

Published for the Medicaid Providers of Hawaii.

## **Provider Bulletin**

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# DHS Medicaid Online Coming Soon!

DHS Medicaid Online is an Internet Web-based eligibility and claim status verification system that will allow providers to inquire on a recipient's eligibility, enrollment and the status of a claim submitted to fee-for-service Medicaid. Please note that this is a different Web site than our general information Web site at <a href="https://www.med-quest.us">www.med-quest.us</a>. With this service, providers will receive an immediate response to real-time (up-to-date) information.

There is no cost to use this service; however, you do need access to the Internet. DHS Medicaid Online will be available 24 hours a day, 7 days a week with the exception of some minimal system downtimes.

Med-QUEST is scheduled to launch DHS Medicaid Online mid-February 2003. Due to the large volume of providers anticipated to sign-up for the service, DHS will be staggering the rollout of this service to providers.

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#### **Claims Submission News**

Your claims will be returned if you do not submit valid HPMMIS provider numbers and valid Medicaid recipient ID numbers. Providers must bill using their new eight-character HPMMIS provider ID numbers (six-digit base with two-digit location code). Providers must accurately submit the recipient ID number which is 10 characters in length. Please verify the recipient ID number by referring to the recipient Medicaid ID card or utilizing AVRS.

## **Important Contact Information**

Provider Inquiry Unit (Call Center):

Oahu: 952-5570

Neighbor Islands: 1-800-235-4378

Eligibility Line (AVRS): 1-800-882-4608

**Email Provider Inquiries to:** 

hi.providerrelations@acs-inc.com

Fax Provider Inquiries to: (808) 952-5595

Fax Urgent Prior Auth Requests to: (808) 952-5562

(Not Applicable To Medicaid Waiver Program)

Mail Prior Auth Requests to: (Not Applicable to Medicaid

Waiver Program) ACS

P.O. Box 2561

Honolulu, HI 96804-2561

Mail Returned Checks to:

ACS

P.O. Box 1206

Honolulu, HI 96807-1206

Mail MQD Claims to: AC

P.O. Box 1220

Honolulu, HI 96807-1220

Mail SSD Medicaid Waiver Claims to:

ACS

P.O. Box 4631

Honolulu, HI 96812-4631



#### **UB92 Claims**

• Non-covered services should be reported in the non-covered charges column. Failure to report the service as a non-covered charge may cause the entire claim to deny.

#### **HCPCS on UB92 Claims**

 When applicable, HCPCS must be provided with the corresponding Revenue Code. For example, HCPCS are required on outpatient emergency room claims except on revenue codes 25x and 63x.

#### Tax Line Item

 Do not submit a tax line on the UB92. Tax is no longer reimbursed as a separate line item.
 Submitting a separate tax line on the UB92 form will cause the entire claim to deny.

#### **J-codes**

 J-codes are not reimbursed by Medicaid, unless these codes are on claims that crossed over from Medicare.

#### **Outlier Claims**

 Hospitals submitting adjustments to Outlier claims previously paid by HMSA must enter a condition code of "61" in form locator block 24 or the claims will deny.

# Billing for Administration of Vaccines/Toxoids

- Providers must bill for the administration of the vaccines using procedure codes 90476-90749.
   While these codes are used to indicate the specific vaccine/toxoid product, Hawaii Medicaid also recognizes these codes for the administration of the vaccine.
- If the vaccine/toxoid is covered by the Vaccines for Children (VFC) Program, Hawaii Medicaid will only reimburse the administration fee.
- If the vaccine is administered to an adult or is not covered through the VFC Program, please submit a 204 claim form using the NDC number on the vial to the ACS Pharmacy Benefits Manager (PBM) in Atlanta.
- Administration codes 90471-90474, G0008-G0010, and 90782 will be denied. Bill using 90476-90479 to receive reimbursement for the administration of the vaccine.

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## Medicare Crossover Claims Provider ID Not Found

 Currently, many Medicare Crossover Claims are denied because the provider cannot be identified in the HPMMIS system. If you do not see your Medicare Crossover Claims on your RA, please resubmit.

