# DDD Business Operations Newsletter

September 2010

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## STATE FURLOUGH DAYS

**For SFY 2011**

September 17, 2010
November 26, 2010
December 23, 2010
June 10, 2011

Please note, all offices will be closed on the above listed dates. A reminder email will be sent out from the Division a few days before the furlough. Sample of email:

"As a reminder, Friday, September 17, 2010 is the state mandated Furlough day. As a result, the statewide accounting system will not be available for processing. Any claims loaded into FOCUS on Thursday, September 16, 2010 will process through FOCUS on Thursday evening; however they will not interface with the statewide accounting system until Monday, September 20, 2010. Any claims loaded Wednesday, September 15, 2010 will process on schedule."

## Friendly Reminder.....

**Naming Your Billing Document:**

- Effective July 1, 2010 the Fiscal Year changed to SFY11. The State Fiscal years run from July 1, 2010 – June 30, 2011.
- A provider should submit **one** file per month unless the provider has two different AHCCCS ID's. Example: Group billing ID (including all therapy services) and a Habilitation ID (including all HCBS services).
- All electronic files uploaded from the FTP site are processed from 8am-3pm daily. Files submitted after 3pm, will be processed the following business day. Don't forget to attach your **Coversheet**.
- Please remember the Billing Detail Report is available to verify status.


**Equal Opportunity Employer/Program**

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program of activity because of your disability, please let us know of your disability needs in advance if at all possible.

To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-6825; TTY/TTD Services: 7-1-1.





DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

## Effective October 1, 2010 New FOCUS Payment Edits Due to Current QVA Requirements

- Vendor Insurance documentation is not current
- Vendor Certification/AHCCCS Registration is not current for Service Dates
- Invalid Vendor Contract is not Active during Dates of Service
- Vendor is not Active during Dates of Service
- Provider of Service Certification/AHCCCS Registration not current during Dates of Service
- Vendor Type for AHCCCS Registration is not Eligible during Dates of Service
- Billing Units Not Equal to Date Span:
  - applies to Skilled Nursing Facilities for NF1(0192), NF2(0193), NF3(0194), and
  - applies to ICM(0190 or 0191), RBH(0185), RBT(0183)

**Failure to submit your AHCCCS ID on your Billing Template will result in billing denial and non-payment from the Division.**

Office of Licensing, Certification, and Regulation 602-542-9013 or
Email at kbarone@azdes.gov
AHCCCS Provider registry – 602-417-7670 option 5
Fax # 602-256-1474
NPI registry- https://nppes.cms.hhs.gov/NPPES

**Within the next few months providers will be able to access an Authorization Report and Check Detail Report online.**

Authorization Report: This report will allow the provider to view all their current authorizations in FOCUS. In addition, for research purposes the provider will be able to search an individual's history of authorizations.

Check Detail a.k.a. Extended Stubs: This report will allow the provider to view and download all payments processed.

# Service Code Changes Effective October 1, 2010

**General Billing Rule: Always confirm the billing code matches the corresponding authorization.**

## Therapy

OCL– Occupational Therapy Early Intervention
OCV– Occupational Therapy Early Intervention Evaluation
OEA– Occupational Therapy Evaluation 3 +
OTA– Occupational Therapy 3 +

PHL– Physical Therapy Early Intervention
PH**V**– Physical Therapy Early Intervention Evaluation (**correction on service code**)
PEA– Physical Therapy Evaluation 3 +
PTA– Physical Therapy 3+

SPL– Speech Therapy Early Intervention
SPV– Speech Therapy Early Intervention Evaluation
SEA– Speech Therapy Evaluation 3 +
STA– Speech Therapy 3 +

## Attendant Care

All Attendant Care will be authorized and billed using ATC starting with October Dates of Service. Please use appropriate modifiers.

# Top Reasons Files Do Not Run

**Naming Your File**:
Your file must be saved in the 1997-2003 format. Example: ABCD1107.xls
4 character alpha code (ABCD)
Fiscal Year (11)
Month Billing (07)

**Cells:**
All cells should be formatted either as Text or Number. Any other formats will cause technical problems that will result in files that can not be processed.

**Starting Your Bill:**
Always start your bill on line (2) of your Header, Details and Footer.

**Totals Do Not Match:**
Check your total in the Details making sure it matches the total in the Footer.

**Column Titles:**
Check that column titles are not removed from your document and remember they are case sensitive. Column titles must be precise (i.e. cannot be misspelled, and cannot include spaces before or after the column name). The columns are positional. For example, the first column (named ProvSvcLocation) MUST be in column A.

**Header, Details and Footer:**
Sheet names must be Header, Details, Footer (in that exact order, must be spelled correctly and cannot contain spaces before or after the sheet name). Extra data in the Header, Details or Footer will cause technical errors. **Please do not change the document.**

**Place of Service:**
Make sure you complete the Place of Service for all lines in the Details.

**Dates of Service:**
Make sure you complete the Dates of Service for all lines in the Details.

**Removing False from Detail:**
You must remove all false from your details after the last completed line of the bill.

1. Click on the number in the left margin that represents the next claim line under your last completed line. The entire line should highlight across.
2. Hold down the control and shift keys at the same time. Push the down arrow and the rest of the sheet should be highlighted.
3. Right click in the highlighted area. A box should pop up.
4. Click on Clear Contents. All formulas and formatting have been removed from unused claim lines.

