Submitting SBHS Claims

This training is intended for self-billing school districts who participate in the SBHS program.

• This training will show self-billing school districts how to submit fee-for-service direct data entry (DDE) claims into the ProviderOne portal.

• In this training, you will learn how to:
  ➢ Create and submit claims for students who are covered by Title XIX Medicaid only
  ➢ Create and submit claims for students who are covered by private insurance (TPL) as primary and Medicaid as secondary
  ➢ Create claim templates to speed-up the claim entry process
  ➢ View, edit, and resubmit denied claims
  ➢ View and read the remittance advice (RA)
Logging into ProviderOne

• Before logging into ProviderOne:
  
  ➢ Make sure you are using one of the following and your pop-up blockers are turned OFF:

<table>
<thead>
<tr>
<th>Computer operating systems</th>
<th>Internet browsers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>Internet Explorer</td>
</tr>
<tr>
<td>• 10</td>
<td>• 11</td>
</tr>
<tr>
<td>• 8.1</td>
<td>• 10</td>
</tr>
<tr>
<td>• 8</td>
<td></td>
</tr>
<tr>
<td>• 7</td>
<td></td>
</tr>
<tr>
<td>Macintosh</td>
<td>Google Chrome</td>
</tr>
<tr>
<td>• OS 10.12 Sierra</td>
<td>• 55.0.2883</td>
</tr>
<tr>
<td>• OS X 10.11 El Capitan</td>
<td>• 54.0.2840</td>
</tr>
<tr>
<td>• OS X 10.10 Yosemite</td>
<td></td>
</tr>
<tr>
<td>Firefox</td>
<td></td>
</tr>
<tr>
<td>• 50.0.2</td>
<td></td>
</tr>
<tr>
<td>• 45.5.1 ESR</td>
<td></td>
</tr>
<tr>
<td>Safari</td>
<td></td>
</tr>
<tr>
<td>• 10.0.1</td>
<td></td>
</tr>
</tbody>
</table>
Log in to ProviderOne

- Log into ProviderOne using the appropriate profile: EXT Provider Super User or EXT Provider Claim Submitter.

- Once logged in, from the Provider Portal select the Online Claims Entry option located under the Claims heading.
**Screenshot of Claim Template, cont.**

### Claim Data

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Account No.</td>
<td></td>
</tr>
<tr>
<td>Place of Service</td>
<td></td>
</tr>
</tbody>
</table>

### Additional Claim Data

<table>
<thead>
<tr>
<th>Diagnosis Codes</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:</td>
<td></td>
</tr>
<tr>
<td>2:</td>
<td></td>
</tr>
<tr>
<td>3:</td>
<td></td>
</tr>
<tr>
<td>4:</td>
<td></td>
</tr>
<tr>
<td>5:</td>
<td></td>
</tr>
<tr>
<td>6:</td>
<td></td>
</tr>
<tr>
<td>7:</td>
<td></td>
</tr>
<tr>
<td>8:</td>
<td></td>
</tr>
<tr>
<td>9:</td>
<td></td>
</tr>
<tr>
<td>10:</td>
<td></td>
</tr>
<tr>
<td>11:</td>
<td></td>
</tr>
<tr>
<td>12:</td>
<td></td>
</tr>
</tbody>
</table>

### Basic Line Item Information

Click on Other Use Info in each line item to include the following additional line item information:
- Attachment
- Drug
- DME/RIC Condition
- Health Services
- Test Results
- Home Oxygen Therapy
- Service Facility
- Miscellaneous Numbers
- Indicators
- Providers
- Dates and Amounts
- Medical Equipment
- Ambulance Transport
- Line Item Notes
- Other Payer
- Spinal Manipulations
- Purchased Services and Line Adjudication

### Basic Service Line Items

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Date From:</td>
<td></td>
</tr>
<tr>
<td>Service Date To:</td>
<td></td>
</tr>
<tr>
<td>Place of Service</td>
<td></td>
</tr>
<tr>
<td>Procedure Code</td>
<td></td>
</tr>
<tr>
<td>Submitted Charges: $</td>
<td></td>
</tr>
<tr>
<td>Units</td>
<td></td>
</tr>
</tbody>
</table>

