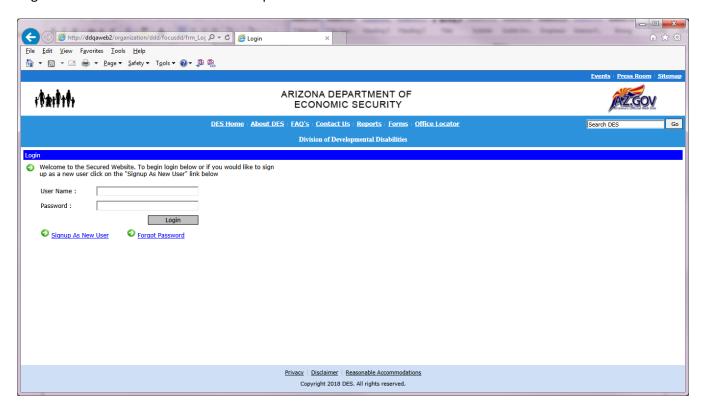
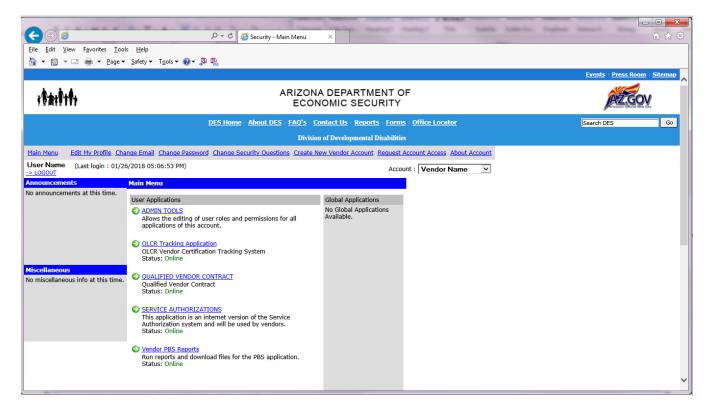
# **Vendor PBS - Web2 - Claim Replacements**

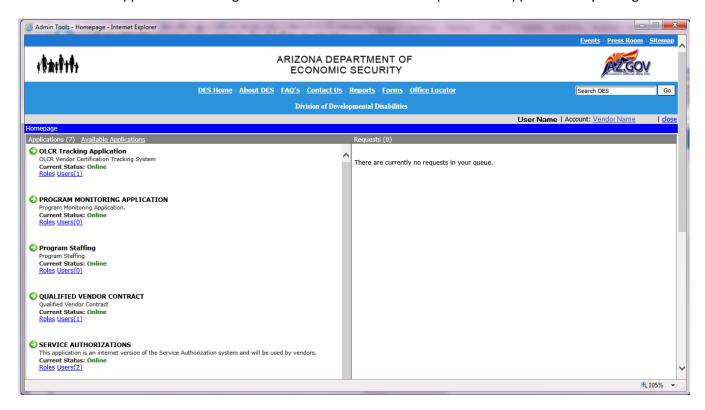
Login into Web 2 – Vendor PBS Claims Replacement



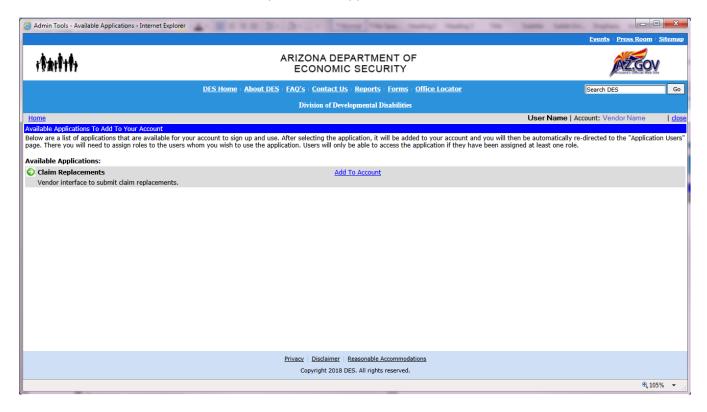
Select Admin Tools to add Claim Replacements App to get access to the application.



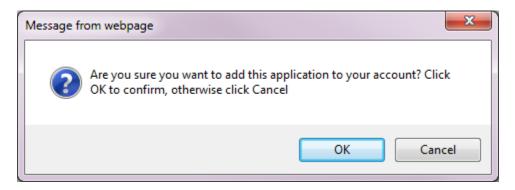
Select Available Applications to navigate to the screen to add Claim Replacement Application to your login.



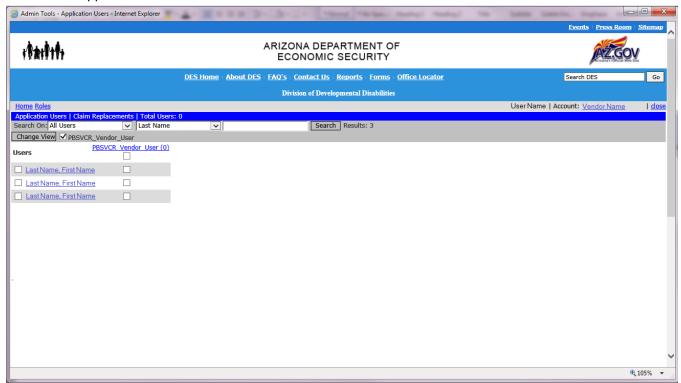
Click Add to Account to add the Claims Replacements Application.



