



More Web Tool Changes

The July 26, 2007 issue of the Web Tool Times detailed changes to the Web Tool that were announced in May 2007. Those changes, which were effective May 23, 2007, enhanced Eligibility, Claims Entry, and Claims Status. To download a copy of that issue, visit www.scmemoaidprovider.org.

Effective August 26, 2007, the South Carolina Department of Health and Human Services (SCDHHS) implemented more changes to the Web Tool that affect the *UB-04 Other Insurance* screen and the UB-04 Value Code fields.

The changes are in response to new Centers for Medicare and Medicaid Services (CMS) guidelines for encoding certain coinsurance, copayments, and deductible amounts on institutional claims. Recently, CMS announced that they will no longer accept Value Codes to indicate other insurance - *A1, A2, A7, B1, B2, B7, C1, C2, and C7*. Instead, you must enter new information in the Other Insurance section of the claim.

Continued in column 2.

UB-04 Changes

SCDHHS has added new fields to the UB-04 under Other Insurance, as well as a warning message to ensure you do not submit invalid Value Codes.

UB-04 Other Insurance – New Fields

After choosing **Add** to add a new UB-04 claim to the Web Tool, scroll down to the Other Insurance section of the claim to enter up to three CARCs and corresponding amounts. To provide a means to indicate other insurance, SCDHHS has added six new fields in the Other Insurance section of the *UB-04 Claims Entry* screen:

- Three fields for Claim Adjustment Reason Codes (CARCs)
- Three fields for corresponding amounts

A Drop-down Box in the Other Insurance section displays applicable CARCs. Select a CARC and enter the corresponding amount of the coinsurance, copayment, or deductible.

UB-04 Value Codes – New Warning Window

If you enter one of the Value Codes that CMS no longer accepts (*A1, A2, A7, B1, B2, B7, C1, C2, C7*) into the Value Codes section of the UB-04, and click **Save**, the Web Tool will not save your claim. Instead, a warning window will appear to let you know that the code you have attempted to enter is invalid. Click **OK** to exit the warning window, and move to the Other Insurance section to indicate other insurance.

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UB-04 Changes (Cont'd.)

UB-04 – Other Insurance – New Fields

Claims Entry>UB-04>Add>Add/Edit Other Insurance>UB Insurance Add/Edit Details

UB Insurance Add/Edit Details

Please complete the following form to create/edit UB insurance detail items. Click the "Save" button to save the records and return to the main edit page. Click the "Cancel" button to abort the transaction.

Claim Type: UB-04 Claim ID:

Recipient Information

Last Name:

UB-04 Detail

Payer Information

Insurer Name	Carrier Code	Provider ID	Provider NPI	Provider Taxonomy	Release of Info	ASG	Prior Payment	Estimate Am
Medicaid	619				Y	Y	0.00	

Insured Information

Last Name	First Name	Pat Rel	Resp Seq	Claim Fil

Claim Adjustment Reason Code/Amounts

Reason1	Amount1	Reason2	Amount2	Reason3	Amount3
2-Coinurance Amount					
3-CoPayment Amount					
1-Deductible Amount					

Claim Adjustment Reason Code/Amounts Reason1, Amount1; Reason2, Amount2; Reason3, Amount3

Choose a Reason Code from the Drop-down Box; then enter the dollar amount in the corresponding Amount field.

Valid Claim Adjustment Reason Codes to use in place of Value Codes A1, A2, A7, B1, B2, B7, C1, C2, and C7.

Web Tool Crossword Puzzle - answers below!

Complete the puzzle on page 5 first!

Across	Down
5. Contingency	1. Taxonomy
6. Legacy	2. Required
	3. Share
	4. Provider

UB-04 Changes (Cont'd.)

UB-04 Value Codes – New Warning Window

Claims Entry>UB-04>Add

The screenshot shows the 'UB-04 Add' form. On the left is a blue sidebar with a 'Main Menu' containing options like 'Claims Entry', 'Dental', 'CMS-1500', 'UB-04', 'List Management', 'Reports', 'Claim Submission', 'Claims Status', 'Web Submitted Claims', 'Eligibility', 'Reference Materials', 'LOGOFF', and 'Contact Us'. The 'Value Codes' section is highlighted with a red box. A red arrow points from a text box to this section. The text box contains: 'Value Codes A1, A2, A7, B1, B2, B7, C1, C2, and C7 are no longer valid Value Codes.' Below this is a table with columns for 'Code' and 'Amount', with 10 rows of input fields. Below the table is a 'Diagnosis Codes' section with a 'Principal' field and an 'Additional' section with 10 numbered input fields.