**DON'T FORGET THE COVERSHEET!**

## Procedure for Reversals and Check Credits

When requesting reversals or check credits, a coversheet explaining the request must be provided.
Example- billed wrong rate

**Reversals –** Spreadsheets should be emailed to Teresa Nino(MariaNino@azdes.gov) or Kim Smith (KSmith@azdes.gov).

**Check Credits –** Spreadsheets should be emailed to Richard Welling (RWelling@azdes.gov).
Checks should be mailed directly to: Division of Developmental Disabilities
Attention Richard Welling
1789 W. Jefferson St.
Site Code 791A
Phoenix, AZ 85007

**Reversals -Ten (10) Claim Lines or Less**
Reversals must be 10 or less claim lines.
The following information must be provided via hard copy or by email. Once the reversal is completed the units will be restored to the authorization, and the provider can re-bill the Division.

Provider ID
Client ID
Client Name
Dates of Service
Service
Paid Units
Rate
Amount Paid

**Check Credits - Over 10 Claim Lines**
Only checks that reflect an exact dollar match to the Paid claim line(s) can be accepted. A check can encompass multiple claim lines, but the total amount of the check must match the total amount for all affected claim lines in the FOCUS payment file. This information can be provided by submitting an Excel spreadsheet indicating the claims lines to be credited. The required information is the same as required for a reversal.

**Checks which do not meet the above criteria will be returned by the Accounts Payable unit**.

**FY10 REVERSALS –** Due to State Fiscal Year conversion, the Division is unable to process reversals for FY10. The Division can accept checks and process as a check credit. If you have reversals that need to be processed please follow the check credit instructions above.

## SPEECH LANGUAGE PATHOLOGY ASSISTANT (SLPA) BILLING PROCEDURES

Please follow the detailed instructions below when billing the Division of Developmental Disabilities for a SLPA:

**Service Code**: SPT

**Rate**: Use the appropriate Speech Language Pathology Assistant rates contained in the RateBook issued July 1, 2010. As found on Page 31 in the RateBook for Natural Setting, 1 client, Base Rate the Speech Language Pathology Assistant would bill $54.50

**NPI**: Each Speech Language Pathology Assistant must have their own NPI (National Provider Identifier). The NPI is entered in column W in the Detail section of the DDD billing document. If you have not applied for an NPI, please go to https://nppes.cms.hhs.gov/NPPES .

**AHCCCS Number**: Each Speech Language Pathology Assistant must have their own AHCCCS number. Their AHCCCS number is entered in column V in the Detail section of the DDD billing document. If you have not registered with AHCCCS and received your AHCCCS number, please go to http://azahcccs.gov/default.aspx.

### Claim Dispute Guidelines

Claim Dispute Guidelines are available on the DDD homepage. Go to www.azdes.gov/ddd and scroll down to Provider News and click on **Claim Dispute Guidelines.**

# How Can We Help You?

| Name | Phone # | Email |
|---|---|---|
| Kim Maldonado—Statewide TPL Trainer | 520-742-7679 x 130 | KMaldonado@azdes.gov |
| Judy Niebuhr—DDD Billing Trainer | 602-542-6885 | JNiebuhr@azdes.gov |
| Kim Smith—Interim Claims Manager<br>Fiscal Integrity Manager | 602-542-6798 | KSmith@azdes.gov |
| Beta Schneider– AHCCCS Certification Liaison | 602-542-6671 | BSchneider@azdes.gov |
| **TPL Waivers:** | | |
| Carol Garcia—Benefits Coordinator | 602-364-1865 | CarolGarcia@azdes.gov |
| Peggy S. Lopez—Assistant | 602-542-6095 | PeggySLopez@azdes.gov |
| Waivers fax # | 602-542-8193 | |
| **Bill Payers:** | | |
| Teresa Nino | 602-542-7060 | MariaNino@azdes.gov |
| Edgar Ruiz | 602-542-6866 | EdgarRuiz@azdes.gov |
| Verdean Williams | 602-542-6897 | VerdeanWilliams@azdes.gov |

# Thanks for all you do!

# Walk-ins Welcome!

## Provider Billing Training 2010

**When:** 9am-3pm September 15th & 28, October 6th & 20th, November 3rd & 17th and December 15th.

**What:** All day assistance is available for providers on a walk-in basis.

**Where:** 1789 W. Jefferson– 4th Floor SW Conference Room
Phoenix, AZ 85005

We're here to help with your billing questions- we'll work one-on-one or with groups. Bring your laptop with your billing if you'd like us to look it over before you submit electronically.

For providers needing help/guidance with TPL issues: Carol Garcia, Kim Maldonado and Peggy Lopez will be available to assist you.