

DDD Business Operations Newsletter

November 2010

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New Reports Available for Providers

The Authorization Report and Check Detail Report are now available online.

Authorization Report: This report will allow the provider to view all their current authorizations in FOCUS. In addition, for research purposes the provider will be able to search an individual's history of authorizations.

Check Detail a.k.a. Extended Stubs: This report allows the provider to view and download all payments processed. It will replace the same report that is currently printed and mailed to each provider monthly.

Starting in January 2011 the Division's reports will be paperless. The Authorization report and Check detail will only be available online. Please log on and start using this electronic version.

Equal Opportunity Employer/Program

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program of activity because of your disability, please let us know of your disability needs in advance if at all possible.

To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-6825; TTY/TTD Services: 7-1-1.



Holidays and Furloughs

November Holidays and Furlough:
November 25, 2010—Thanksgiving Day
November 26, 2010—Furlough

December Holidays and Furlough:
December 23, 2010—Furlough
December 24, 2010—Christmas Eve
December 31, 2010—New Year's Eve

As a reminder the Division will be closed on these days.



Troubleshooting New Error Messages In FOCUS

ERROR	DEFINITION	HOW TO RESOLVE
Provider Of Service Not In AHCCCS Demographic Table	Invalid Therapist AHCCCS ID/NPI on claim line	Check details Billing File verifying AHCCCS ID/NPI is correct. (In Columns V and W)
Provider Of Service Not Active During Dates Of Service	Therapist has been terminated in AHCCCS	Call Beta Schneider for reason of termination.
Vendor Not Eligible For Category Of Service On Service Dates	Agency/Group ID billing for service that they are not allowed to bill.	Call Beta Schneider for verification Contact Contract Specialist Contact OLCR
Vendor ID Missing From AHCCCS Demographic Table	Invalid Agency ID or Group ID on claim line	Check Header on Billing File to verify AHCCCS ID/ NPI is correct.
Vendor Is Not Active During Dates Of Service	Agency ID or Group ID is not active	Call Beta Schneider for reason of termination
Provider Of Service Type Is Not Eligible During Dates Of Service	Example: Occupational Therapist billing for STA (Speech)	Check Details on Billing file to verify correct AHCCCS ID was input
Provider Of Service Not Eligible For Category Of Service On Service Dates	Therapist service has gap in activity dates	Call Beta Schneider for verification
Vendor Type Is Not Eligible During Dates Of Service	Group Billing ID billing for Respite	Check Header on Billing File to verify AHCCCS ID/ NPI is correct
Vendor Insurance For Service Missing For Service Dates	Insurance is still under review with Contracts or it has not been input	Contact the Contract Specialist
Invalid Vendor Contract Service Status	Service has not been approved yet	Contact the Contract Specialist
Claim Has Same Procedure Modifier More Than Once	Example: ATC with UN modifier twice	Check the modifiers per service

Beta Schneider contact info: 602-542-6671 or BSchneider@azdes.gov



Reminder on AHCCCS ID's

AHCCCS ID's are required on **ALL** billing files. A provider should submit **one** file per month unless the provider has two different AHCCCS ID's. Examples:

Group Billing ID (Provider Type 01): Used to bill for therapies(Occupational, Physical, Speech). When using this ID it is required to use a NPI (National Provider Identifier). When billing for therapies a Provider of Service is also required.

Habilitation ID (Provider Type 39) : Used to bill HCBS services including Respite (RSP), Attendant Care (ATC) , Habilitation (HAB, HAH), Non-emergency Transportation (TRA, TRE) , Housekeeping (HSK)

Questions on other AHCCCS ID's please contact Beta Schneider (BSchneider@azdes.gov or 602- 542- 6671)

Failure to submit your AHCCCS ID on your Billing Template will result in billing denial and non-payment from the Division.

Contacts for Providers:

- Office of Licensing, Certification, & Regulation 602-542-9013 or email at kbaone@azdes.gov
- AHCCCS Provider registry: 602-417-7670 option 5—Fax # 602-256-1474
- AHCCCS website- <http://azahcccs.gov/default.aspx>
- NPI Registry: <https://nppes.cms.hhs.gov/NPPES>





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FAMILY COST PARTICIPATION BILLING

Providers are required to bill the below services correctly using the appropriate modifier for each claim line.

This change is effective for all bills received on or after December 1, 2010, regardless of dates of service.

Service Codes Requiring Modifiers

<u>Service Code</u>	<u>Service</u>	<u>Age</u>
OCL	Occupational Therapy	0-3
PHL	Physical Therapy	0-3
SPL	Speech Therapy	0-3
DH1/DSI	Developmental Special Instructions	0-3

Modifiers: A modifier must be used on each claim line.

- EM** (Meeting) Used when the provider is attending a meeting required by the ISFP/or IEP on behalf of the child/family they are supporting. These hours or portion of hours **are not billable** to the family under Family Cost Participation.
- EA** (Assessment) Used when the provider is conducting an assessment of the child's development. This shall include (1) a review of pertinent records related to their current health status and medical history; (2) an evaluation of their level of functioning and assessment of the unique needs of the child; (3) an interview with the child/family and other caregivers, using appropriate questionnaires, standardized test procedures (as appropriate), direct observations and consultation with others to gather input regarding daily routines, supports, strengths and concerns. These hours or portion of hours **are not billable** to the family under Family Cost Participation.
- EY** (Bill the Family) Used for direct service hours provided to the child required by the ISFP. These hours or portion of hours **are billable** to the family under Family Cost Participation.