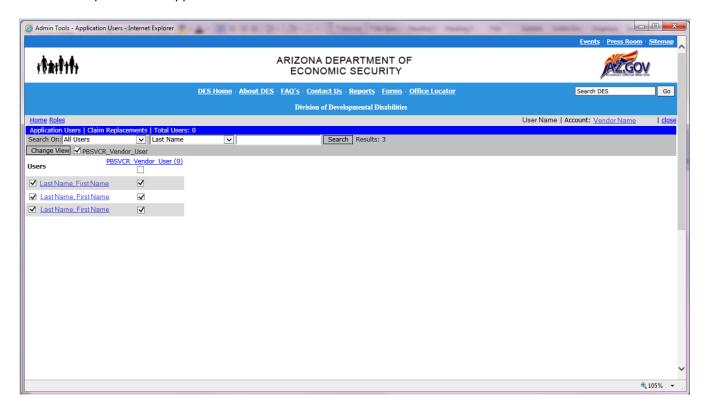
Message to confirm addition, click OK to continue, Cancel to go back.



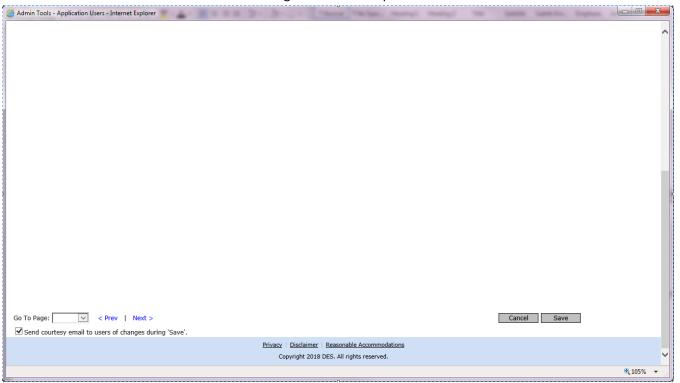
List of users appear with two check boxes. A User check box and a PBSVCR Vendor User check box.



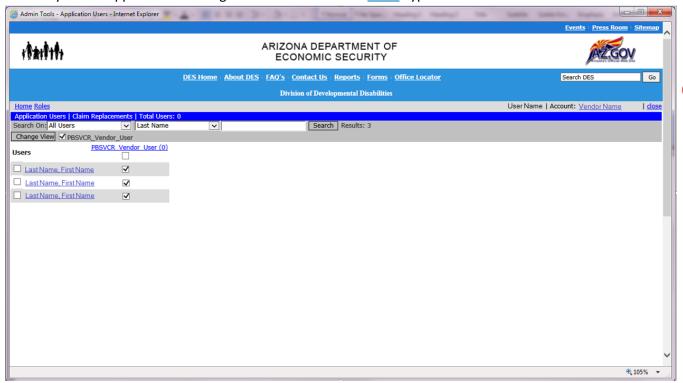
Click the Users Side Check Box and the PBSVCR Vendor User check box to add permissions to users to allow the use of the Claim Replacements Application.



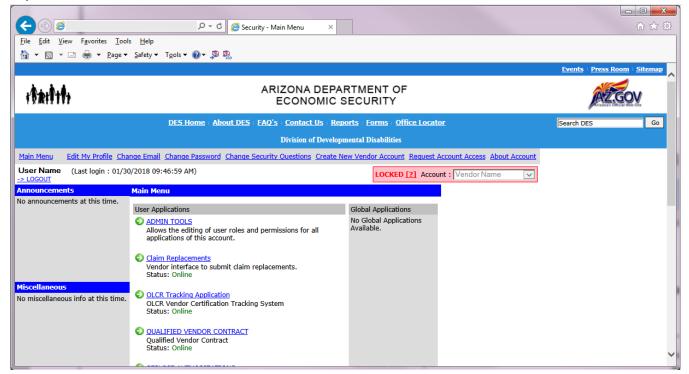
Scroll to the bottom of the screen to Save Changes or Cancel request.



Summary screen appears after changes have saved and click Close hyperlink



After you refresh your main page, the Claim Replacement Link appears. Click the link to navigate to the Claim Replacement Search Screen.



