

Tracking Claims/Carrier Responses Post ICD-10

Jan Blanchard
Users' Conference 2015

Tracking Claims/Carrier Responses Post ICD-10

Handouts

<http://www.pcc.com/users-conference/welcome/>

Carrier Response Tracking

- More important than ever 10/1/15 and after
- Claim pending threatened
 - A/R days

Contracts

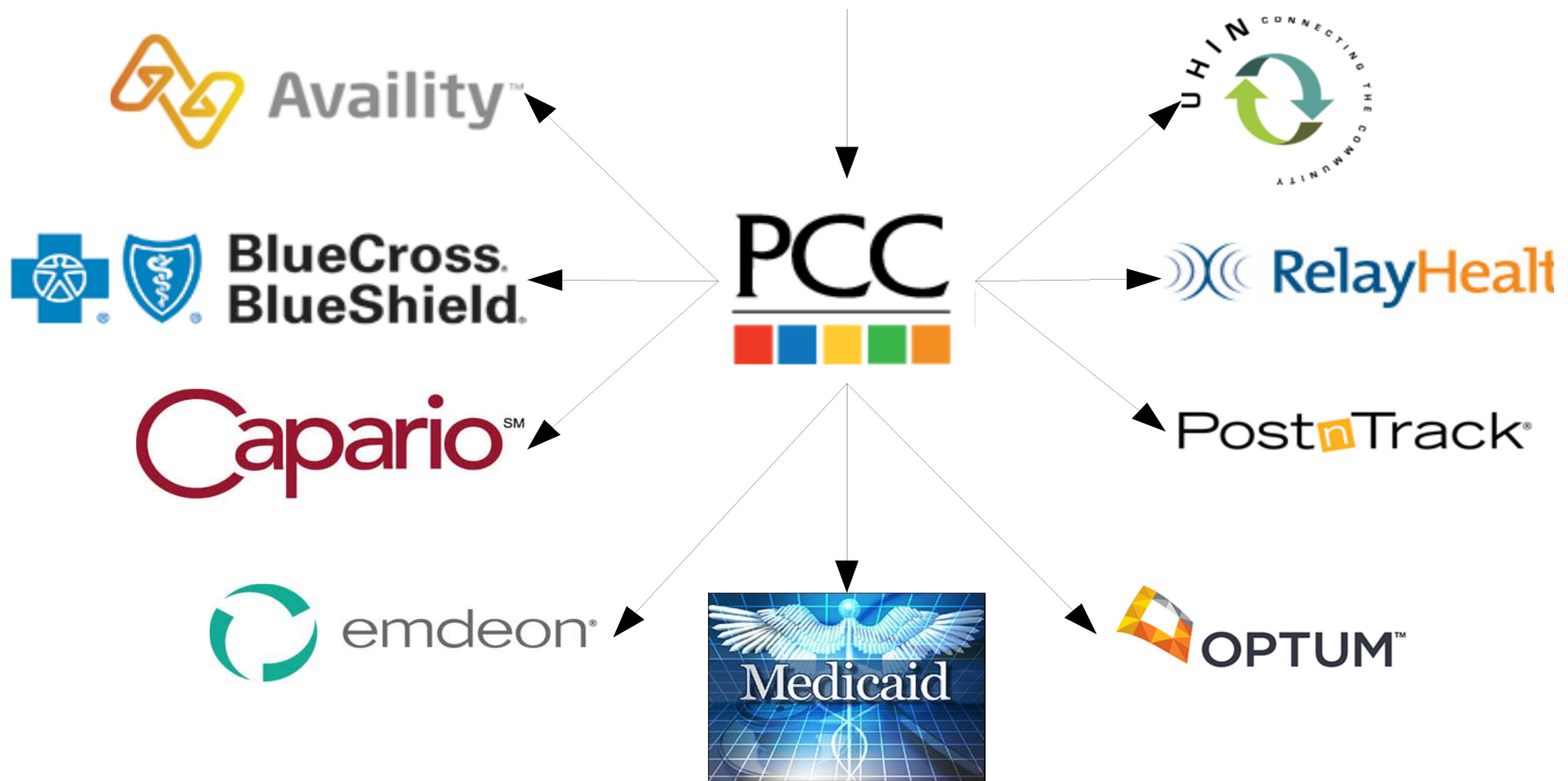
- Starting point
- Clarify effects of ICD-10 on diagnosis dependent provisions

