

Web Announcement 13

Mission accomplished: The following information addresses a recent system error regarding claim denials. First Health Services Corporation has corrected the problem and offers instructions for resubmitting claims that have been denied due to the system error. The following letter has been mailed to all Providers.

March 12, 2004

Dear Provider:

This is in regard to a significant number of Medicaid claims that were denied because the recipient was not listed as eligible on the date of service. These denials have been assigned the identifier "Error Code 318."

Because First Health Services Corporation (FHSC) suspected that a system error was responsible for many of the denials, claims with this specific outcome were reserved for a period of time while staff researched and resolved the problem. These claims have now been recycled through the system and we are confident that the margin for a system error is extremely minimal. Nevertheless, should you receive a denial of this nature that you believe is incorrect, please do not hesitate to resubmit the claim along with documentation that the recipient was eligible for Medicaid on the date of service. We will process these resubmissions as quickly as possible.

FHSC and the Division of Health Care Financing and Policy (DHCFP) recognize that technical difficulties experienced during the implementation of the new Medicaid Management Information System (MMIS) may, in turn, present problems associated with the deadline for claims submission. As you know, under normal circumstances all claims must be submitted and/or resubmitted within 180 days of the date of service. However, for the time being, we will make every effort to continue to resolve claims issues past the customary stale date as long as the reason for the delay is related to MMIS implementation.

Therefore, should you receive a questionable Remittance Advice that leaves you with insufficient time to research and obtain documentation necessary to verify your claim, please proceed with the resubmission. Be sure to reference Error Code 318 and the date of the RA, and include a copy of this letter with any paperwork that you resubmit.

Thank you for your patience and your cooperation as we resolve the issues associated with implementation of MMIS.

Sincerely,

First Health Services Corporation