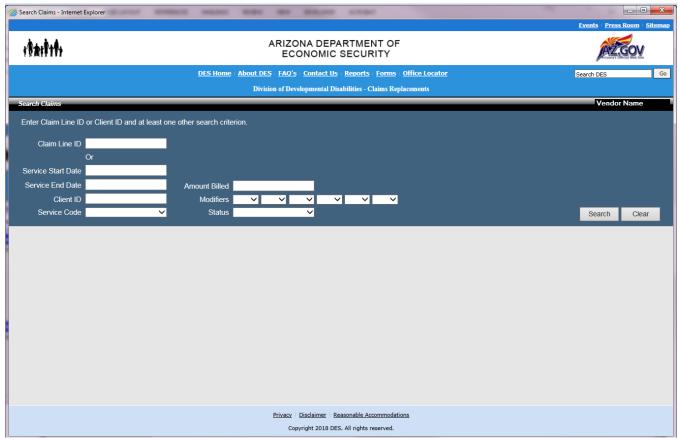
#### Enter search criteria

Claim Line ID

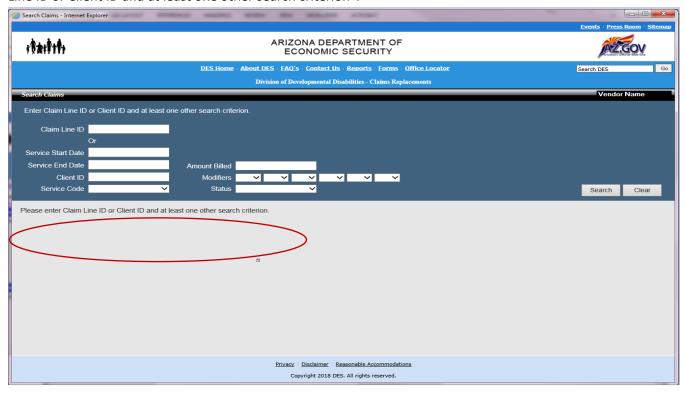
#### OR

- Client ID (required)
   And one of the following:
- Service Start Date
- Service End Date
- Service Code
- Amount Billed
- Modifier(s) (Only need 1 modifier even if claim has multiple modifiers)
- Status

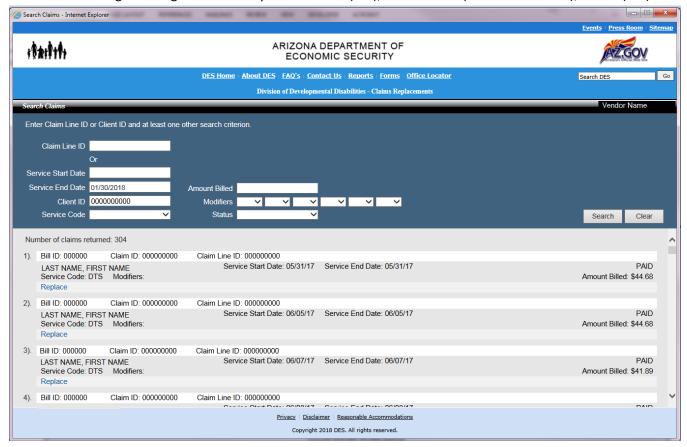
Claim Line ID is required OR Client ID is required along with one additional search criteria.



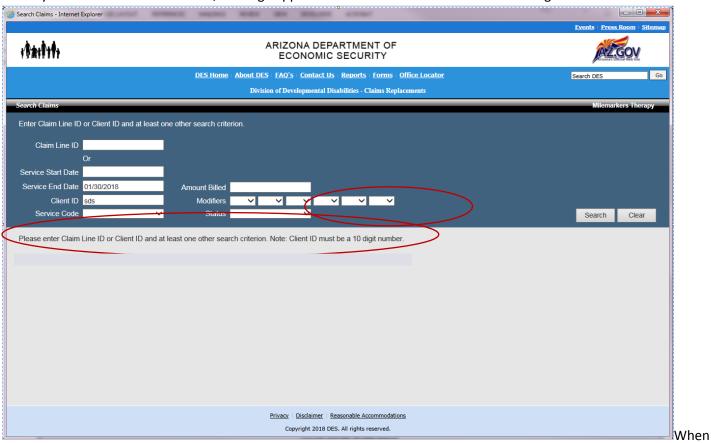
If nothing is entered into your search criteria and you click "Search", you will get a message stating "Please enter Claim Line ID or Client ID and at least one other search criterion".



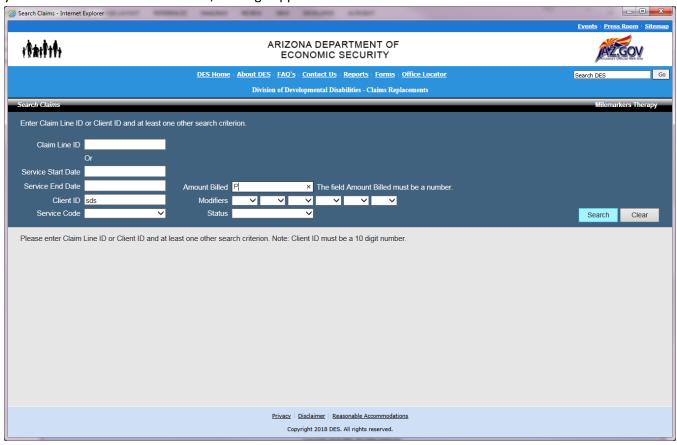
When search results return more than 1 result, the amount of results displays in the message under the search box and above the results grid. The grid is sorted by Service Code (A-Z), Service Date (Oldest to Newest), Status (A-Z).



