Health Clinic	\$82.59
40	Academy Family Health Clinic	\$82.59
23	Academy Family Health Clinic	\$82.59
06	Academy Family Health Clinic	\$82.59
27	Academy Family Health Clinic	\$82.59
59	Academy Family Health Clinic	\$82.59
09	Academy Family Health Clinic	\$82.59
80	Academy Family Health Clinic	\$82.59
33	Academy Family Health Clinic	\$82.59
06	Academy Family Health Clinic	\$82.59
53	Academy Family Health Clinic	\$82.59
38	Academy Family Health Clinic	\$82.59
62	Academy Family Health Clinic	\$82.59
15	Academy Family Health Clinic	\$82.59
24	Academy Family Health Clinic	\$82.59
23	Academy Family Health Clinic	\$82.59
04	Academy Family Health Clinic	\$82.59
24	Academy Family Health Clinic	\$82.59
24	Academy Family Health Clinic	\$82.59
13	Academy Family Health Clinic	\$82.59
32	Academy Family Health Clinic	\$82.59
54	Academy Family Health Clinic	\$82.59
27	Academy Family Health Clinic	\$82.59
47	Academy Family Health Clinic	\$82.59
47	Academy Family Health Clinic	\$82.59
50	Academy Family Health Clinic	\$82.59
37	Academy Family Health Clinic	\$82.59
40	Academy Family Health Clinic	\$82.59
14	Academy Family Health Clinic	\$82.59
00	Academy Family Health Clinic	\$82.59

PHARMACY

A possible duplicate claim will be identified and denied when the matching claim from the MMIS Claims Processing system or the Recipient Reimbursement Intranet Application meets the respective criteria defined above, minus matching Provider IDs.

Pharmacy Back-end Data Validation

The Recipient Reimbursement application will check the validity of pharmacy-submitted claims by completing the following edits:

Provider Edits:

- The Pharmacy Provider (provider type=26) must be on-file and enrolled on the DOS

Recipient Edits:

- The recipient's sex must match any sex restriction of the NDC Code as of the DOS
- The recipient's age must be within the minimum and maximum age range of the NDC Code as of the DOS
- The recipient date of birth must be before the DOS (Edit 211)
- The recipient is Medicare-eligible based on TPLM (Edit 275; this will be indicated in the TPL Checkbox for the claim)
- The recipient has Private TPL Resource (Edit 932; this will be indicated in TPL Checkbox for the claim)
- The recipient is Qualified Medicare Beneficiary (QMB) (Aid Category 17, Type Case 95, Edit 330; this will be indicated in TPL Checkbox for the claim)

Drug Code (NDC) Edits:

- The NDC must be on-file and covered on the DOS
- The Pricing Action Code (PAC) must be '750', '7K0', or '755' on DOS
- The Drug Quantity must not exceed the maximum allowed (if the Drug Dispensing Unit Code = 1, the Volume Number is checked; if the Drug Dispensing Unit Code = 2 or 3, the Strength Number is checked)

Required Data Elements:

- Service Date must not be in the future

Deborah Davis

From: Darryl Johnson (DHH-MVA)
Sent: Tuesday, October 13, 2009 3:28 PM
To: Alicia Smith; Allison Shortess; Angela Hebert; Audrey PIPER; Bhaskar Toodi; Bill Perkins; Brian Bagdan; Charles Ayles; Chassity Queen; Darla Ratcliff; Deborah Davis; DeEdra Hyde (DHH-MVA); Donna Brunson; George Bucher; Jamey Lobell; Jennifer Boothe; Jerry Phillips; Joe Kopsa; Kang Sun Lee; Kay Gaudet; Kaylin Tate; Kent Bordelon; Kyle Viator; Laurie Tichenor; Lois Lockett; M J Terrebonne; Marisa Naquin; Marlyce Kemp; Pamela Brown; Randy Davidson; Ray Dawson; Renata Harkless; Rose Milliken; Ruth Kennedy (DHH-MVA); Rutha Cayette; Tim Williams; Yvette Johnson (DHH-MVA)
Subject: Medical Vendor Logic Changes number 4 and 5 of 2010
Attachments: MVLOGIC TRANSPORT.pdf

Revision: Number 4 of SFY 2010

Attached is an update to the current logic for the referenced MMIS report. Incorporate the change(s) into ISIS, CMS reports and your reference manual.

The Logic was updated in the **Pharmacy** Program, category of service "18" to include the capture of immunizations by Pharmacists services. Also, the private pharmacy – recipient payments ISIS organization code has been changed from "1813" to "1814." This separates these charges in ISIS from other pharmacy services.

Revision: Number 5 of SFY 2010

Attached is an update to the current logic for the referenced MMIS report. Incorporate the change(s) into ISIS, CMS reports and your reference manual.

- o The Logic was updated in the **Hospice** Program, category of service "66" to correct logic changes made to place the room and board charges in a separate organization number. The Provider Specialty number "93" has been deleted from the logic. The LSU provider group was deleted from the logic. Finally, claim type "3" was added to capture room and board expenses for the IC-DD providers.

APPEALS

APPEAL PROCESS FOR RECIPIENT REIMBURSEMENTS

BUSINESS PROCESS STEPS

1. Receive appeal request in the mail from Bureau of Appeals, enrollee or authorized representative.
2. Log appeal request in Tracking Log (Excel document). Tracking is done by supervisor.
3. Assign task to complete Summary of Evidence to Monitor.
4. Monitor review case. If review indicates an administrative error, an agency reversal is done (originally denied case reopened and processed). The enrollee and the Bureau of Appeals are notified of the agency reversal. The enrollee is mailed a new Notice of Recipient Reimbursement Decision along with a check if request was approved. The enrollee has 30 days to appeal this decision. If another appeal request is received, the appeal process is completed. If the enrollee is given an explanation of the denial and withdraws their appeal request, the Bureau of Appeals is notified of their request by mail. The Bureau of Appeals will issue a letter to both the agency and the enrollee confirming the withdrawal request. All information regarding the appeal will be documented and scanned into the ECR (Electronic Case Record).
5. Prepare Summary of Evidence and attach supporting documents if an agency error was not made.
6. Review of Summary of Evidence and supporting documents completed by supervisor.
7. Mail two copies of the Summary of Evidence to Bureau of Appeals. If the enrollee is being represented by a lawyer or representative, three copies should be sent.
8. Supervisor receives letter from Bureau of Appeals scheduling hearing. Hearing date is entered in Tracking Log.
9. Monitor notified of hearing date.
10. Appeal hearing held with Appeal Law Judge, agency representative, enrollee and authorized representative (if enrollee chooses to have one).
12. Supervisor receives decision from Bureau of Appeals and documents on log.
13. Decision forwarded to Monitor. If the agency's decision is upheld, Monitor documents and scans all information into ECR (Electronic Case Record). The enrollee has the right to seek judicial review by a higher court. If the decision is in favor of the enrollee, a directive is issued by the Bureau of Appeals giving specific instructions concerning action to be taken. Action must be reported within 14 days to the Bureau of Appeals. The enrollee is given 30 days to appeal this decision also. If the enrollee submits an appeal, the appeal process is completed.