## Medicare's Provider Tax ID Differs from What Is in HPMMIS

- Many Medicare Crossover Claims are pended because the Tax ID number on your claim from Medicare does not match the Provider Tax ID number in the HPMMIS system. To rectify this, you may need to do the following:
  - verify your Tax ID number with us
  - correct your Tax ID number with Medicare
  - submit a letter to ACS authorizing them to change the Tax ID number if incorrectly submitted to us on the Medicare Crossover Claim.

# Medicaid Provider ID Format

 When submitting hardcopy claims, please use a dash to separate the first six digits of the provider ID number from the last two digits that identify the location, i.e. 754242-01.

#### **Check Digit**

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 Do not use a recipient's HAWI ID number with a check digit. This will delay processing of the claim.

#### **Dental Providers**

 For adult emergency services, remember to submit the diagnosis code 525.9 in FL 58 on the ADA 1999 version 2000 form. Failure to use the code will cause the claim to deny.

# SSD Medicaid Waiver Providers

 To expedite processing of claims, please make sure to submit procedure codes and modifiers as stated in your contracted rate schedule.

#### (N/A for SSD MW Providers)

- If a claim denied because a prior authorization is required and there is no prior authorization on file in HPMMIS; and you have a hard copy of the prior authorization approval, please do the following:
  - 1) Resubmit a hard copy claim
  - Attach a copy of the approved authorization
  - 3) Mail to:P.O. Box 3707Honolulu, HI 96811-3707
- Providers must use the revised 1144 form.
   If you do not have a copy of the 1144 form,
   you can download the form from the
   Med-QUEST Web site at www.med-quest.us.

## **Provider Bulletin**

 Prior authorization letters are mailed only to the correspondence address for each provider. Each provider has only one correspondence address in the system. Unfortunately, our prior authorization system is not able to determine which service location a provider is requesting for prior authorization. This means that if a provider has multiple service locations, and a patient is seen only at one of the locations, the letter will only be mailed to the correspondence address which might not be the same as the service location address. Med-QUEST is aware of this problem so please do not return the letter with an indication that the patient was not seen at this location. If possible, please forward the letter to the correct service location for the provider.

# Volume 2, Issue 1

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Feb.

#### Correction to last month's Provider Bulletin, Volume 1, Issue 7

The following supersedes information disseminated in past provider bulletins and in the provider manual.

#### 2003 **Billing for Room Charges and Ancillary Charges Ancillary Bill Type** R&B Bill Type Room & Board Rev Code Level of Care Subacute 17x or 27x 17x or 27x 19x Note: Hospitals should use Revenue Code 190, Nursing Homes should use Revenue Code 191 and 192 **ICF** 61x 61x 1xx ICF MR 65x 65x 1xx SNF 21x 21x 1xx Swing Bed SNF 28x 28x 1xx Swing Bed ICF 68x 68x 1xx Hospital waitlisted Subacute 17x 17x 190 Waitlisted ICF 63x 11x or 21x 11x with occurrence span with occurrence code 74 code 74 Waitlisted SNF 23x 11x 11x with occurrence span with occurrence code 75 code 75

#### **Anesthesia**

• Indicate in FL 24G the number of minutes. Do not submit units.

#### **DHS Medicaid Online**

#### Q How much does it cost?

**A** There is no cost to use this service.

## **Q** Is the denial reason or date of denial going to be available online?

A It is not available for the initial rollout. This information is on the remittance advice. Future system enhancements including this information will be considered.

## **Q** Can providers find out what payment amounts are for the week?

A This is not available on the Web site.

## **Q** Will prior authorization information be available online?

A It is not available for the initial rollout. Future system enhancements including this information will be considered.

## Q Will the recipient's cost share information be available online?

A It is not available for the initial rollout. Future system enhancements including this information will be considered.

## Q What is required for a provider to access DHS Medicaid Online?

A A provider needs Internet access, a valid HPMMIS Provider ID number and a Federal Tax ID number.