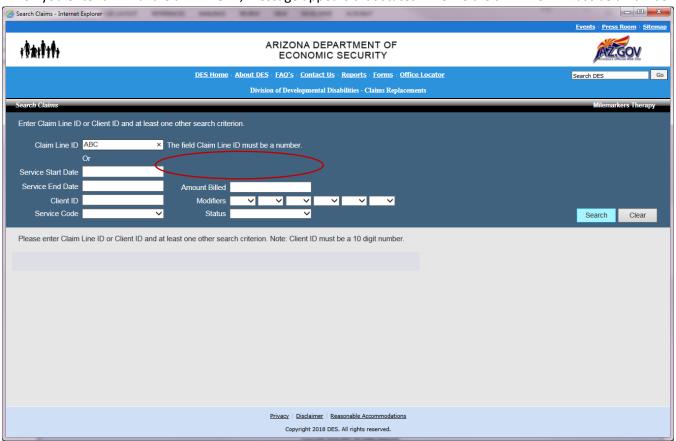
When you enter an invalid Client ID, message appears that states "Client ID must be a 10 digit number"



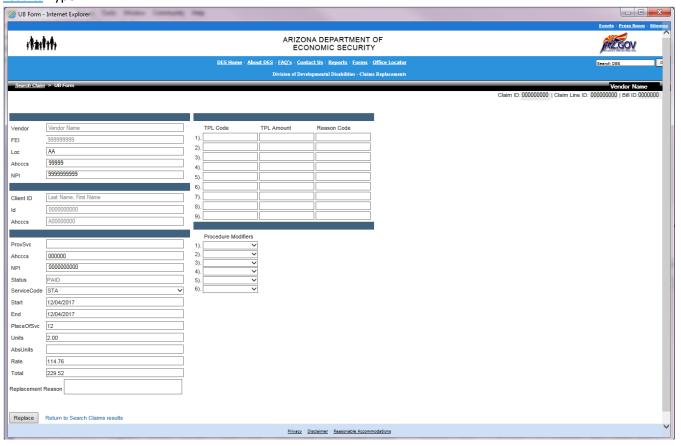
you enter an invalid Amount Billed, message appears that states "The field Amount Billed must be a number"



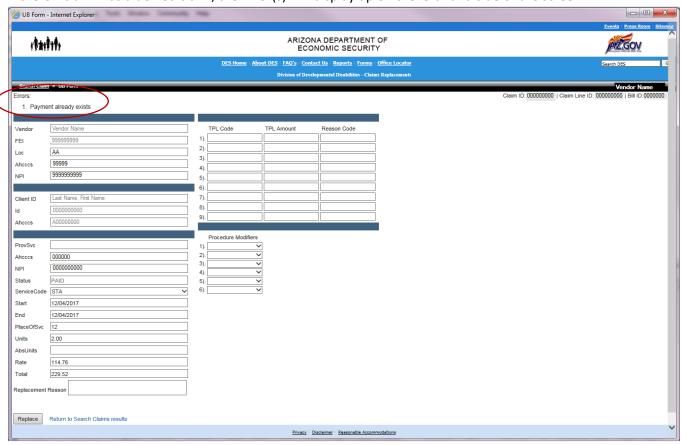
When you enter an invalid Claim Line ID, message appears that states "The Field Claim Line ID must be a number"



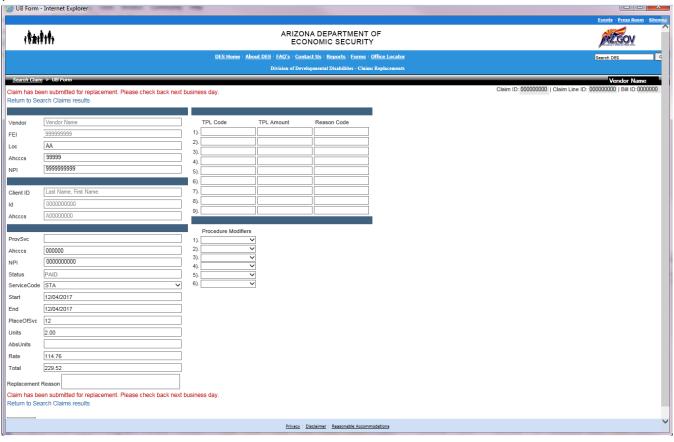
Select a claim. The "UB Form" edit screen pops up with Vendor, Client, Details, TPL and Procedure Modifier Sections with Claim ID, Claim Line ID, and Bill ID in the upper right hand corner. Replace button and Return to Search Claims results hyperlink.