### Medicare Crossover Items

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Drug Code</td>
<td></td>
</tr>
<tr>
<td>Drug Identification</td>
<td></td>
</tr>
<tr>
<td>Prior Authorization</td>
<td></td>
</tr>
</tbody>
</table>

**Additional Service Line Information**

Note: Please ensure you have entered any necessary claim information (found in the other sections on this or another page) before adding this service line.
Billing Provider Information

➢ Section 1: Enter **Billing Provider NPI** and **Billing Provider Taxonomy**

Enter the school district’s NPI here. Enter the SBHS billing provider taxonomy **251300000X** here.
The Rendering Provider is the servicing provider who provided the service to the student. You will choose “No” when asked if the billing provider is also the rendering provider.

Enter the Rendering (Performing/Servicing) Provider NPI and Taxonomy Code. A list of SBHS approved taxonomy codes can be found in the SBHS Billing Guide.
Rendering/Servicing Provider Information

- Reminder: A servicing provider must be enrolled under your school district’s ProviderOne account with an SBHS approved taxonomy code before you can submit claims!
- School districts can review the [How to Enroll Servicing Providers](#) training for instructions on how to enroll providers.
Referring Provider Information

➤ Answer **No** to this question and continue to the next section.
Subscriber/Client Information

- Section 2: Subscriber/Client Information

- This is where you will enter the student’s information.
Subscriber/Client Information

- Enter the **Subscriber/Client ID** found on the WA Medicaid/ProviderOne services card. This ID is a 9-digit number followed by **WA**.
  - Example: 999999999WA

- Click on the red + to expand the **Additional Subscriber/Client Information** to enter additional required information.
Subscriber/Client Information

- Once the field is expanded enter the **Student’s Last Name**, **Date of Birth**, and **Gender**.
  - Date of birth must be in the following format: **MM/DD/YYYY**.
  - The additional information fields are not needed.
Student Covered by Private Insurance

These next few slides provide directions on how to bill for a student who has primary insurance coverage through a third party liability (TPL) such as Regence, Cigna, Tri-Care, etc. with Medicaid as secondary coverage. **If a student does not have TPL coverage, skip to Slide 23.**

- If a student has private insurance coverage as primary and Medicaid as secondary, it is up to the district whether they choose to seek Medicaid reimbursement for this student (HCA does not require school districts to bill for these students).
- If your district decides to bill HCA for students with TPL, the district must bill TPL prior to billing Medicaid (Medicaid is always the payer of last resort).

**Note:** View the [Checking Medicaid Eligibility](#) training to view if a student has private insurance in addition to Medicaid.
Students Covered by Private Insurance

• If your district decides to seek Medicaid reimbursement for a student who is covered by TPL, the district must:
  ➢ Obtain parental consent (per IDEA regulations)
  ➢ Submit at least one claim annually to the private insurance company before billing HCA in order to get a claim denial

• The claim denial letter will contain a “group code” and “remark code”.

• The district must enter the “group code” and “remark code” on the SBHS claim.
Students Covered by Private Insurance

- If the student has other commercial insurance, open the **Other Insurance Information** section by clicking on the red + expander. If there is no insurance, skip over this.

- Then open up the **1 Other Payer Insurance Information** section by clicking on the red + expander.
Students Covered by Private Insurance

- Enter the **Payer/Insurance Organization Name**.
- Open up the **Additional Other Payer Information** section by clicking on the red (+) expander.
Students Covered by Private Insurance

- In the **Additional Other Payer Information** section fill in the following:

  ![Additional Other Payer Information Diagram]

  - Enter the Insurance Carrier Code number and the ID Type.
Students Covered by Private Insurance

- Use the Insurance **Carrier Code** found on the client eligibility screen under the Coordination of Benefits section as the ID number for the insurance company.

To obtain the **Carrier Code**, view the [Checking Medicaid Eligibility](#) training to view if a student has private insurance in addition to Medicaid.
Students Covered by Private Insurance

- Enter the total amount paid by the commercial private insurance in the COB Payer Paid Amount field.