## **Q** When will the system be available for providers to use?

A DHS Medicaid Online will begin rollout to the provider community mid-February 2003. The system is available to users 24 hours a day/ seven days a week. The system provides real-time (up-to-date) information. Due to the anticipated large volume of providers interested in this service, it will be rolled out on a staggered

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basis. See the accompanying chart on Page 6 for a list of dates.

#### **Q** Where is the data coming from?

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A The data source for the eligibility, enrollment and claims information comes from the Hawaii Prepaid Medical Management System (HPMMIS). The system provides you real-time information.

## Q Who do I call if I have questions regarding a claim?

**A** You may call the ACS Call Center at: (808) 952-5570 or 1-800-235-4378.

# Q Who do I call if I have questions regarding a recipient's eligibility or enrollment?

A You may call the *Med-QUEST Provider Hotline* at **(808) 692-7360.** 

## Q Who do I call if I have questions regarding my provider registration status?

A You may call the Health Coverage Management Branch (HCMB) Provider Registration at (808) 692-8099.

## Q How do I update my Tax ID number or other demographic information?

**A\*** Please complete a Provider Registration change form and submit to:

MQD/HCMB PO Box 700190 Kapolei, HI 96709-0190

The form is available on the MQD Web site.

#### \*SSD MW Providers

Complete a Medicaid Waiver Provider Application and submit to:

Medicaid Waiver Action Center Attn: Provider 810 Richards St., Suite 501 Honolulu, HI 96813

Call the Medicaid Waiver Action Center at (808) 586-5540.

ACS, MQD and SSD personnel understand

that this transition has, at times, been difficult

Good to Know ...

#### **Number of Paid Claims:**

November – 40,000 December – 80,000 January – 173,000

## Automated Voice Response System (AVRS)

We are pleased to announce that improvements were recently made to the AVRS, the system you can use to obtain recipient eligibility information over the phone. The modifications will enable you to cut the time spent on AVRS by 50 percent. Try out the new improved AVRS and let us know how you like it!

#### **New MQD Web site!**

The new Med-QUEST Web site is now available. You can access the Web site at <a href="https://www.med-quest.us">www.med-quest.us</a>.

# ACS Provider Call Center

To shorten your wait time to reach an ACS Provider Inquiry Associate, we have hired four new associates. While we expect the added staff will improve provider access to the call center, also consider the following actions:

- When you need eligibility information, utilize the enhanced AVRS.
- When reviewing your Remittance Advice, if you detect a data entry error, circle the error with comments on the RA and fax to: 952-5595.
- The form locator 10c on the HCFA 1500 should be checked only if the patient's condition is related to an accident and there is a third party payer or worker's compensation available.

## Online Coming

Continued from Front

DHS Medicaid Online can be accessed at <a href="https://hiweb.statemedicaid.us">https://hiweb.statemedicaid.us</a>. To obtain a user manual for DHS Medicaid online, please visit the Med-QUEST Web site at <a href="https://www.med-quest.us">www.med-quest.us</a>. Registration is required.

We have been actively testing this Web site since November 2002. MQD recognizes that there may be other pertinent information that would be useful on the Web site and is looking into making future enhancements to this service.