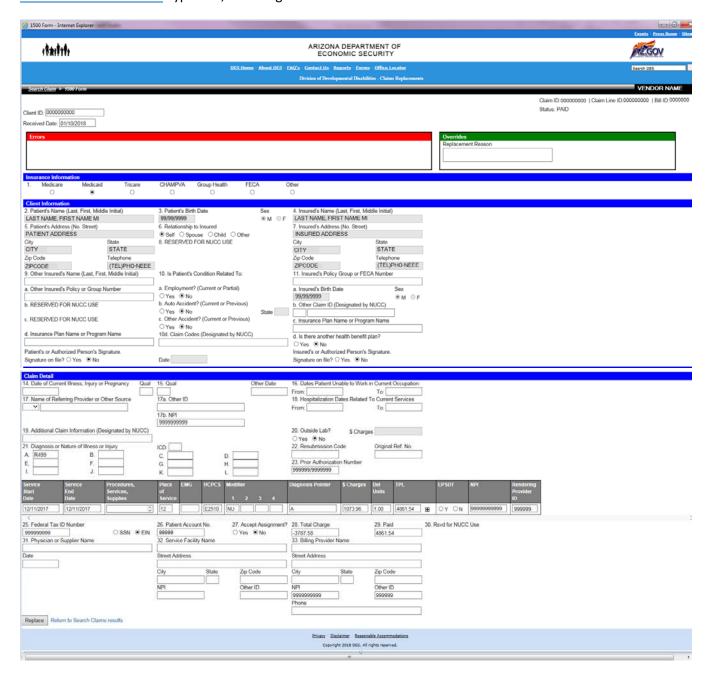
If the UB claim was a denied claim, the Error(s) will display up on the left hand side of the screen.



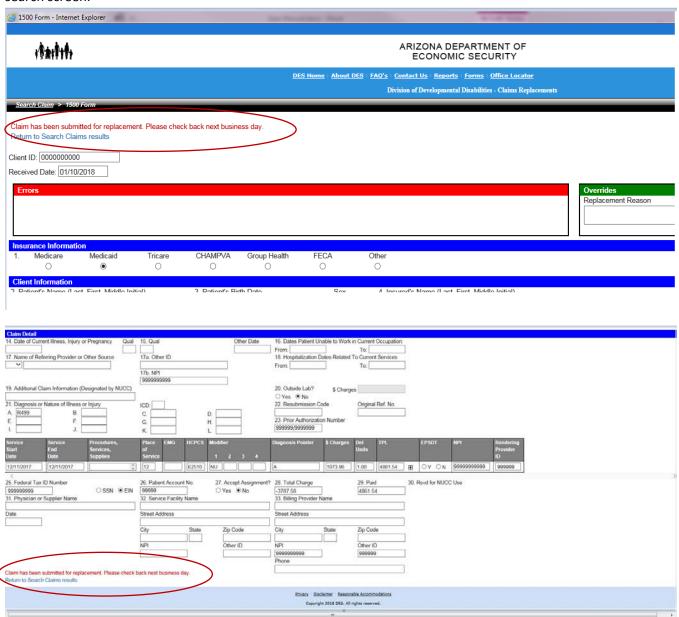
When you submit a claim to be replaced, the red message "Claim has been submitted for replacement. Please check back next business day" appears. Also the hyperlink message in blue "Return to Search Claim Results" will return you to your search.



When you search to replace and select a 1500 claim, the following 1500 form populates to allow for replacement. You can change any of the information except for Vendor Name, Vendor FEI, Client Name, Client ID, and Client AHCCCS ID. To save changes click Submit button. To return to search results <a href="Return to Search Claims">Return to Search Claims</a> hyperlink. If you select the Return to Search Claims hyperlink, no changes will be saved.



When you submit a claim to be replaced, the red message "Claim has been submitted for replacement. Please check back next business day" appears. Also the link message in blue "Return to Search Claim Results" to bring you back to the search screen.



# Appendix A – PBS 1500 Claim Replacement Error Validation Summary

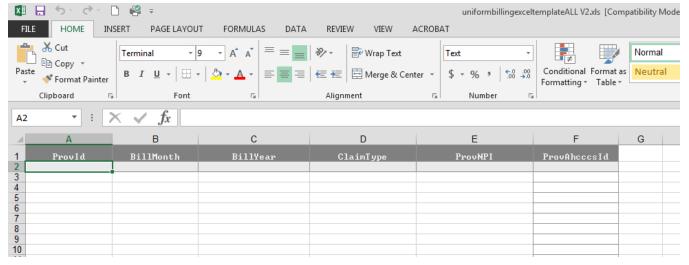
- At least one Diagnosis must be entered
- Billing Provider NPI is required
- Service Start Date is required
- Service End Date is required
- Place of Service is required
- HCPCS is required
- At least one Diagnosis Pointer must be entered and refer to a valid Diagnosis
- Charges is required
- Del Units is required
- Rendering Provider NPI is required
- Diagnosis Pointer refers to an empty Diagnosis
- The sum of the entered Amounts must be less than or equal to the Charges

### Appendix B – Vendor PBS 1500 Claim Replacement Error Validation Summary

- Service Start Date is required
- Service End Date is required
- Place of Service is required
- **HCPCS** is required
- Rendering Provider NPI is required
- 33. Billing Provider NPI is required
- \$ Charges is required
- **Del Units** is required
- 28. Total Charge must be greater than 0
- At least one Diagnosis must be entered
- At least one Diagnosis Pointer must be entered and refer to a valid Diagnosis

# **UB Billing Template**

A new template was created for the Claim Replacement process. All templates have been combined to make one template. This includes Aug Comm, AzEIP, and all other services.