Most private insurance companies will not pay for school-based claims. If you receive a denial from the insurance company, enter a “0” here.
Students Covered by Private Insurance

- Click on the red + to expand the Claim Level Adjustments section.
Students Covered by Private Insurance

- Enter the adjustment **Group Code** and **Reason Code** (Number Only) which can be found on the denial letter you received from the insurance company.

- Under the amount, enter $0.

**Note:** The agency only accepts the standardized HIPAA compliant group and reason codes. These can be located at the [Washington Publishing Company’s (WPC) website](https://wpc.com).
Claim Information

Section 3: Claim Information Section

For SBHS claims, you do not need to enter information under any of these sections.

<table>
<thead>
<tr>
<th>CLAIM INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go to Other Claim Info to include the following claim detail information: Specialized Line Services, Miscellaneous Line Data, Line Level Providers, Miscellaneous Line Dates, Test Results or Form Identification Information.</td>
</tr>
</tbody>
</table>

- **PRIOR AUTHORIZATION**
- **CLAIM NOTE**
- **EPSDT INFORMATION**
- **CONDITION INFORMATION**

- Is this claim accident related? [ ] Yes [ ] No

<table>
<thead>
<tr>
<th>CLAIM DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Account No.:</td>
</tr>
<tr>
<td>* Place of Service:</td>
</tr>
</tbody>
</table>

**Additional Claim Data**

Diagnosis Codes: * 1: [ ] 2 [ ] 3: [ ] 4: [ ] 5: [ ] 6: [ ]
7: [ ] 8: [ ] 9: [ ] 10: [ ] 11: [ ] 12: [ ]
Is the Claim Accident Related?

- This question will always be answered NO.
Patient Account Number

- The Patient Account No. field allows the school district to enter their internal student account numbers assigned to the student. This field is optional.

Note: Entering internal patient account numbers may make it easier to reconcile the weekly remittance and status report (RA) as these numbers will be posted on the RA.
Choose the appropriate **Place of Service (POS)** from the drop down.
For SBHS claims, choose POS 03-SCHOOL unless services were provided through telemedicine.
For services provided through telemedicine, choose POS “02”.

Additional directions on how to bill for services provided through telemedicine are available in the [SBHS Billing Guide](#).

Note: The Place of Service is required in this section but can still be added to the line level of the claim. Line level is **NOT** required.
Diagnosis Codes

➢ Enter the appropriate ICD-10 Diagnosis Code or codes.

Note: All SBHS claims use diagnosis code R69 (Illness, unspecified).
Basic Service Line Items

Section 4: Basic Line Item Information

Click on Other Svc Info in each line item to include the following additional line item information:
Attachment, Drug, UMERC Condition, Health Services, Test Results, Home Oxygen Therapy, Service Facility, Miscellaneous Numbers, Indicators, Providers, Dates and Amounts, Medical Equipment, Ambulance Transport, Line Item Notes, Other Payor, Spinal Manipulation, Purchased Services and Line Adjudication.

Basic Service Line Items

* Service Date From: [__] [__] [__]  
Place of Service: [__]  
* Procedure Code: [__]  
Modifiers: 1: [__] 2: [__] 3: [__] 4: [__]  
* Submitted Charges: [$]  
* Units: [__]  
* Medicare Crossover Items
National Drug Code: [__]  

Drug Identification

Prior Authorization

Additional Service Line Information

Note: Please ensure you have entered any necessary claim information (found in the other sections on this or another page) before adding this service line.

Previously Entered Line Item Information

Click a Line No. below to view/update that Line Item Information.  
Total Submitted Charges: [$]
Basic Service Line Items

- Enter the **Service Date From:**

  ![Date From Format](mm dd ccyy)

  *Service Date From: [Input Fields]*

- Enter the **Service Date To:**

  ![Date To Format](mm dd ccyy)

  *Service Date To: [Input Fields]*

Note: The dates of service must be in the format of a 2 digit month, 2 digit day, and 4 digit year (e.g. 10/03/2016).
Basic Service Line Items

- The **Place of Service Code** is not required here as it is already entered at the Claim Level.
Basic Service Line Items

➢ Enter the **Procedure Code:**

* Procedure Code: 

Note: Use current codes listed in the [SBHS Billing Guide](#).

➢ Enter the appropriate procedure **Modifier(s)** if needed.

