Monthly Management Report Training 7.9.2013

1. **What does TPL stand for and what are they in regards to denials?**
    TPL stands for Third Party Liability. These types of denials occur when a student has any alternative payers for services including any private insurance, known as "third parties". Each third party would need to deny payment of the claim for the student and supply a written denial letter before Medical Assistance will pay on the claim. This is due to Medical Assistance being the payer of last resort.

2. **Is Third Party Liability (TPL) something my district can assist with fixing?**
    No, Medical Assistance holds these denials as they are the payer of last resort. PCG, PDE, and Medical Assistance are working to streamline this process for the future.

3. **Will claims being denied due to TPL be resubmitted?**
    Yes. Once all third parties have denied payment and we have received notification we will resubmit the claims to be paid. There is no time limit on these.

4. **What is another reason claims are denied?**
    Medicaid Eligibility is the other main reason for denials. If a student is not eligible during a time frame but their eligibility is reinstated, it can be retroactive and cover any logs being held. Any claims that are then covered by MA Eligibility will be submitted for reimbursement. If a student never regains eligibility during a time frame where logs are being withheld, the claim will not be reimbursed.

5. **Will there be a detailed "denial claim" report available? Will it include student names?**
    A new version of the report could be available by the beginning of school that will include details about the reasons denials are being held. We are finalizing the format of the report.

6. **Are logs in exception reports showing in the denials on the Monthly Management Reports?**
    No, information in Exception Reports is not submitted for claiming because it is missing compliance data (IEP date, Physician Authorization, etc.). Claims are only submitted when they have passed all edit checks in EasyTrac. Denials are handled solely by Medical Assistance for the reasons indicated above.

7. **Are we charged the fee for claims that end up in exception reports?**
    No, claims are only charged the PCG fee when they are sent to Medical Assistance for claiming after they have passed all edit checks.

8. **Nursing services are not showing, or are minimal, on my Monthly Reports but I know we have many more logs present in EasyTrac. Is there a reason for this? Are logs being submitted that are under 15 minutes?**
    Nursing services that meet the 15 minute minimum requirement are being billed. Any services that are less than 15 minutes are not being billed, since they do not meet the minimum service requirements. There is potential that services that fall into this category may be claimed in the future.

9. **How are the daily rates for services, including daily rates for medication dispensing, calculated?**
   Any service indicated as Medication Administration will be billed using the Medication Administration rates, which is a daily rate, per student per day. Medication Administration services should be logged separate from all other nursing services, since they are separate rates.

10. **Will logs we submit during Extended School Year (ESY) be captured on these reports?**
    Yes. We continue to claim during the summer months and the logs will be captured as they are claimed, paid, etc.

11. **Why doesn't the Gross Claim amount match between some of the reports?**
    The reports are designed to present the information in different manners. While there may be some correlation between totals, including Gross Claim Summary amounts, it is important to read the reports for the information they are intended to present. Also, some reports may only run through May 2013 versus June 2013 depending on when claims were processed or paid.

12. **I only have Occupational Therapy and Transportation on my reports but my district is supplying more services than that. Why aren't all services showing on the Claim Status by Billing Procedure report?**
    Only services that are being claimed will show on the report. Once a service is claimed it will appear on the report.

13. **Is there a processing fee for denied claims?**
    Yes, there is a one time processing fee.