In the details section, original claim line id and replacement reason were also added and allows claims to be replaced by vendor.

ВН	BI	BJ	BK
ntDiagnosisCode12	OriginalClaimLineId	ReplacementReason	

Appendix C – New UB Billing Specifications

### **DDD Uniform Billing Document Specifications**

Version 4.0 Release Date: ?/?/2017 Customer Contact: Send e-mail to DDD-Claims@azdes.gov

#### **FILE NAMING**

All providers must be issued a 4-character PBS provider code (4 digit code) for use in the file name and identification in the database. This is usually a code based on the name of the provider and is unique to the PBS. If a provider does not know their code they should contact the DDD Accounts Payable Manager prior to file submission at 602-542-6874.

Ex: PROV0811.txt - Provider: PROV for November FY 2008 Text file format Ex: PROV0811.xls - Provider: PROV for November FY 2008 Excel file format

If you are submitting your billing file through the Automated Upload process (dropping your billing file into the CLAIMSIN folder on the SFTP site) you will need to follow the below naming convention as well as dropping a cover sheet named the same way as your billing file.

Ex: PROV1711001.xls - Provider: PROV for November FY 2017 Excel file format

Has cover sheet with it as PROV1711001.pdf

# **FILE VALIDATION**

**VALIDATION RULES:** 

- 1). All column type formatting must be followed according to spec. Example: date, decimal, int (integer) etc.
- 2). Excel format files must have a file extension of ".xls", text file format files must have the extension ".txt".
- 3). Sum of DelUnits. TotalAmtDue in detail file records must match TotalUnits and TotalAmount in Footer.
- 4). The total number of records in the submitted file must match the sum specified in the Footer "TotalRecords".
- 5). All client ids must have leading 0's. (ex: 0000001236)

**EXCEL FORMAT SUBMISSIONS:** 

- 1). Excel file must contain 3 separate tabs properly labeled "HEADER", "DETAILS", "FOOTER".
- 2). All columns must be properly labeled to the above specifications. (Ex: "TplCode1" Valid "TplCde1" Error)

**TEXT FILE FORMAT SUBMISSIONS:** 

- 1). Header Line must begin with "HR" and must be the first line in the file with no blank lines above it.
- 2). Footer line must begin with "TR" and must be the last line in the file following all detail records.

#### **COLUMN DEFN.**

Column Name The name of the column on the UB document. For Excel Formats the column names must match EXACTLY as they are written here and must be the first line in the excel sheet.(Line 1)

Description Describes the column data and any additional rules or validation for that specific column.

Type The column type for the data element. There are only 4 acceptable formats:

- 1). "char" Character type which accepts all alphanumeric characters ranging from (A Z), numbers (0 9), or punctuations ('\$ # @! \* etc).
- 2). "int" Integer type or numbers only. This only accepts numbers ranging from (0 9, example: 1233256)
- 3). "decimal" Decimal type which accepts only numbers but allows for a maximum of 2 places after a decimal point (if any). (example: 112.32, .56, or 6).
- 4). "date" Date accepts valid dates only that must be in the following format: "mm/dd/yy". (example: 12/05/08)

Format This is provided to give an example of the format for the column as a reminder when populating the data. It will represent the Max Len (see next item) which may or may not be required.

Max Len "Maximum Length" which defines the total number of characters allowed for the data element. The data provided may not exceed the maximum length specified. For example if column has a Max Len of "8" then the following value will cause an error. "5562332563" because it is "10" characters in length.

Starting Index THIS APPLIES TO TEXT FILE SUBMISSIONS ONLY! This defines the starting index point for the data element.

Fixed Len "Fixed Length" specifies if the data in the column is required to be the length specified in "Max Len". For example if Max Len is set to "5" and Fixed Len is "TRUE" then the data in that column must match 5 characters exactly. Any less or any more and an error is generated. Alternatively if Fixed

Len is set to "FALSE" then the data in the column can be equato or less than the Max Len, however if submitting a text file format all 5 spaces must be accounted for but can be left as empty blanks or " ".

Required This specifies if a data element is required for submission or not. Columns left blank "" with no data that have required set to "TRUE" will generate an error. NOTE: Decimal or integer columns that are required will accept zero or "0" as a valid data submittal. This conforms to a Required setting of TRUE as well as represents a data value of zero.