Prioritizing

- Watch closest the carriers who have not proven readiness
- Load or update allowables for those plans

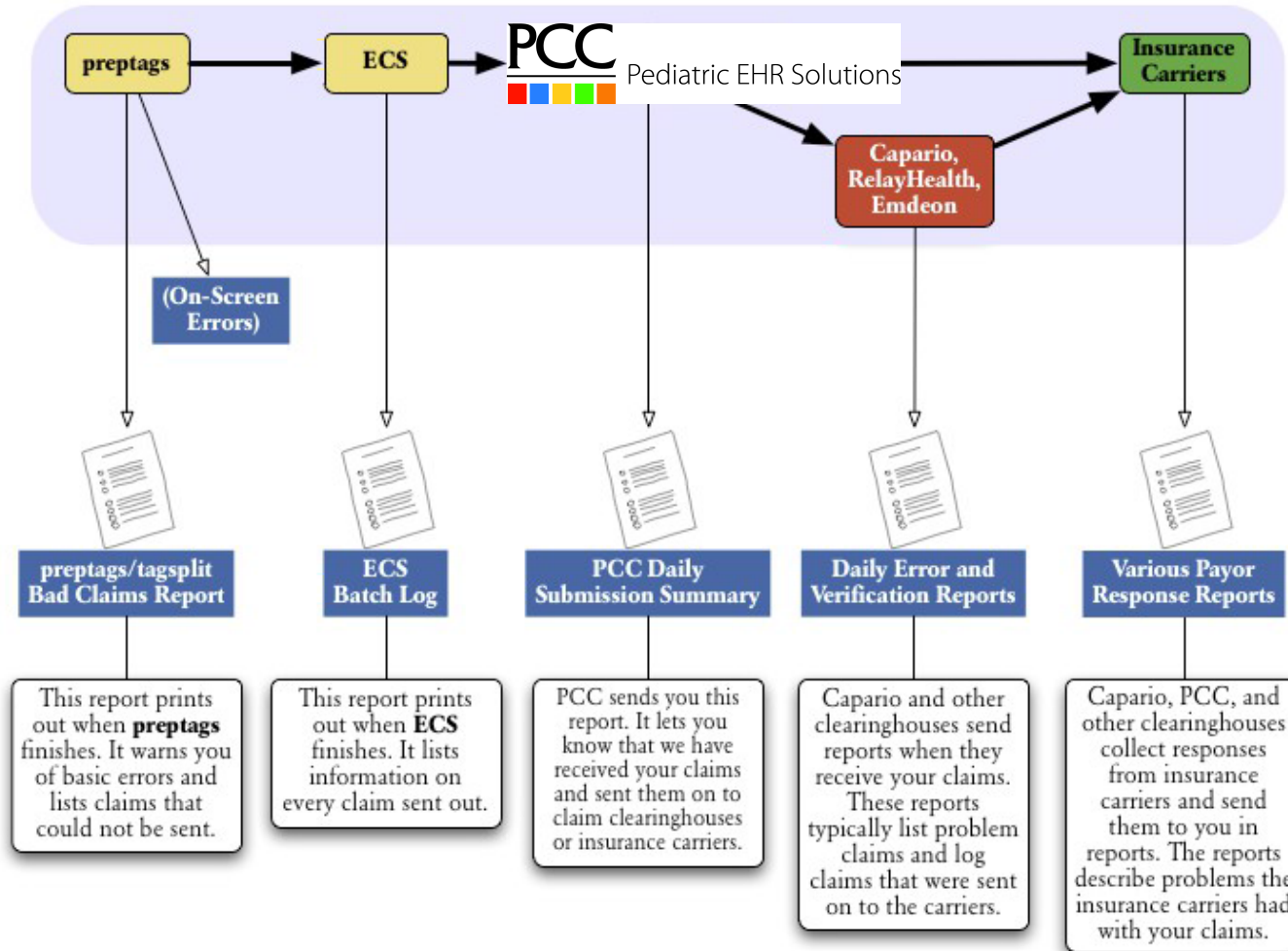
PCC Electronic Claim Routing

Partner



PCC Electronic Claim Routing

Reports You Receive As Your Claim is Processed



Claim Reports

- Clearinghouse/Intermediary Reports
 - PCC Daily Submission Summary
 - Capario Daily Verification Report
- Payor Responses
 - Health Care Claim Acknowledgement Report (direct)
 - Availity Electronic Batch Report
 - Capario Payor Response



EDI Reports

Online documentation

- <http://learn.pcc.com/>
- Video tutorial
 - <http://downloads.pcc.com/videos/ecsreports01.htm>

ecsreports

- Double check responses for all carriers until they're "in a groove"

SRS

- Scrutinize Claim Error reports
 - SRS improved in v6.27. No longer lists claims resubmitted to another carrier.

Know Your Numbers

- Confirm where you are for comparison later
 - ardays
 - aging
 - daysheet

ardays

Aging Days

Date						Total	
Range	0-29	30-59	60-89	90-119	120+	Days	Date
Weekly	21.82	3.65	0.85	0.62	1.53	28.46	07/11/15
Monthly	17.49	2.93	0.68	0.49	1.22	22.82	06/18/15
Quarterly	16.77	2.81	0.66	0.47	1.17	21.88	04/18/15