Modifiers: 1: [ ]  2: [ ]  3: [ ]  4: [ ]

Note: For the SBHS program, the only time a modifier is required is when services are provided through telemedicine. When services are provided through telemedicine, enter modifier 95 with the corresponding procedure code.
Basic Service Line Items

- Enter **Submitted Charges**:

  * Submitted Charges: $

  Note: If the dollar amount is a whole number, no decimal point is needed.

Note: Use the current [SBHS Fee Schedule](#) to determine the submitted charges. When billing for multiple units, the school district will need to determine the appropriate charge. For example, if the rate of the code is $25 and the provider bills two units, enter $50 as the submitted charge.
Basic Service Line Items

➢ Enter appropriate **Diagnosis Pointer**:

![Diagnosis Pointers: * 1:](image)

<table>
<thead>
<tr>
<th>Diagnosis Pointers: * 1:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>8</td>
</tr>
</tbody>
</table>

Note: Because the SBHS program only utilizes one diagnosis code, this will always be “1”.
Basic Service Line Items

- Enter procedure **Units:**

  *Units:*

  Note: At least 1 unit is required.

Note: To determine the appropriate number of units, school districts can review the section “Using Untimed and Timed Procedure Codes” in the SBHS Billing Guide.
Basic Service Line Items

- SBHS claims do not require prior authorization. Do not enter anything in this section.

- The **Additional Service Line Information** is not needed for claims submission.
Add Service Line Items

- Click on the **Add Service Line Item** button to list the procedure line on the claim.

Note: Once the procedure line item is added, ProviderOne will refresh and return to the top of the claim form.

Note: Please ensure all necessary claim information has been entered before clicking the **Add Service Line Item** button to add the service line to the claim.
Add Additional Service Line Items

- If additional service lines need to be added, click on the **Service** hyperlink to get quickly back to the **Basic Service Line Items** section.

- Then follow the same procedure as outlined above for entering data for each line.
Update Service Line Items

Update a previously added service line item by clicking on the **Line No.** of the line that needs to be updated. This will repopulate the service line item boxes for changes to be made.

<table>
<thead>
<tr>
<th>Line No</th>
<th>Service Date From</th>
<th>Service Date To</th>
<th>Proc. Code</th>
<th>Modifiers 1</th>
<th>Modifiers 2</th>
<th>Modifiers 3</th>
<th>Modifiers 4</th>
<th>Diagnosis Pttrs 1</th>
<th>Diagnosis Pttrs 2</th>
<th>Diagnosis Pttrs 3</th>
<th>Diagnosis Pttrs 4</th>
<th>Submitted Charges</th>
<th>Units</th>
<th>PA Number</th>
<th>Delete or Other Service Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>06/01/2016</td>
<td>06/01/2016</td>
<td>99214</td>
<td>1</td>
<td>150</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Once the line number is chosen, ProviderOne will refresh the screen and return to the top of the claim form. Use the **Service** hyperlink to quickly return to the service line item boxes and make corrections.
Update Service Line Items

Once the service line is corrected, click on the **Update Service Line Item** button to add corrected information on claim.

Previously Entered Line Item Information

Click a Line No. below to view/update that Line Item Information.  

<table>
<thead>
<tr>
<th>Line No.</th>
<th>Service Dates</th>
<th>Proc. Code</th>
<th>Modifiers</th>
<th>Diagnosis Ptnrs</th>
<th>Submitted Charges</th>
<th>Units</th>
<th>PA Number</th>
<th>Delete or Other Service Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>06/01/2016 06/01/2016 99214</td>
<td></td>
<td>1</td>
<td>1</td>
<td>175</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Once the **Update Service Line Item** button is chosen, ProviderOne will refresh screen and return to the top of the claim form. Use the **Service** hyperlink to quickly return to the service line item section to view and verify that changes were completed.
Delete Service Line Items

A service line can easily be deleted from a claim before submission by clicking on the **Delete** option at the end of the added service line.

Note: Once the service line item is deleted it will be permanently removed from claim. If the service line was accidently deleted, the provider will need to re-enter the information following previous instructions.
Submit Claim for Processing

➤ When the claim is ready for processing, click the **Submit Claim** button at the top of the claim form.