## Medicaid Online Rollout Schedule

Rollout#	Provider Type	Provider Type Desc.	Island(s)	Count	Provider Status	Rollou <sup>a</sup> Date
1	02	Hospital	All	42	All	2/24/03
1	22	Nursing Home	All	69	All	2/24/03
1	35	Hospice	All	7	All	2/24/03
		Group Total		118		
2	05	Clinic	All	429	All	3/3/03
2	06	Emergency Transportation	All	8	All	3/3/03
		Group Total		437		
	04	0	AII	4047	A.II	2/40/00
3	01	Groups	All	1247	All	3/10/03
		Group Total		1247		
4	03	Pharmacy	All	380	All	3/17/03
4	04	Laboratory	All	115	All	3/17/03
		Group Total		495		
5	30	DME Supplier	All	239	All	3/24/03
5	33	Rehabilitation Center	All	19	All	3/24/03
5	29	Community/Rural Health Center	All	3	All	3/24/03
5	41	Dialysis Clinic	All	28	All	3/24/0
5	42	Hospital Affiliated Clinic	All	0	All	3/24/0
5	43	Ambulatory Surgical Center	All	7	All	3/24/03
5	52	Mental Health Clinic	All	65	All	3/24/03
5	71	Psychiatric Hospital	All	2	All	3/24/03
5	C2	FQHC	All	9	All	3/24/03
5	J JZ	Group Total	ZII	372	7.11	3/2-7/0
6	08	MD-Physician	Oahu	2591	Active	3/31/03
6	08	MD-Physician	Oahu	1192	Non-Active	3/31/0
6	08	MD-Physician	Big Island	456	All	3/31/03
6	08	MD-Physician	Maui	387	All	3/31/0
6	08	MD-Physician	Kauai	285	All	3/31/0
6	08	MD-Physician	Molokai	47	All	3/31/0
6	08	MD-Physician	Lanai	6	All	3/31/0
		Group Total	4964			
7	07	Dentist	All	1201	All	4/7/03
7	D1	Dentist-Endodontist	All	12	All	4/7/03
7	D2	Dentist-Pedodontist	All	13	All	4/7/03
7	D3	Dentist-Oral Surgeon	All	13	All	4/7/03
7	D4	Clinic-Dental Services	All	1	All	4/7/03
		Group Total		1240		
8	All Others	All Others	All		All	4/14/03

#### **Notification Alerts -**

#### **Modifier 32**

Effective April 1, 2003:

Like Medicare, the Medicaid fee schedule has two distinct rates for certain procedures: (1) when performed in facility settings and (2) when performed in settings other than facilities. Codes subject to rates applicable when performed in facilities are identified in the Medicare fee schedule with an asterisk (\*). To expedite claims processing for these asterisked procedures, please enter the modifier -32 when asterisked procedures are performed in non-facility settings.

### Fee Schedule Update

MQD has changed the allowed amounts for certain procedure codes to comply with Medicaid rules. On pages 8–10 is a list of affected procedure codes. These changes are retroactively effective to 11-1-02. Claims paid since 11-1-02 for the attached list of procedures will be adjusted and additional payment/recoupment will be applied as appropriate.

#### **Trivia**

- Did you know that ACS Hawaii Medicaid fiscal agent associates reside exclusively on Oahu?
- Did you know that the most common billing mistake occurs when billing with the HMSA Medicaid number instead of the new Medicaid Provider ID number?
- Did you know that the state of Hawaii saved state taxpayers' money by partnering with Arizona to develop the new Medicaid claims system? Ninety percent of the cost of the system was obtained from the federal government because of this partnership.
- Did you know that the best time to call the Provider Call Center is from 7:30 a.m. to 8:00 a.m.?

222	29345 121.07 29358 127.33 29365 103.87 29405 76.57 29425 83.40 29435 102.65 29440 47.50 29445 71.47 29505 71.47 29515 60.20 76.21			12017     260.29       12018     302.17       16035     44.50       20501     786.80       22830     792.17       22846     789.08       27822     1104.49       27828     1176.93       27829     1176.93       27829     174.9       27829     574.15       27829     574.15       28465     614.94       562.24	PROCEDURE MOD ALLOWABLE PROCEDURE
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62.96 67.32 246.44 233.85 255.37 225.78	134, 43 243,61 286,51 507,87 263,20 94,20 139,20 76,47 76,43 930,03 930,03	80.98 85.81 139.55 90.73 68.52 65.59 99.55	214.56 193.25 249.21 253.48 250.31 72.45 85.17 24.58 28.68 56.36 49.75	259.37 380.67 503.04 624.95 745.59 313.28 1382.12 361.17 1096.27 1231.77 846.75 846.75 846.75 85.96 387.04 165.56 27.71 130.49	MOD ALLOWABLE
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G0168 K0050 L0140 L0920 L0960 L1825 L1906 L1825 L1906 L2415 L2627 L3650 L4380 L5622 L5622 L5622 L5648 L5622 L5648 L5620 L5622 L5648 L6586 L6586 L6586 L6586 L6588 L6590 L8490 V2219 V2219 V2520 V2520 V2530	G0113
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