Yearly	15.34	2.57	0.60	0.43	1.07	20.01	07/18/14

Criteria for this report run.

PRACTICE is /dat

PRAC_DATROOT is /dat



Pediatric EHR Solutions

Control Your Future™

aging

AGED ACCOUNTS RECEIVABLE

<u>Which Items?</u>	<u>Detail?</u>	<u>Sorted How?</u>	<u>Aged How?</u>
<input type="checkbox"/> Personal	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Alphabetically	<input type="checkbox"/> Transaction Date
<input checked="" type="checkbox"/> Pending	<input type="checkbox"/> No	<input type="checkbox"/> Total Amount Owed	<input checked="" type="checkbox"/> Posting Date
<input checked="" type="checkbox"/> Medicaid	<input type="checkbox"/> No	<input type="checkbox"/> Oldest Amount Owed	<input type="checkbox"/> Payor Date

Use Nightly File for 07/17/15
 Use Existing File made on Jul 7 11:14 for 06/30/15
 Regenerate as of: 07/18/15

Generate the following reports: All Providers



aging

All Providers 07/18/15

	0..29	30..59	60..89	90..119	120+	CREDIT	BALANCE
Insurance	191503.15	13665.26	3263.26	3363.09	2924.60	0.00	214719.36
Medicaid	208252.55	27940.75	2936.66	2008.30	10223.08	0.00	251361.34
	399755.70	41606.01	6199.92	5371.39	13147.68	0.00	466080.70

Criteria for this report run.