Note: Make sure the browser **Pop Up Blocker** is off or your system will not allow the claim to be submitted.
Submit Claim for Processing

- Click on the Submit Claim button to submit the claim. ProviderOne should then display this prompt:

- Click on the **Cancel** button if no backup is to be sent (no backup is required for SBHS claims).
Submit Claim for Processing – No Backup

- ProviderOne now displays the **Submitted Professional Claim Details** screen.
- Click on the **Submit** button to finish submitting the claim.
Saving and Retrieving a Direct Data Entry Claim
Saving a Direct Data Entry Claim

- ProviderOne allows a provider to save a claim if you are interrupted during the process of entering.
- You can retrieve the saved claim to finish entering the needed information and submit the claim.
- The following data elements are the minimum required to be completed before a claim can be saved:

<table>
<thead>
<tr>
<th>Section 1: Billing Provider Information</th>
<th>Section 2: Subscriber/Client Information</th>
<th>Section 3: Claim Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Provider NPI</td>
<td>Client ID number</td>
<td>Is this claim accident related?</td>
</tr>
<tr>
<td>Billing Provider Taxonomy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the Billing Provider also the Rendering Provider?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


Saving a Direct Data Entry Claim

- Save the claim by clicking on the **Save Claim** button.

  ![Provider Portal Claim Submission](image)

- ProviderOne now displays the following confirmation box:

  ![Message from webpage](image)

- Click the **OK** button to proceed or **Cancel** to return to the claim form.
- Once the **OK** button is clicked, ProviderOne checks the claim to make sure the minimum data fields are completed.
- If all data fields are completed, ProviderOne saves the claim and closes the claim form.
Retrieving a Saved Direct Data Entry Claim

- At the Provider Portal, click on the **Retrieve Saved Claims** hyperlink.
Retrieving a Saved Direct Data Entry Claim

ProviderOne displays the **Saved Claims List**:
- Click on the Link Icon to retrieve a claim.

- The system loads the saved claim in the correct DDE claim form screen.
- Continue to enter data, then submit the claim as normal.
- Once a saved claim has been retrieved and submitted, it will be removed from the Saved Claims List.
Claim Inquiry
Claim Inquiry

How do I find claims in ProviderOne?

- Claim Inquiry

Enter search data then submit
Claim Inquiry

- Claim TCN’s returned
  - Click on TCN number to view the claim data.
    - Denied claims will show the denial codes.
    - Easiest way to find a timely TCN number for re-billing.

![Claim Inquiry Providers List](image)
Why can’t I pull up my claim?

There are many reasons why you might not be able to retrieve a claim (for any system functions):

- It has been adjusted, you can’t retrieve a claim that has already been adjusted.
- It has been replaced by another claim.
- It hasn’t finished processing.
- It was billed under a different domain.
- You could be using the wrong profile.
- Trying to do a resubmit on a paid claim or an adjustment on a denied claim.
- Claims you billed with an NPI not reported in ProviderOne.
- Claims you billed with an ID only rendering provider NPI number as the pay-to provider.
Timely Billing
Timely Billing

What are the agency’s timeliness guidelines?

• The initial billing must occur within 365 days from the date of service on the claim.
• Providers are allowed 2 years total to resubmit, modify or adjust an initial claim.
• The agency uses the Julian calendar on claim numbers for tracking.
What is a TCN?

TCN=Transaction Control Number

18 digit number that ProviderOne assigns to each claim received for processing. TCN numbers are never repeated.
**How do I read a TCN?**

<table>
<thead>
<tr>
<th><strong>1st digit</strong></th>
<th><strong>Claim Medium Indicator</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>paper</td>
</tr>
<tr>
<td>2</td>
<td>Direct Data Entry</td>
</tr>
<tr>
<td>3</td>
<td>electronic, batch submission</td>
</tr>
<tr>
<td>4</td>
<td>system generated (Credits/ Adjustment)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>2nd digit</strong></th>
<th><strong>Type of Claim</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Medical/Dental</td>
</tr>
<tr>
<td>2</td>
<td>Crossover or Medical</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>3rd thru 7th digits</strong></th>
<th><strong>Date Claim was Received</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>3rd and 4th digits</td>
<td>are the year</td>
</tr>
<tr>
<td>5th, 6th and 7th digits</td>
<td>are the day it was received</td>
</tr>
</tbody>
</table>

**Example TCN:**

301610465325134000

<table>
<thead>
<tr>
<th>3</th>
<th>Electronic submission via batch</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Medical claim</td>
</tr>
<tr>
<td>16</td>
<td>Year claim was received-2016</td>
</tr>
<tr>
<td>104</td>
<td>Day claim was received-April 13</td>
</tr>
</tbody>
</table>
How do I prove timeliness?