setting of TRUE as well as represents a data value of zero.  HEADER								
Column Name	Description	Туре	Format	Max Len	Starting Index (.txt)	Fixed Len	Required	
Header Indicator	Indicates the header line (Only for text file)	char	Should be "HR"	2	1	TRUE	TRUE	
Provld	The Provider Id	char	AAAAAAAA	9	3	TRUE	TRUE	
BillMonth	The billing month for the submitted bill.	char	AAA ("JAN" thru "DEC")	3	12	TRUE	TRUE	
BillYear	The billing year for the submitted bill	char	AA (example: "08")	2	15	TRUE	TRUE	
ClaimType	Claim Type for claim, see DES Billing dept. for details.	char	AA	2	17	TRUE	TRUE	
ProvNPI	The NPI for the Provider, Required for Nursing and Therapists.	char	AAAAAAAAA	10	19	TRUE	FALSE	
ProvAhcccsId	The AHCCCS Id for the Provider. Required for Nursing and Therapists.	char	AAAAA	6	29	TRUE	FALSE	
FOOTER Column Name	Description	Туре	Format	Max Len	Starting Index	Fixed Len	Required	
Footer	Indicates	char	Should be "TR'	2	(.txt) 1	TRUE	TRUE	
Indicator	Footer line (Only for text file)	onai	Chodia 50 Tit	-	•	11102	11.02	
TotalRecords	The calculated total of actual claims in the Details tab.	int	NNNNNNNN NNN	12	3	FALSE	TRUE	
TotalUnits	The calculated total amount of units in the Details tab.	decimal	NNNNNNNN N.NN	13	15	FALSE	TRUE	
TotalAmount	The calculated total amount in the Details tab.	decimal	NNNNNNNN N.NN	13	28	FALSE	TRUE	
DETAILS Column Name	Description	Туре	Format	Max Len	Starting Index (.txt)	Fixed Len	Required	
ProvSvcLocati on	The 2 character identifier of the provider location.	char	AA	2	1	TRUE	TRUE	
ContractNum	Provider's Contract Number	char	AAAAAAAAA	10	3	TRUE	TRUE	
ClientId	The client's Identification number	char	AAAAAAAAA	10	13	TRUE	TRUE	
SvcStartDate	The start date of the provided services.	date	MM/DD/YY	8	23	TRUE	TRUE	
SvcEndDate	The end date of provided services.	date	MM/DD/YY	8	31	TRUE	TRUE	
SvcCode	A valid DDD service code identifying the provided service. Ex: HAB	char	AAAAA	3	39	TRUE	TRUE	
NursingHcpcs Code	Hcpcs Code for Nursing only.	char	AAAA	5	42	TRUE	FALSE	
DelUnits	The amount of units delivered for the service period. If no units delivered then should be zero "D"	decimal	NNNNNN.NN	10	47	FALSE	TRUE	

zero "0'"

AbsUnits	Used for therapy no shows only. The amount of absent units delivered for the service period. If no	decimal	NNNNNN.NN	10	57	FALSE	TRUE
	units delivered then should be zero "0'".						
Rate	The rate at which the service is	decimal	NNNNNN.NN	10	67	FALSE	TRUE
TplCode1	provided. Third Party Liability code (Master Carrier	char	AAAAAAAAA	10	121	FALSE	FALSE
TplAmt1	ld) Third Party Liability Amount	decimal	NNNNNNN.NN	10	131	FALSE	FALSE
TplReCode1	Amount				ability Reason code	- Use only when p	ayment is applied to
TplCode2	Third Party	char	AAAAAAAA	deductible. 10	143	FALSE	FALSE
TpIAmt2	Liability code Third Party Liability Amount	decimal	A NNNNNNN.N N	10	153	FALSE	FALSE
TplReCode2	Third Party Liability Reason code - Use only when payment is applied to deductible.	char	AA	2	163	TRUE	FALSE
TplCode3	Third Party	char	AAAAAAAA	10	165	FALSE	FALSE
TplAmt3	Liability code Third Party Liability Amount	decimal	A NNNNNNN.N N	10	175	FALSE	FALSE
TplReCode3	Third Party Liability Reason code - Use only when payment is applied to deductible.	char	AA	2	185	TRUE	FALSE
TotalAmtDue	The amount due for services	decimal	NNNNNN.N N	10	77	FALSE	TRUE
ProvControlNu m	provided. The control number for the provider.	char	AAAAAAAA A	10	87	FALSE	FALSE
ProvOfSvcAhc ccsId	The AHCCCS Identification number of the provider of services. Required for Nursing and Therapists.	char	ААААА	6	97	TRUE	FALSE
ProvOfSvcNPI	The NPI of the provider of services. Required for Nursing and Therapists.	char	AAAAAAAA A	10	103	TRUE	FALSE
PlaceOfSvc	The two digit code identifying the location of provided	char	AA	2	113	TRUE	TRUE
ProcMod1	services. Procedure Modifier 1. Please see Training Packet Appendix A & B for more info.	char	AA	2	115	TRUE	FALSE
ProcMod2	Procedure Modifier 2. Please see Training Packet Appendix A &	char	AA	2	117	TRUE	FALSE