AGING REPORT AS OF 07/17/15 BY Posting date



Pediatric EHR Solutions

Control Your Future™

daysheet

DAYSHEET LISTING (daysheet):

Posting Dates: 08/01/14 to 12/31/14
Omitting Relinks

Items

User	Transaction Date	Account Name	Charges	Payments	Adjusts
Total		Posting Month 08/14	1262227.29	634759.53	446875.4
Total		Posting Month 09/14	1485747.96	819765.73	609873.0
Total		Posting Month 10/14	1725692.96	953418.08	763819.5
Total		Posting Month 11/14	1258271.68	674461.12	471955.8
Total		Posting Month 12/14	1455155.40	855614.64	565931.3
Total		GRAND TOTAL	7187095.29	3938019.10	285845



daysheet by Insurance Group

DAYSHEET LISTING (daysheet):

Posting Dates: 09/01/14 to 11/30/14

Items

Items with a Group of Personal

Transaction					
User	Date	Account Name	Charges	Payments	Adjusts
Subtotal		Posting Month 09/14	2614.00	16250.42-	1304.68
Subtotal		Posting Month 10/14	3532.36	21807.93-	782.59
Subtotal		Posting Month 11/14	2392.00	14878.50-	199.68
Total		Group Personal	8538.36	52936.85-	2286.95

Items with a Group of Fallon

Transaction					
User	Date	Account Name	Charges	Payments	Adjusts
Subtotal		Posting Month 09/14	4690.00	4036.22	908.69
Subtotal		Posting Month 10/14	6282.36	5889.25	1239.77
Subtotal		Posting Month 11/14	7206.00	5427.70	1558.44
Total		Group Fallon	18178.36	15353.17	3706.90



Pediatric EHR Solutions

Control Your Future™

Post ICD-10

- Be diligent about report checking
- Increases in A/R days could portend a problem

Carrier Readiness

- End-to-end testing
 - “End” = processable response received
- Prioritized by greatest # of claims
- By invitation only
- Get to know your provider reps NOW

Order	Payor Name	Database(s)
1	United HealthCare	<u>availity, optum, proxymed</u>
2	Aetna	<u>availity, proxymed</u>
3	CIGNA	<u>availity, envoy, postntrack, proxymed</u>
4	TX BCBS	<u>availity</u>
5	NJ BCBS	<u>envoy</u>
6	PA BCBS	<u>pabcbs</u>
7	NC Medicaid	<u>nccaid</u>
8	OK BCBS	<u>availity</u>
9	SC BCBS	<u>proxymed</u>
10	Clarendon Kids CHIP	<u>availity</u>
11	<u>Various Centene Payors All Under 68069</u>	<u>availity, centene, proxymed</u>
12	NC BCBS	<u>ncbcbs</u>
13	<u>Wellcare HMO, Inc.</u>	<u>proxymed</u>
14	FL BCBS	<u>availity</u>
15	TN BCBS	<u>tnbcbs</u>
16	CA Blue Cross	<u>cabcross</u>
17	Coventry Health Care of Kansas, Inc.	<u>availity, envoy, optum, proxymed</u>
18	<u>Amerigroup - Ft. Worth - Dallas</u>	<u>proxymed</u>
19	GA BCBS	<u>gabcbs</u>
20	MI BCBS	<u>mibcbs</u>

Claim/Payment Testing

Progress Report

Status	Payor Name	Database(s)
Gathering details	MI BCBS	<u>mibcbs</u>
Refuses to test	DE BCBS/Highmark	<u>debcbs</u>
Gathering details	IL BCBS	<u>availity</u>
<i>COMPLETE/Succeeded</i>	<i>MA Medicaid</i>	<u><i>macaid</i></u>
In process	NC Medicaid	<u>nccaid</u>
In process	TX Medicaid	<u>txcaid</u>

Questions for carriers inviting you to test:

- What are the inclusive dates for testing?
 - How many claims must be submitted?
 - What service dates may be included?
 - Will claims need only ICD-10 codes or both ICD-9 and ICD-10 codes?
 - Will test claims be for previously submitted or previously unprocessed services?
- Control Your Future™

Suggestions?

Questions?

Jan Blanchard, CPC, CPEDC
Pediatric Solutions Consultant

PCC
Control Your Future.

www.pcc.com
twitter.com/pccvt