- Direct Data Entry (DDE) Claims
  - Resubmit Original Denied/Voided Claim
  - ProviderOne will automatically detect the timely claim number as the timely TCN is now attached to the new transaction.
Adjust / Void a Claim
Adjust/Void a Paid Claim

- Select **Claim Adjustment/Void** from the Provider Portal.

- Enter the **TCN** number if known; or

- Enter the **Client ID** and the **From-To date** of service and click the **Submit** button.

Note: Per WAC 182-502-0150 claims can only be adjusted/voided in ProviderOne 24 months from the date of service.
Adjust/Void a Paid Claim

- The system will display the paid claim(s) based on the search criteria.
- Check the box of the TCN to adjust/void.
- ProviderOne loads the DDE screen with the claim data.
  - Update the claim information to adjust, then submit.
  - Claim data cannot be changed when doing a void, just submit the void.
Resubmit Denied Claims
Resubmit a Denied Claim

- Select **Resubmit Denied/Voided** Claim from the Provider Portal.

- Enter **TCN**, if known; or

- Enter the **Client ID** and the **From-To date** of service and click the **Submit** button.

![Image of Provider Claim Inquiry Search form](image-url)
Resubmit a Denied Claim

- The system will display the claim(s) based on the search criteria.

- Check the box of the TCN to resubmit and click **Retrieve**.

- ProviderOne loads the DDE screen with the claim data.
  - Update the claim information that caused the claim to deny, then submit.
Claim Templates
Creating a Claim Template

ProviderOne allows creating and saving templates:

- Log into ProviderOne.
- Click on the Manage Templates hyperlink.
- At the Create a Claim Template screen, use the dropdown to choose the **Type of Claim**.
- Click the Add button.
Creating a Claim Template

- Once a template type is picked the system opens the DDE screen:

- Name the template then fill in as much data as wanted on the template.

- Click on the **Save Template** button and the system verifies you are saving the template.

Note: The minimum information required to save a template is the **Template Name** and answer required questions.
Creating a Claim Template

- After the template is saved it is listed on the **Claims Template List**.

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Type</th>
<th>Last Updated By</th>
<th>Last Updated Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>Professional</td>
<td>PRU</td>
<td>05/03/2017</td>
</tr>
</tbody>
</table>

- Additional templates can be created by:
  - Copying a template on the list; or
  - Creating another from scratch.

- Templates can be edited, viewed, and deleted.
Submitting a Template Claim

- Claims can be submitted from a template:
  - Log into ProviderOne.
  - Click on the **Create Claims from Saved Templates**.
  - At the **Saved Templates List** find the template to use (sort using the sort tools outlined).
Submitting a Template Claim

- Click on the template name.
- The DDE screen is loaded with the template.

- Enter or update the data for claim submission then submit as normal.
Reading the Remittance Advice (RA)
Reading the Remittance Advice (RA)

How do I retrieve the PDF file for the RA?

• Log into ProviderOne with a **Claims/Payment Status Checker, Claims Submitter, or Super User** profile.

  ![Payments]

  - Click on the **RA number** in the first column to open the whole RA.

  - At the Portal click on the hyperlink **View Payment**.

