



## Claims Status Option - Shortcut to Provider IDs

The Web Tool offers options for providers to check claims status for claims submitted by any means (Web Tool, CD, paper, etc.). If your office operates with multiple provider numbers, you may have access to search claims status for all providers involved. However, before now, this may have been an awkward and time-consuming process.

Effective October 15, 2005, South Carolina Medicaid has updated the Claims Status – Search screen to make this process quicker for you!

The Claims Status – Search screen includes a button that allows you to access a list of valid Provider IDs that are connected to your Web Tool login ID. Once you click the new button and choose the Provider ID you need, the Web Tool will automatically populate the Provider ID field for you. Of course, you may choose to continue to simply key in the Provider ID as before.

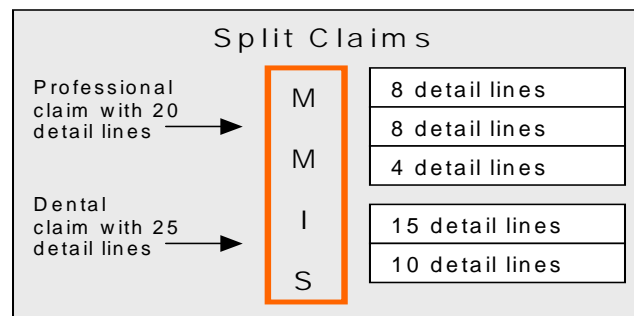
The functionality of the Claims Status options and the results you will see have not changed. For more information on the use of this option, please refer to the April 27, 2005 issue of the Web Tool Times.

*Continued on page 2.*

## Let's Talk About... Claims Status for Split Claims

Effective September 20, 2005, South Carolina Medicaid updated Claims Status to return all of the claims involved in a split claim search.

The South Carolina Medicaid Management Information System (MMIS) can only process, per claim transaction, 8 lines in a CMS-1500 and 15 lines in a Dental claim. In order to achieve compliance with the HIPAA Transactions and Code Set Standards by October 16, 2003, South Carolina Medicaid implemented a solution. When the MMIS receives an electronic claim with a detail line count greater than that which the MMIS can process at one time, the system automatically splits the claim into smaller claims that can be processed.



When an electronic claim is split, each new claim created receives its own individual Claim Control Number (CCN).

Split Claims - CCN			
03 185 12972 1400	10	A	
03 185 12972 1400	20	A	
03 185 12972 1400	30	A	

**One claim split into 3 claims. The 15<sup>th</sup> and 16<sup>th</sup> digits of the CCN will split in increments of 10 for CMS-1500 and increments of 20 for Dental.**

*Continued on page 3.*

### INSIDE THIS ISSUE

- 1 Let's Talk About...
- 4 Have You Heard?
- 4 What's New...
- 5 Frequently Asked Questions

# Claims Status Option

Continued from page 1.

Once you log in and choose Claims Status from the Main Menu, the Claims Status – Search screen appears.

**South Carolina Medicaid**  
Web Based Claim Submission Tool

**Claims Status - Search**

Check Status Reset

\*Provider ID:

\*Medicaid ID:

Claim Control Number (CCN):

OR

Dates of Service From:

To:

OR

Amount Billed:

(\*required)

The Provider ID and Medicaid ID are still required fields.

You can key in the Provider ID or you can click the new button to access the Provider ID list.

**South Carolina Medicaid**  
Web Based Claim Submission Tool

**Claims Status - Search**

Check Status Reset

\*Provider ID:

\*Medicaid ID:

Provider List for w00782sc1 - Microsoft Internet Ex...

Provider Number	Provider Name
123456	Robbie Tyson
222222	Mark Bryant
991199	Jackie Welks
GP0001	Days Family Practice

All of the provider IDs that are valid for your Web Tool login ID will appear.

Click on one of the Provider IDs to auto-populate the Provider ID field.

You can then continue with your claims status search.

# Claims Status for Split Claims

Continued from page 1.

On the Claims Status – Search screen, you can narrow your search by entering a Claim Control Number, a range of Dates of Service From and To, or an Amount Billed. The Amount Billed field requires the exact amount billed on the original claim.

South Carolina Medicaid  
Web Based Claim  
Submission Tool

[Main Menu](#)

- [Claims Entry](#)
- [List Management](#)
- [Reports](#)
- [Claim Submission](#)
- [Claims Status](#)
- [Web Submitted Claims](#)
- [Eligibility](#)
- [Reference Materials](#)
- [LOGOFF](#)

## Claims Status - Search Results

[Print](#) [Back](#)

Provider ID: 123456  
 Medicaid ID: 1111111110  
 Recipient Name: Chip Johnson  
 Claim Control Number (CCN):  
 Dates of Service:  
 Amount Billed: \$1,394.50

CCN	Amount Billed	Dates of Service	Check Date	Check Number	Payment Type	Total Payment	Claim Status	Claim Status Date	Original CCN
No Claims Found Matching Search Criteria									

Prior to September 20, 2005, if you were to conduct a claims status search for a claim that had been split by the MMIS and you entered the total amount for the claim, you would receive a warning message.

(MMIS would look for the amount billed for each individual split claim.)

