



SCMWBCST Assistance

South Carolina Medicaid HIPAA Provider Outreach is available to assist you with concerns related to the Web Tool! If you have been using the South Carolina Medicaid Web-based Claims Submission Tool since its introduction in October 2003, you may feel like a pro by now. We have, however, implemented several phases of enhancements since that time. Whether you are an experienced user, or a brand new Web Tool submitter, rest assured that we continue to be available to help you with any issues that pertain to Web Tool use. We invite you to write, call or email us with suggestions or comments. Please refer to page 2 for our address, toll-free phone number, and email site.

The Web Tool Times is a valuable information resource as changes or enhancements are made to the Web Tool. Please remember to let us know if your email address changes so we can update our files.

If you have not attended one of our Web Tool training sessions, or if you would like to learn more about enhancements that were implemented May 6 and June 29, plan on attending one of our sessions listed on page 2.

We're here for you!

Let's Talk About ... Adjustments

In November 2004, South Carolina Department of Health and Human Services (SCDHHS) will implement changes that will allow providers to submit claim-level adjustments to Medicaid claims that are in paid status. Most of these changes will affect Professional and Dental legacy billers, and Professional, Dental and Transportation paper billers.

The current adjustments process for providers submitting claims electronically in HIPAA-compliant format, including via the South Carolina Medicaid Web-based Claims Submission Tool, will not change. However, there will be changes to the 835 Health Care Payment/Advice and the paper Remittance Advice. Look for information coming soon about these changes!

We've included a "refresher" for Web Tool users below:

CMS-1500, Dental, and UB-92 – Adjustments Voids and Replacements

To submit an adjustment via the Web Tool, you must first ensure that the claim has been paid and that you have received the remittance advice for that claim. Next, determine what type of adjustment you need to submit – a Replacement claim, or a Void claim. If a claim has been filed in error, and payment received, a **Void** alerts DHHS that the claim was in error; the amount paid will be deducted from your next remittance advice. Submitting a **Replacement** claim automatically voids the original claim, and processes the Replacement claim.

Continued on page 2.

INSIDE THIS ISSUE

1 Let's Talk About...

Web Tool Workshops

South Carolina Medicaid is offering 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 online at www.scdhhshipaa.org, or call the toll-free number for South Carolina Medicaid HIPAA Provider Outreach at 1-888-289-0709.

The following classes will be held at the Blue Cross and Blue Shield of South Carolina Percival Road location – 4101 Percival Road. Sign in at the front desk and go to the Percival Training Room. Ask for directions when you call to register.

September 10, 2004

9:00am – 12:00pm Dental

1:00pm – 4:30pm CMS-1500/UB-92

October 29, 2004

9:00am – 12:00pm Dental

1:00pm – 4:30pm CMS-1500/UB-92

These workshops will include information about SCMWBCST changes and enhancements. Enroll today to attend a workshop!

Adjustments

Continued from page 1.

CMS-1500 and Dental

To adjust **Dental** and **CMS-1500** (Professional) claims via the Web Tool, enter the original CCN located on the remittance advice on the header screen; then, change the Claim Submission Reason Code from the default setting of 1-Original to 7-Replacement or 8-Void.

UB-92

To adjust **UB-92** (Institutional) claims via the Web Tool, select the applicable category, Replacement or Void, from the *Type of Bill (Facility Type/Frequency)* field located on the header screen. Then, scroll down to the *Other Insurance Add/Edit* field and click the button. Once you are on the *Other Insurance* screen, enter the claim control number (CCN) from your remittance advice in the *Payer Original CCN* field.

For further information about Void and Replacement claims, please refer to the December 2, 2003 and April 8, 2004 editions of the Web Tool Times.

WANTED:

Past Web Tool Times Issues!

Want to look at a past issue of the Web Tool Times? All issues of the Web Tool Times may be found online at www.scdhhshipaa.org. Also, remember that you are always welcome to call S.C. Medicaid HIPAA Provider Outreach with your questions or concerns: **1-888-289-0709**

Contact Us -

Please notify us if there are any changes in your address, telephone number or email address. Be sure to include your SC Medicaid Provider ID number.

South Carolina Medicaid HIPAA Provider Outreach
P.O. Box 17
Columbia, SC 29202
Phone Number: 1-888-289-0709
Fax Number: 803-264-9630

Visit our Web site at:
www.scdhhshipaa.org

You may contact us via e-mail at:
Info@scdhhshipaa.org

SCMWBCST 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 email us at Info@scdhhshipaa.org.