The screenshot shows the 'UB-04' form with the 'Provider Information' section. The 'Save' button is highlighted with a red box. A red arrow points from a text box to the 'Save' button. The text box contains: 'After you complete the UB-04 claim, click Save to save the claim to the Web Tool.' Below the 'Save' button is a warning window titled 'Microsoft Internet Explorer' with a yellow warning icon. The warning message reads: 'Codes A1, A2, A7, B1, B2, B7, C1, C2 and C7 are no longer valid. Please use the Claim Adjustment Reason Code drop down in the Other Insurance Detail section to make your selection.' Below the warning window is the 'Provider Information' section with fields for 'Provider Last Name or Organization Name' (Smith), 'Provider First Name' (Jacky-o), 'Medicaid Provider ID' (456789), 'Medicaid Provider NPI', 'Medicaid Provider' (EIN/SSN), and 'Billing Provider Zip Code'. A red arrow points from a text box to the 'Provider Last Name or Organization Name' field. The text box contains: 'New Warning Window – If you have entered an invalid Value Code, a warning window will appear. Click OK, and enter the appropriate CARC and Amount in the Other Insurance Detail section of the claim.'



Have You Heard?

What's New...



Remember...

Claims Status

Regardless of the method you use to submit your claims – hard copy, electronically, South Carolina Medicaid Web-based Claims Submission Tool – you can check claims status for CMS-1500 (A), UB-04 (Z), Dental (B), and Premium Payment (J) claims, as well as their associated adjustments (U). The Provider ID/NPI and Medicaid ID are required to complete your search. (You may use either your legacy Provider ID or your NPI.) The Web Tool will display the claims status for the identifier (NPI or legacy Provider ID) under which the claim was paid. You can narrow your search by entering a claim control number, a range of dates of service, and/or an exact amount billed.

Claims Status vs. Web-Submitted Claims

For a claim status to be found, the claim must have completed the adjudication cycle. Claims are available for search using the Claims Status feature for up to six months from the **check date** for paid or rejected claims, and up to six months from the **processed date** for approved, denied, or suspended claims. If you submit your claims using the Web Tool, you can use the Web Submitted Claims option to check the claim status of your claim. This feature allows you to see all claims you submitted via the Web Tool within three months from the claim submission date. If the Web-submitted claim is purged (three months from the submission date), you can still check status using the Claims Status option for up to six months from the check or process date.

Approved vs. Paid

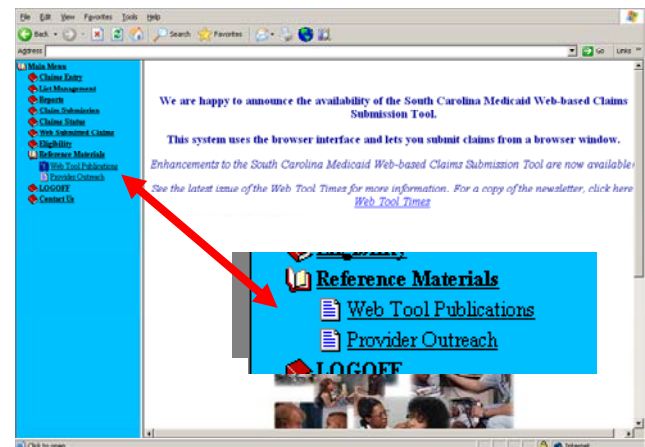
If the claim status result is Approved, the claim has been processed and payment is scheduled; if Paid, the claim payment has been made. Allow time to receive your payment by check (CHK) or electronic funds transfer (ACH).

Denied vs. Rejected

If the claim status result is Denied, the claim has been adjudicated and approval denied, with edit codes assigned. If Rejected, the claim has been processed and an ECF has been issued.