FOR EXAMPLE:

NAME	SVC	DATES OF SERVICE	UNITS	RATE	TOTAL DUE	MODIFER
Tom	OCL	11/1/10-11/1/10	.75	70.15	52.63	EY
Tom	OCL	11/1/10-11/1/10	.25	70.15	17.52	EA



Helpful Tips from The Production Support Help Desk.....

Billing File Error Information:

1. All cells should be formatted as specified in the billing template. Also, the Uniform Billing Document Specifications document specifies whether or not a field is required AND whether it is fixed length AND the maximum field length. While, in some cases, it is possible to enter more characters than the maximum specified and still have the billing file upload successfully, **this should be discouraged.**

2. Column Headings **MUST** be precise, i.e. cannot be misspelled, and cannot include spaces BEFORE or AFTER the column name. Case is not important, i.e. AbsUnits can be absunits or AbSuNiTs and it will still pass. **DO NOT ADD OR DELETE COLUMNS.**

4. Column names are positional. For example, the first column (named ProvSvcLocation) **MUST** be in column A.

5. Sheet names **MUST** be HEADER, DETAILS, FOOTER, in that exact order. Case is not important, but as with column names, the sheet names must be spelled correctly and cannot contain spaces before or after the sheet name. **Note: EXTRA worksheets should not cause a problem.**

6. "Extra" data in the Header, Details, or Footer will generally yield a technical error. This is a particularly tough problem to resolve, because often the "extra" data isn't visible and the "technical error" message is a generic one, i.e. it doesn't specify what or where the problem is occurring.

7. **The only formulas that should be used are those that already exist in the template.**

DDD Uniform Billing Document Specifications - from the DDD website(<https://www.azdes.gov>)

- For **TEXT** files - shows the exact format of Header, Footer, and Details records, including starting position, maximum lengths, whether or not the field lengths are fixed, whether the field is required to be entered.
- For **EXCEL** files, the document shows maximum field lengths, whether or not the field lengths are fixed, and whether or not the field is required to be entered.



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Updated Modifiers

Modifier – Tier

Tiered Rate Procedure Modifiers

(Used to differentiate duplicate Claims)

UN Two Patients Served
UP Three Patients Served

Service Code	HCPCS Code
ATC	S5125
HAH	T2017
HAI	T2017
HAM	T2017
HBB	T2017
HBM	T2017
HCH	T2017
HHA	T1021
HN1	S9123, S9124
HN9	G0154
HNR	S9123, S9124
HPH	T2017
OCL	97535
OTA	97535
PHL	97530
PTA	97530
RSP	S5150
SPL	92507
STA	92507

Modifier – Time of Day

Additional Units Procedure Modifier

(Used to differentiate duplicate claims)

UF Services provided in the morning
UG Services provided in the afternoon
UH Services provided in the evening
UJ Services provided at night

DDD Code	HCPCS Code
ATC	S 5125
HAH	T2017
HAI	T2017
HN1	S9123, S9124
HN9	G0154
HNR	S9123, S9124
RSP	S5150

Modifier – Attendant Care (ATC) Only Person Providing Procedure Modifier

(NOT used to differentiate duplicate claims)

U3 Spouse Caregiver
U4 Family provider not living with member
U5 Family provider living with member

DDD Code	HCPCS code
ATC	S5125



Requirements for Electronic Billing

SFTP Instructions

Secured File Transfer Protocol (SFTP) is the procedure that must take place in order to bill the Division for services electronically.

Please follow the instructions below to set up a system login that will allow the electronic transmission of monthly claim files. Each provider request for SFTP access will have to be individually configured. Please allow time for department processing when requesting a login to DDD's system.

To request setup for SFTP electronic claim submission, please draft an email to DDDSecurity@azds.gov and write in the subject line Request for SFTP Login.

In the body of the email list the items below and provide the information for each line item.

Organization/Company Name:
Organization/Company Address:
Four-digit Provider Code:
Contact Name:
Contact Telephone:
Email Address:

If you need assistance in obtaining the four digit provider code prior to sending the email to DDD Security, please contact Kim Smith at 602-542-6798 or Judy Niebuhr at 602-542-6885.

Once the login has been configured you will receive an email notification with login instructions for submitting your monthly bill and the required cover sheet.





How Can We Help You?

Name	Phone #	Email
Kim Maldonado—Statewide TPL Trainer	520-742-7679 x 130	KMaldonado@azdes.gov
Judy Niebuhr—Statewide Billing Trainer	602-542-6885	JNiebuhr@azdes.gov
Kim Smith—Interim Claims Manager Fiscal Integrity Manager	602-542-6798	KSmith@azdes.gov
Beta Schneider— AHCCCS Certification Liaison	602-542-6671	BSchneider@azdes.gov
<u>TPL Waivers:</u>		
Carol Garcia—Benefits Coordinator	602-364-1865	CarolGarcia@azdes.gov
Waivers Fax #	602-542-8193	
<u>Bill Payers:</u>		
Teresa Nino	602-542-7060	MariaNino@azdes.gov
Edgar Ruiz	602-542-6866	EdgarRuiz@azdes.gov
Verdean Williams	602-542-6897	VerdeanWilliams@azdes.gov

Thanks for all you do!



Walk-ins Welcome!

Provider Billing Training 2010

When: December 15th

What: All-day assistance is available for providers on a walk-in basis.

Where: 1789 W. Jefferson— 4th Floor SW Conference Room
Phoenix, AZ 85005

Time: 9 am—3 pm

We're here to help with your billing questions! We'll work one-on-one or with groups. Bring your laptop with your billing if you'd like us to look it over before you submit electronically.

For providers needing help/guidance with TPL issues, Kim Maldonado will be available to assist you.

