



## CountyCare Claims and Configuration Project Updates

### Updated 10/12/2020

#	Type	Project	Impacted Providers	Description	Updates / Resolution	Status
66	PROCESSING ERROR	Program Code "09" QMB Codes incorrectly processed as covered benefit Remark Code: n/a	ALL Providers	Per HFS Practitioner Fee Schedule, codes identified as Program Code "09" are only covered benefits for qualified medicare beneficiaries, or QMBs. CountyCare has incorrectly been processing claims for these codes/services as covered. Updates will be made to the claims processing system to ensure these codes are no longer covered and appropriately denied.	System configuration completed 1/16/20. Claims identification completed. Claim recoveries underway - letter sent mid April. Recovery to occur end of June.	In Progress <span style="color: red;">Overpayment letters on hold due to COVID.</span>
54	PROCESSING ERROR	Professional Services Rendered during Observations Stays Possible Remark Codes: S2, OS2; M62, CO-197	Professional Providers	Receiving reports that professional services rendered while member is part of Observation stay are denying for no prior authorization. Obs stays do not require authorization, therefore these services also do not require authorization.	Under review. Once review complete will determine ETA for fix, should fix re required. System script fix for ancillary/professional denials during stays underway. Fixing issues as identified or notified by providers.	In Progress - Ongoing
72	PROCESSING ERROR	Surgical Add Ons / Consultative Add Ons Remark Code: n/a	Surgical Providers	HFS clarification received 1/27/20: Applicable to any provider/COS allowed to bill surgical procedure codes for office POS	System configuration underway ETA late October for reprocessing (delayed).	In Progress
82	RATE UPDATE	RATE UPDATE - PT per diem rates Effective Date: 8/7/2019	Therapy Providers	On 4/16/20, HFS Released retro rate updates effective for DOS 8/7/2019 and after physical therapy per diem services.	System configuration underway - finalizing open questions with HFS related to APL and Set Rates.	In Progress
85	PROCESSING ERROR	MPA/MHVA Rate Year 2020 Add ons not paying on claims Remark Code: n/a	Stand Alone Psychiatric and Rehab Facilities	Claims incorrectly pricing without approved MPA/MHVA add-ons for provider types 21 and 22 (psych and rehab facilities)	System configuration complete Claims reprocessing complete	Complete
88	RATE UPDATE	HFS Rate Update: Revised Hospital and Safety Net Rates Effective 10/1/2019	Appealed Hospital Providers	Updated rates for hospitals based on appeals.	System configuration complete Claims reprocessing complete	Complete
89	RATE UPDATE	HFS Rate Update: Revised Hospital Inpatient and Outpatient Calculators	Hospitals	On 6/3/20, HFS released retro EAPG and DRG calculators (effective 10/1/2019 DOS and after)	System configuration complete Claims reprocessing ETA 10/23/2020	In progress
91	PROGRAM UPDATE	HFS Policy Change: Hospital Professional Billing Transition to the Outpatient Institutional Claim	ALL Providers	On 6/3/20, HFS released billing guidance for all hospital professional billing to be included on UB claim form as of 7/1/2020. All FFS must be billed with institutional NPI.	System configuration complete with exception of Therapy claims. Therapy ETA end of October	In progress
93	RATE UPDATE	HFS Rate Change: New Outpatient Rates effective 7/1/2020	ALL Providers	On 6/25/2020 HFS released New Outpatient Rates effective 7/1/2020.	System configuration complete Claims reprocessing complete	Complete
94	RATE UPDATE	HFS Updated IP and OP Hospital Rate Calculators	ALL Providers	On 6/26/2020 HFS released updated IP and OP Hospital rate calculators	System configuration complete 7/26/20 Claims reprocessing complete	Complete
95	RATE UPDATE	HFS Rate Update: Emergency Ambulance Rates	Emergency Ambulance Providers	On 6/27/2020 HFS released updated rates for public and private emergency ambulance rates	System configuration underway. Private Rates configured; Public in process. ETA late October- open question to HFS regarding applicability of rates, zip code /pick up location, and pricing.	In progress
96	PROCESSING ERROR	FQHC FFS billing edit incorrectly flagging on non-FQHC claims Remark code: XI44	Non-FQHC PCPs	Subset of claims potentially denying incorrectly for invalid billing taxonomy for non-FQHC providers, however edit is not relative to non-FQHCs: <i>Rendering provider taxonomy billed is required as the billing provider taxonomy</i>	System review underway ETA late October for reprocessing	In progress
100	RATE UPDATE	COVID: Designated facilities/units for testing and treatment	Designated LTC Facilities	On 4/28/2020, HFS released enhanced payments per day for isolation and ventilator services for individuals in COVID designated facilities/units.	System configuration underway, manual workaround in process.	In progress
104	RATE UPDATE	HFS Rate Update: LTC Rates and SLF Rates effective 7/1/2020	LTC, SLF Providers	On 7/31/2020, HFS released LTC and SLF rates effective 7/1/2020	System configuration complete 9/11 Claims reprocessing complete	Complete



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105	RATE UPDATE	HFS Rate Update: SUPR FY 2021 (effective 7/1/2020)	SUPR/DASA Providers	On 8/2/2020 HFS released SUPR FY2021 rate updates	System configuration complete 9/11 Claims reprocessing ETA 10/23	In progress
106	RATE UPDATE	Hospital Rate Calculators (effective 07/01/2020)	Hospitals	On 8/31/2020 HFS released Hospital Rate Calculators effective 07/01/2020	System configuration complete 10/9/2020 Claims reprocessing ETA 10/23	In progress
107	RATE UPDATE	FY21 CBS Rate Sheet (effective 07/01/2020)	Behavioral Health Providers	On 9/2/2020 HFS released FY21 CBS rate updates for community behavioral health providers effective 7/1/2020	System configuration complete 10/9/2020 Claims reprocessing ETA 10/23	In progress
108	RATE UPDATE	HFS Rate Update: Practitioner Fee Schedule (effective 07/01/2020)	ALL Providers	On 9/10/2020 HFS released practitioner fee schedule updates effective 07/01/2020	System configuration underway ETA 10/23/2020	In progress
109	PROCESSING ERROR	Anesthesia P5 Underpayments Remark Code: n/a	Anesthesia Providers	Value for P5 is calculating at 2 instead of 4	System configuration underway	In progress
110	PROCESSING ERROR	DASA/SUPR Claims Denying for Invalid Taxonomy Remark Code: XI94	SUPR/DASA Providers	MAT taxonomy must be billed for MAT services and may not be billed for any other services - reviewing claims where providers have indicated did NOT bill MAT taxonomy for non MAT services and believe denial is not accurate (in these cases).	Review Underway	In progress
111	PROGRAM UPDATE	Atypical Billing - New HFS Billing Guidelines	Waiver/Atypical Providers	HFS released guidance for atypical billing - mainly must use HFS Provider Number and must NOT use NPI - for billing atypical services effective 11/1/2020 received dates.	System configuration underway ETA 11/1/2020	In progress
112	RATE UPDATE	HFS Rate Update: SUPR "Grandfathered" Rates	SUPR/DASA Providers	On 9/18/2020 HFS released revised DASA/SUPR rates for DASA/SUPR providers	System configuration underway ETA 10/18/2020	In progress