

PCC Pediatric Billing Drop-In

January 18, 2022
2p-4p EST



Getting Clients Paid Crew

Ben	SME & Consultant	Kristen	Project Manager
Brian K	Application Specialist	Mary	Tech Support Specialist
Doug B	Implementation Spec	Michael	Product Designer
Douglas	Education Content Spec	Noah	Product Developer
Jan	Ops/HR	Noah P.	Application Specialist
Jay	Backend Developer	Owen	Quality Assurance
Jordan	Product Developer	Phil	Operations Specialist
Justin	Visionary		

Getting Clients Paid Vision

Every pediatrician gets maximal payment for every service rendered with minimal administrative effort



Drop-In Premise

- This is **your time** to ask questions of each other and of PCC
 - Coding (Diagnoses, procedures, supplies)
 - Billing (Denials, workarounds, workflow)
 - Payer management (Helpful contacts & references, policy insights, updates, memos)
- PCC wants your input into our development of services and products
- *Please consider changing your Zoom name to include the state in which your practice is located to facilitate crowdsourcing based on geographic area*

Discussion Topics

1. Your Questions
2. PCC 9.5 Release Payment Correction Issue Resolved
3. PCC 9.7 Release Design Preview
 - Claims Tool: Allow Billers to Review Claim Issues
4. PCC Payments Tool Functionality / Workflow Review
5. 2023 Federal Holidays
6. UHC Reconsideration and Appeal Submissions Going Digital (effective 2/1)
7. Unwinding of the Medicaid Continuous Enrollment Provision (effective 3/31)

Payment Correction Issue - Resolved!

- Users were finding discrepancies in the daysheet in PM
- The issue has been resolved and cleanup of previous payment data has been done
- Please make sure to reach out to PCC support if you have any further issues or questions!

2023 Federal U.S. Holidays

- | | |
|---------------------------|---|
| 1. Monday, January 02 | New Year's Day |
| 2. Monday, January 16 | Birthday of Martin Luther King, Jr. |
| 3. Monday, February 20 | Washington's Birthday |
| 4. Monday, May 29 | Memorial Day |
| 5. Monday, June 19 | Juneteenth National Independence Day |
| 6. Tuesday, July 04 | Independence Day |
| 7. Monday, September 04 | Labor Day |
| 8. Monday, October 09 | Columbus Day |
| 9. Friday, November 10 | Veterans Day |
| 10. Thursday, November 23 | Thanksgiving Day |
| 11. Monday, December 25 | Christmas Day |

[U.S. Office of Personnel Management](#)

Add On CPT for Holidays

99050 Services provided in the office at times **other than regularly scheduled office hours**, or days when the office is normally closed (eg, holidays, Saturday or Sunday), in addition to basic service

99051 Services provided in the office **during regularly scheduled evening, weekend, or holiday office hours**, in addition to basic service

UHC Reconsideration and Appeal Submissions Going Digital

From the [UnitedHealthcare Provider Portal](#):

November 01, 2022

Reconsideration and appeal submissions going digital



Affects network commercial and Medicare Advantage health care professionals and facilities

In 2023, our work to replace paper with digital tools will shift to eliminating paper you send to us. This change will eliminate postal wait times and may help you get decisions faster.

As a result, beginning Feb. 1, 2023, you'll be required to submit claim reconsiderations and post-service appeals electronically. This change affects most* network health care professionals (primary and ancillary) and facilities that provide services to commercial and UnitedHealthcare® Medicare Advantage plan members. This does not affect pre-service clinical appeals.

Please share the following changes and digital workflow options with your team, including outside vendors, such as revenue cycle management companies.

Electronic submission options

1. [UnitedHealthcare Provider Portal](#):

- Go to [UHCprovider.com](#) > Select Sign In at the top-right corner
- Sign in to the portal with your One Healthcare ID and password
 - If you don't have a One Healthcare ID, visit [UHCprovider.com/access](#) to get started
- In the menu, click Claims & Payments > Look up a Claim to search by the claim number and click Act on Claim

Unwinding of the Medicaid Continuous Enrollment Provision

KFF: 10 Things to Know About the Unwinding of the Medicaid Continuous Enrollment Provision

1. Medicaid enrollment has increased since the start of the pandemic, primarily due to the continuous enrollment provision.
2. KFF estimates that between 5 million and 14 million people will lose Medicaid coverage once the continuous enrollment provision ends.
3. The Medicaid continuous enrollment provision has stopped “churn” among Medicaid enrollees.
4. States are required to develop plans for how they will resume routine operations when the continuous enrollment provision ends.
5. Maximizing streamlined renewal processes can promote continuity of coverage when the continuous enrollment provision ends.
6. States can obtain temporary waivers to pursue strategies to support their unwinding plans.
7. People who have moved since the start of the pandemic, those with limited English proficiency (LEP) and people with disabilities, may be at greater risk for losing Medicaid coverage when the continuous enrollment provision ends.
8. States can partner with MCOs, community health centers, and other partners to conduct outreach.
9. Timely data on disenrollments and other metrics will be useful for monitoring how the unwinding is proceeding.
10. The number of people without health insurance could increase if people who lose Medicaid coverage are unable to transition to other coverage.

Unwinding of the Medicaid Continuous Enrollment Provision

[AAP Medicaid Unwinding Update, January 2023](#)

- ***Most immediate ... is the importance of:***
 - **Spreading the news** that eligibility redeterminations will begin April 1, 2023
 - Encouraging enrollees to **update their contact information** with the state
 - Reminding enrollees to **complete and return any reenrollment forms** with updated info as soon as they receive them
 - Encouraging families to **check eligibility for other coverage**, such as CHIP or Marketplace plan coverage, if they are no longer Medicaid-eligible

What Questions Do You Have?

Watch a Previous Web Lab

Some of PCC's web labs are recorded and archived. Click in the table below to review the presentation files, video, or accompanying materials for each web lab.

DATE		TOPICS	PRESENTATION		ADDITIONAL LINKS AND HANDOUTS
2023	January	2023-01 Pediatric Billing Drop-In		Register	
2022	December	2022-12 Pediatric Billing Drop-In		video	

- <https://learn.pcc.com/help/pccs-pediatric-web-labs/>

Future Drop-Ins

Next: Thu, 2/16/23 2p EST

Future:

Tue, 3/14/23 2pm EST

Materials posted at <https://www.pcc.com/events/>

Thank You!