	B for more						
ProcMod3	info. Procedure	char	AA	2	119	TRUE	FALSE
	Modifier 3. Please see						
	Training Packet						
	Appendix A &						
	B for more info.						
TplCode4	Third Party Liability code	char	AAAAAAAA A	10	187	FALSE	FALSE
TplAmt4	Third Party Liability	decimal	NNNNNNN.N N	10	197	FALSE	FALSE
TplReCode4	Amount Third Party	char	AA	2	207	TRUE	FALSE
· ptooodo ·	Liability Reason code -	ona.	, , ,	-	20.	02	
	Use only when						
	payment is applied to						
TplCode5	deductible. Third Party	char	AAAAAAAA	10	209	FALSE	FALSE
TplAmt5	Liability code Third Party	decimal	A NNNNNNN.N	10	219	FALSE	FALSE
	Liability Amount		N				
TplReCode5	Third Party Liability	char	AA	2	229	TRUE	FALSE
	Reason code - Use only when						
	payment is						
	applied to deductible.						
TplCode6	Third Party Liability code	char	AAAAAAAA A	10	231	FALSE	FALSE
TplAmt6	Third Party Liability	decimal	NNNNNNN.N N	10	241	FALSE	FALSE
TplReCode6	Amount Third Party	char	AA	2	251	TRUE	FALSE
,	Liability Reason code -						
	Use only when payment is						
	applied to						
TplCode7	deductible. Third Party	char	AAAAAAAA	10	253	FALSE	FALSE
TplAmt7	Liability code Third Party	decimal	A NNNNNNN.N	10	263	FALSE	FALSE
	Liability Amount		N				
TplReCode7	Third Party Liability	char	AA	2	273	TRUE	FALSE
	Reason code - Use only when						
	payment is applied to						
TplCode8	deductible. Third Party	char	AAAAAAAA	10	275	FALSE	FALSE
·	Liability code		Α				FALSE
TplAmt8	Third Party Liability	decimal	NNNNNNN.N N	10	285	FALSE	FALSE
TplReCode8	Amount Third Party	char	AA	2	295	TRUE	FALSE
	Liability Reason code -						
	Use only when payment is						
	applied to deductible.						
TplCode9	Third Party Liability code	char	AAAAAAAA A	10	297	FALSE	FALSE
TplAmt9	Third Party Liability	decimal	NNNNNNN.N N	10	307	FALSE	FALSE
TplReCode9	Amount Third Party	char	AA	2	317	TRUE	FALSE
i piixeCode3	Liability	Cital	AA	2	317	INOL	TALSE
	Reason code - Use only when						
	payment is applied to						
ProcMod4	deductible. Procedure	char	AA	2	319	TRUE	FALSE
	Modifier 4. Please see						
	Training Packet						
	Appendix A &						

ProcMod5	B for more info. Procedure Modifier 5. Please see Training Packet Appendix A &	char	AA	2	321	TRUE	FALSE
ProcMod6	B for more info. Procedure Modifier 6. Please see Training Packet Appendix A & B for more info	char	AA	2	323	TRUE	FALSE
ClientDiagnosi sCode1	Client Diagnosis Code	char	AAAAA	6	325	FALSE	FALSE
ClientDiagnosi sCode2	Client Diagnosis Code	char	AAAAA	6	331	FALSE	FALSE
ClientDiagnosi sCode3	Code Client Diagnosis Code	char	AAAAA	6	337	FALSE	FALSE
ClientDiagnosi sCode4	Client Diagnosis Code	char	AAAAA	6	343	FALSE	FALSE
ClientDiagnosi sCode5	Client Diagnosis Code	char	AAAAA	6	349	FALSE	FALSE
ClientDiagnosi sCode6	Client Diagnosis Code	char	AAAAA	6	355	FALSE	FALSE
ClientDiagnosi sCode7	Client Diagnosis Code	char	AAAAA	6	361	FALSE	FALSE
ClientDiagnosi sCode8	Client Diagnosis Code	char	AAAAA	6	367	FALSE	FALSE
ClientDiagnosi sCode9	Client Diagnosis Code	char	AAAAA	6	373	FALSE	FALSE
ClientDiagnosi sCode10	Client Diagnosis Code	char	AAAAA	6	379	FALSE	FALSE
ClientDiagnosi sCode11	Client Diagnosis Code	char	AAAAA	6	385	FALSE	FALSE
ClientDiagnosi sCode12	Client Diagnosis Code	char	AAAAA	6	391	FALSE	FALSE
OriginalClaimL ineld	Original Claim Line ID	int	NNNNNNNN N	10	397	FALSE	FALSE
ReplacementR eason	Reason for Replacement	char	AAAAA	50	407	FALSE	FALSE

# Appendix D – New QC's added for Claim Replacements

- A new QC was added for when you submit an excel upload template, it verifies that the original claim line id field that was created for claim replacements is actually a number and that it cannot exceed 10 digits.
- A new QC was created that will deny a claim if the claim line id that is trying to be replaced was already replaced once.
- A new QC was created that will deny the claim replacement if the Vendor trying to make the replacement is not the vendor on the claim line id trying to be replaced.
- A new QC was created that will deny the claim replacement if the claim line id that is trying to be replaced does not exist.
- A new QC was created for EDI claims that were submitted with a frequency code of 8 to deny for "We do not currently support the VOID/CANCEL OF PRIOR CLAIM type".
- A new QC was created to deny a claim replacement if the claim was already replaced in the same batch.
- A new QC was created that will deny if the claim line id is for a different client than what was on the original claim line id.