Reference Materials Link

Now when you open the Reference Materials option from the Main Menu, you can choose from two options: Web Tool Publications or Provider Outreach. Provider Outreach takes you to the home page of the South Carolina Medicaid Provider Outreach Web site, while Web Tool Publications takes you directly to the page where you can view and download publications (*i.e.*, Web Tool User Guide, Addenda, Quick Reference Guide, and Alerts).



UB-04 Addendum

The UB-04 Addendum has been updated to reflect the Web Tool changes described on pages 1-3. The revised Addendum is available at www.scm Medicaidprovider.org.

The Web Tool Quick Reference Guide

The Web Tool Quick Reference Guide has been updated and is available on the South Carolina Medicaid Provider Outreach Web site. This guide summarizes frequently used claims submission commands and gives quick access to instructions on how to enter, submit, and/or check the status of claims and adjustments.

Web Tool Workshops

Workshops Scheduled through December 2007!

South Carolina Medicaid continues to offer free Web Tool workshops in Columbia, South Carolina for providers who have not yet had the chance to attend or who would like a refresher course.

Please register by calling the toll-free number for South Carolina Medicaid Provider Outreach at 1-888-289-0709; or register online at www.scm Medicaidprovider.org.

October 25, 2007

Thursday

10:00am – 4:00pm (Lunch on your own)

Location: BlueCross BlueShield
17 Technology Circle (Farrow Rd.)
Columbia, SC 29203

November 13, 2007

Tuesday

10:00am – 4:00pm (Lunch on your own)

Location: BlueCross BlueShield
17 Technology Circle (Farrow Rd.)
Columbia, SC 29203

December 11, 2007

Tuesday

10:00am – 4:00pm (Lunch on your own)

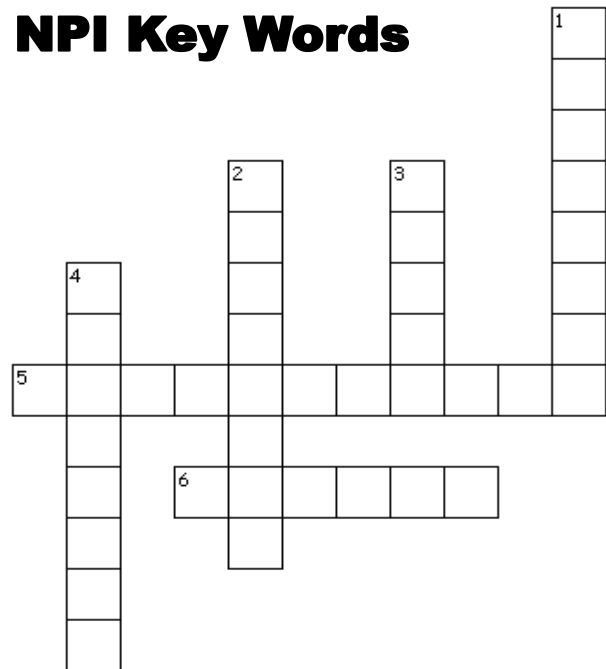
Location: BlueCross BlueShield
17 Technology Circle (Farrow Rd.)
Columbia, SC 29203

Enroll today to attend a workshop!



Web Tool Crossword Puzzle

NPI Key Words



Across

- Centers for Medicare and Medicaid Services' _____ plan allows additional time for companies that make a good faith effort towards applying for their NPI.
- The provider's six-character Medicaid ID is also called their _____ number.

Down

- The _____ code is an 11-character code that describes the provider specialty.
- Typical providers are _____ to obtain an NPI.
- Providers must _____ their NPI with South Carolina Medicaid and other payers and programs.
- A person who renders a service to beneficiaries is a _____ of services.

Contact Us -

Please notify us if there are any changes in your address, telephone number, or e-mail address (be sure to notify Provider Enrollment first). Include your S.C. Medicaid Provider ID and National Provider Identifier (NPI).

South Carolina Medicaid Provider Outreach
P.O. Box 17
Columbia, SC 29202
Phone Number: (888) 289-0709
Fax Number: (803) 870-9021

Visit our Web site at:

www.scm Medicaidprovider.org

You may contact us via e-mail at:

edig.ops-mcaid@palmettogba.com

The Web Tool is a free online Web-based application offered by South Carolina Medicaid for claims submission and eligibility requests. For help with Web claims, please call 1-888-289-0709 or e-mail us at edig.ops-mcaid@palmettogba.com.