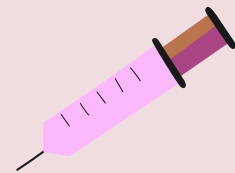


National Career Nurse Assistant's Day



PCC Pediatric Billing Drop-In

June 13, 2024
2-4 pm ET



Drop-In Premise

- This is your time to ask questions of each other and of PCC (Coding, Billing, Payer issues)
- 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*



Getting Clients Paid Crew

Ben SME & Consultant
Brian K Application Specialist
Doug B Implementation Spec
Douglas Ed Content Creator
Jack Application Specialist
Jan Operations/HR
Jay Backend Developer
Jordan Product Developer
Justin Visionary
Kelsey Business Analyst
Kristen Project Manager

Mary Tech Support Specialist
Michael Product Designer
Noah Product Developer
Owen Quality Assurance
Phil Operations Specialist



Getting Clients Paid Vision

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



Discussion Topics

1. Change Healthcare EDI Service Disruption Update
2. Coding Chat
3. Release 10.0 overview

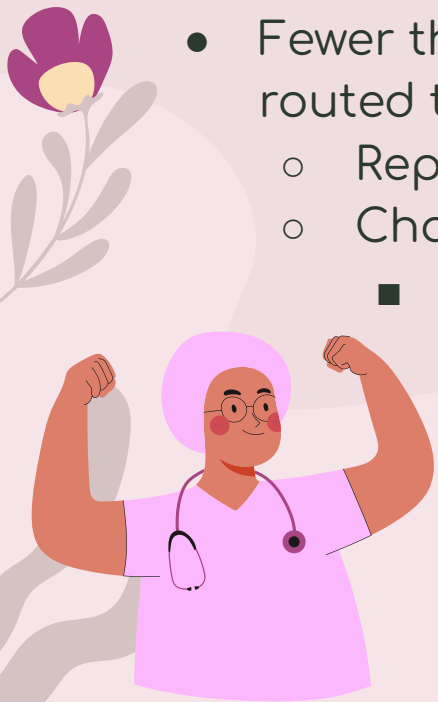


Change Healthcare

EDI Service Disruption Update

Real-Time Eligibility Verification

- Fewer than 7% of total eligibility requests processed by PCC are routed through the Change Healthcare affected gateway
 - Represents miscellaneous exclusive payors
 - Change Healthcare continues to restore payor connectivity
 - Eligibility payors still affected include Aetna Better Health, Molina Healthcare
- Alert “The payor or clearinghouse is unable to process the request at this time. (Reject Reason Code 42)” / Coverage Status “Unknown” now returned for requests to still affected payors



Change Healthcare EDI Service Disruption Update

Electronic Claims (ECS)

- Fewer than 3% of total claims processed by PCC are routed through the Change Healthcare affected gateway
 - Represents miscellaneous Medicaid and exclusive commercial payors
 - All now routed through former ProxyMed / Capario and Optum iEDI gateways
 - Change Healthcare continues work to resolve internal payor ID mismapping causing erroneous claim rejections

Change Healthcare EDI Service Disruption Update

Electronic Remittance Advice (ERA)

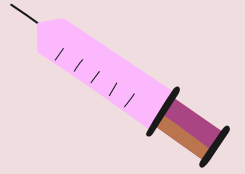
- Change Healthcare continues to restore payor connectivity
 - Slowly increasing number of payors reconnected and pending ERA distributed
 - Notable exceptions: TRICARE East and West, Horizon Blue Cross Blue Shield of New Jersey, Molina Healthcare
- Change Healthcare's Payer Enrollment Services for ERA and EFT, on which numerous payors rely for provider enrollment, remains inaccessible
- PCC can assist with provider reenrollment for alternate ERA routing where possible, e. g. via Availity

Change Healthcare EDI Service Disruption Update

Protected Health Information (PHI) Breach Notification

- Change Healthcare and UnitedHealth Group have yet to file any breach report with the U. S. Department of Health and Human Services (HHS)
 - Once this breach report is completed, covered entities will be eligible to delegate breach notification obligations to Change Healthcare / UHG
 - On 6/10 PCC was advised as follows by our Change Healthcare account representative:
 - “We are aware of the OCR guidance and are finalizing our notification process for customers whose data was impacted by the breach. We will be in communication in the coming days regarding an opt out process to ease the burden on our customers.”
 - PCC will advise accordingly once Change Healthcare / UHG announces the delegation process

Coding Chat



What Questions Do you Have?



Release 10.0 Overview

Arriving in your practice this
Sunday, 2024-06-16!



Future Drop-Ins

Register at PCC Events & Trainings

Next: Friday, 7/19/24 1:15pm-2:15pm EDT

Live From the UC!!!

Future: Tuesday, 8/20/24 2pm-4pm EDT

Recordings and Materials available at:

PCC's Pediatric Practice Management, Billing, and
Coding Web Labs



Thank You!



Credits: This slide presentation template was created by slidego and includes icon by Flaticon and images by Freepik

Extra Slide If Needed



Title



Content





ASETT Complaint Form



ASETT

Administrative Simplification Enforcement and Testing Tool

ASETT is a web-based application which enables individuals or organizations to file a Health Insurance Portability and Accountability Act (HIPAA) and/or Affordable Care Act (ACA) complaint against a HIPAA covered entity for potential non-compliance with the non-Privacy/Security provisions of HIPAA.

[ASET Start Page](#)

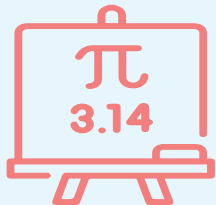
Step 1: ID the type of HIPAA/ACA complaint

Step 2: Provide your contact information

Step 3: Identify the Filed Against Entity

Step 4: Describe the HIPAA/ACA violation

Step 5: Review and Submit



Medicaid / MCO "Pay and Chase" Denial / Recoupment

- Coordination of Benefits / Third Party Liability issue for patients with commercial primary insurance coverage and Medicaid / MCO secondary
- Issue recently discussed on the AAP SOAPM LISTSERV
 - It was noted that federal regulations prohibit Medicaid / MCOs from
 - Cost avoiding EPSDT claims
 - Recouping pediatric Medicaid claims for cost avoidance
- Have you experienced associated denial and / or recoupment?