South Carolina Medicaid  
Web Claim  
Submission Tool

[Main Menu](#)

- [Claims Entry](#)
- [List Management](#)
- [Reports](#)
- [Claim Submission](#)
- [Claims Status](#)
- [Web Submitted Claims](#)
- [Eligibility](#)
- [Reference Materials](#)
- [LOGOFF](#)

## Claims Status - Search Results

[Print](#) [Back](#)

Provider ID: 123456  
 Medicaid ID: 1111111110  
 Recipient Name: Chip Johnson  
 Claim Control Number (CCN):  
 Dates of Service:  
 Amount Billed: \$1,394.50

Effective September 20, 2005, if you enter the entire amount billed for a claim that split, the system will display all related claims.

The Amount Billed that displays for each related claim will appear as the total amount billed for the original claim.

CCN	Amount Billed	Dates of Service	Check Date	Check Number	Payment Type	Total Payment	Claim Status	Claim Status Date	Original CCN
053695555140010A	\$1394.50	09/23/2005 to 09/23/2005	10/05/2005	111000	CHK	\$700.00	Paid		
0536955556140020A	\$1394.50	09/23/2005 to 09/23/2005	10/05/2005	111000	CHK	\$200.00	Paid		
0536955557140030A	\$1394.50	09/23/2005 to 09/23/2005	10/05/2005	111000	CHK	\$73.21	Paid		



## Have You Heard?

## What's New...



### Our updated resources are online!

Visit our new Web site address to access the updated South Carolina Medicaid Web-based Claims Submission Tool User Guide as well as the updated CMS-1500, UB-92, and Dental Addenda.

#### *User Guide*

The User Guide offers information about every function of the Web Tool:

- Individualize the Web Tool for your use by building lists in List Management! The Guide includes instructions on how to view, add, edit, and delete within a list.
- Learn how to enter a claim, an adjustment, or a Medicaid secondary claim for all three claim types.
- Find out how to submit claims and run reports on submitted claims.
- Check claims status using the Claims Status and Web Submitted Claims options.
- Verify South Carolina Medicaid eligibility one recipient at a time, or in batches of up to 50 recipients.

If you are not currently using all of the options the Web Tool offers, refer to the User Guide for assistance – or see page 5 for a list of dates for our free Comprehensive Web Tool workshops!

#### *Addenda – CMS-1500, Dental, UB-92*

Each Addendum describes the correlation between the Web Tool screen fields and the paper claim fields.

The addenda include detailed explanations and illustrations to explain each field on the Web Tool claim screens. The explanations also cross-reference to the paper claim form for clarification when filling out the Web Tool claim.

### *Our Name and Our Web Site Address!*

Effective November 1, 2005, we are changing our name from South Carolina Medicaid *HIPAA Provider Outreach* to South Carolina Medicaid *Provider Outreach*.

Originally our Web site and support center were developed to support South Carolina Medicaid providers in their efforts to become compliant with the HIPAA Transactions and Code Set Standards. However, now that the implementation date for this rule has passed, our focus has broadened to communicate additional provider education opportunities.

The SCDHHS EDI Support Center team, as part of SC Medicaid Provider Outreach, provides technical support for questions about electronic transactions and questions regarding the use of the Web Tool.

On November 1, many EDI resource links will move to the SCDHHS Web site ([www.dhhs.state.sc.us](http://www.dhhs.state.sc.us)), including S.C. Medicaid Companion Guides, Trading Partner enrollment information, and S.C. Medicaid crosswalks to national codes.

Visit our new Web site address at: [www.scmcaidprovider.org](http://www.scmcaidprovider.org). Please note that our former Web site address will continue to link to the Provider Outreach site indefinitely.

# Web Tool Workshops

**Workshops for the remainder of 2005 have already been scheduled!**

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.scmehicaidprovider.org](http://www.scmehicaidprovider.org) or call the toll-free number for South Carolina Medicaid Provider Outreach at 1-888-289-0709.

## **October 25, 2005**

**Tuesday**

**10:00am - 3:30pm (Lunch on your own)**

## **November 17, 2005**

**Thursday**

**10:00am - 3:30pm (Lunch on your own)**

## **December 15, 2005**

**Thursday**

**10:00am - 3:30pm (Lunch on your own)**

All of the above workshops will be held at:  
Blue Cross and Blue Shield of SC  
4101 Percival Road  
Columbia, SC 29223

Enroll today to attend a workshop!

# Frequently Asked Questions

## **1. How many claims can I submit at one time?**

You can submit an unlimited number of claims via the Web Tool. You can submit one or more claims at a time. Also, you can choose when to submit them – right after you enter them, at the end of the day, week, month, etc. It's your choice!

## **2. How long do my unsubmitted claims stay on the Web Tool?**

Unsubmitted claims remain on the Web Tool on the Results screen for three months from the date the claim was last updated. After three months from this date (see Date Last Updated field), the claim will be purged from the system. The purge process occurs on the first day of every month.

Submitted claims remain on the Web Tool for three months from the date submitted.

## **3. Do I have to complete a TPA for the group and each individual physician?**

Yes, South Carolina Medicaid requires that each group and individual provider number have an up-to-date Trading Partner Agreement on file.

## **4. If I change vendors, do I need to complete a new TPA?**

Yes, a Trading Partner Agreement is required for every vendor you use.

## **Contact Us -**

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

South Carolina Medicaid 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.scmehicaidprovider.org](http://www.scmehicaidprovider.org)

You may contact us via e-mail at:  
[edig.ops-mcaid@palmettogba.com](mailto:edig.ops-mcaid@palmettogba.com)

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 e-mail us at [edig.ops-mcaid@palmettogba.com](mailto:edig.ops-mcaid@palmettogba.com).