• The system will open your list of RAs.

```
<table>
<thead>
<tr>
<th>RA/ETRR Number</th>
<th>Check Number</th>
<th>Check/ETRR Date</th>
<th>RA Date</th>
<th>Claim Count</th>
<th>Charges</th>
<th>Payment Amount</th>
<th>Adjusted Amount</th>
<th>Download</th>
</tr>
</thead>
<tbody>
<tr>
<td>500649639</td>
<td></td>
<td>08/06/2015</td>
<td>2</td>
<td>$300.00</td>
<td>$0.00</td>
<td>$300.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>500955089</td>
<td></td>
<td>12/16/2015</td>
<td>1</td>
<td>$100.00</td>
<td>$0.00</td>
<td>$100.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

  - Click on the **RA number** in the first column to open the whole RA.
Reading the Remittance Advice (RA)

The Summary Page of the RA shows:

- Billed and paid amount for Paid claims
- Billed amount of denied claims
- Total amount of adjusted claims
- Provider adjustment activity
Reading the Remittance Advice (RA)

Adjustments:

• P1Off (offset) adjustments: These adjustment amounts can carry over on each week’s RA until the amount is paid off or reduced by the amount paid out for claims adjudicated that week.
  o Claims that caused these carry over adjustment amounts can be on previous RAs.
  o Updates to the RA format now provide the parent TCN under the FIN Invoice Number for reference.

• NOC (non-offset) Referred to CARS: System-generated recoveries or adjustments that are referred to OFR for collection.
  o Updates to the RA format now provide the parent TCN under the FIN Invoice Number for reference.

Retention Policy:

• Providers must keep RA’s on file for 6 years per Washington Administrative Code (WAC).
Reading the Remittance Advice (RA)

➢ The RA is sorted into different Categories as follows (screen shown is sample of Denials):
  • Paid
  • Denied
  • Adjustments
  • In Process

<table>
<thead>
<tr>
<th>RA Number: 500955089</th>
<th>Warrant/EFT #: 510000004</th>
<th>Warrant/EFT Date:</th>
<th>Prepared Date: 12/16/2015</th>
<th>RA Date: 12/16/2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category: Denied</td>
<td>Line #</td>
<td>Rendering Provider / RX #: Auth office #</td>
<td>Service Date(s)</td>
<td>Svc Code or NDC / Mod / Rev &amp; Class Code</td>
</tr>
<tr>
<td>Client, Pseudo 999999999WA</td>
<td>1</td>
<td>12/01/2015-12/01/2015</td>
<td>90152</td>
<td>3.0000</td>
</tr>
</tbody>
</table>

Document Total: 12/01/2015-12/01/2015 3.0000 $100.00 $0.00 $0.00 $0.00 $0.00 $0.00 $0.00

Category Total: 3.0000 $100.00 $0.00 $0.00 $0.00 $0.00 $0.00 $0.00

Billing Provider Total: 3.0000 $100.00 $0.00 $0.00 $0.00 $0.00 $0.00 $0.00

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Reading the Remittance Advice (RA)

EOB Codes

- Adjustment Reason Codes and Remark Codes for denied claims & payment adjustments are located on the last page of the RA.

<table>
<thead>
<tr>
<th>Adjustment Reason Codes / NCPDP Rejection Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>119: Benefit maximum for this time period or occurrence has been reached.</td>
</tr>
<tr>
<td>15: The authorization number is missing, invalid, or does not apply to the billed services or provider.</td>
</tr>
<tr>
<td>16: Claim/service lacks information or has submission/filing error(s) which is needed for adjudication. Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Note: Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REP), if present.</td>
</tr>
<tr>
<td>18: Exact duplicate claim/service (Use only with Group Code OA except where state workers’ compensation regulations requires CO)</td>
</tr>
<tr>
<td>25: Lifetime benefit maximum has been reached.</td>
</tr>
<tr>
<td>96: Non-covered charge(s). At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Note: Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REP), if present.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Remark Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>N20: Service not payable with other service rendered on the same date.</td>
</tr>
<tr>
<td>N329: Missing/incomplete/invalid patient birth date.</td>
</tr>
<tr>
<td>N37: Missing/incomplete/invalid tooth number/letter.</td>
</tr>
<tr>
<td>N39: Procedure code is not compatible with tooth number/letter.</td>
</tr>
</tbody>
</table>

- The complete list of Federal codes can be located at the Washington Publishing Company’s (WPC) website.
Questions?

For assistance with submitting direct data entry SBHS claims, contact Provider Relations at ProviderRelations@hca.wa.gov

For SBHS policy/program questions, contact Shanna Muirhead, SBHS Program Manager at:
Email: Shanna.Muirhead@hca.wa.gov
Tel: 360-725-1153