



VA BILLING HANDOUT

VA Billing Handout

Contacts	Details
MCO Contacts	<p>Anthem: Lindsey Mack - lindsay.mack@anthem.com Aetna: Kimberly Lackatos – kxlackatos@aetna.com Magellan: Paula Aycox – jpaycox@magellanhealth.com Optima: Aayusha Thapa – axthapa2@sentara.com United HealthCare: Demetrice Robinson – Demetrice_robinson@uhc.com VA Premier: Sharon Dardoufas – Sharon.Dardoufas@virginiapremier.com</p>
Recommended Clearing Houses	<ul style="list-style-type: none"> • Tellus: 4Tellus.com <ul style="list-style-type: none"> ○ Claims to Anthem are no charge • Availity: availity.com <ul style="list-style-type: none"> ○ Free for most MCO's with exception of: <ul style="list-style-type: none"> ▪ Anthem (use Tellus) ▪ UHC – need premier package • Waystar: Waystar.com <ul style="list-style-type: none"> ○ Subscribe to bill to all payers with exception of <ul style="list-style-type: none"> ▪ Anthem (use Tellus) • Conduent: Conduent.com <ul style="list-style-type: none"> ○ Straight Medicaid
Billing Nuances by Clearing Houses	<ul style="list-style-type: none"> • Availity <ul style="list-style-type: none"> ○ Availity utilizes the typically 837P claim information as most clearing houses. The specialty with Availity is that they require a unique sequencer in the ISA13 and IEA2 segments to differentiate each claim. • Tellus <ul style="list-style-type: none"> ○ Tellus utilizes an automatic sftp process to create an 837 to send to MCO's. • MCO Requirements <ul style="list-style-type: none"> ○ 2nd / 3rd shifts of the same shift need a modifier of 76 on the claims <ul style="list-style-type: none"> ▪ EX: Mr Smith has Personal care on 3/10 from 9-10 and 1-3. Claim should read as follows: <ul style="list-style-type: none"> • T1019 for first shift • T1019 76 for second shift

MCO/STRAIGHT MEDICAID TEST SAMPLE

MCO	Virginia Premier	MCO Contact:	Sharon Dadoufas 804-819-5151-x 54509
Clearing House	Waystar	Visit Type	Personal Care
Client Name	<redacted>	Visit Code	T1019
Clearing House Status	ACCEPTED		
<p>NOTES:</p> <p>Rejected by Waystar: "LINE-LEVEL SUPERVISING PROVIDER OTHER ID IS REQUIRED TO BE PRESENT. (LINE #8) [2420D-REF02]."</p> <ul style="list-style-type: none"> ○ Contacted Waystar <ul style="list-style-type: none"> ▪ This issue was on accumulated minutes. Accumulated minutes did not have an id, so I ran another test. ○ Accepted by Waystar on second test 			
MCO Status:	ACCEPTED		
<p>Notes:</p> <ul style="list-style-type: none"> ○ Sara called Virginia Premier to look into the claim – Called Sharon Dadoufas – scheduled a call for 2/27. ○ The claim that was resent today was too new. Sharon Dadoufas was very helpful and she said "We will get this resolved, do not worry". I have set up another call to look at this with her tomorrow morning. ○ Development made changes requested on 2/28. I uploaded another test file into Waystar at 6:02am MT. I contacted Bridget to review the claim. ○ I will be meeting with Sharon Dadofus at 11:30 am EST. ○ Per Sharon Dadoufas, the raw file contains all required elements. The final steps are finding why for us. She has reported that having issues through Waystar has been seen with other provider test claims. Her investigation with Waystar will need to have until Monday. ▪ Rejected by Waystar due to missing client id. Emailed Emily C at 8:32 MT to get this added. Once Emily (or appropriate team member) adds the client id, I will send that test through. ▪ <u>NEW UPDATE</u> <ul style="list-style-type: none"> • 3/3 – Client id was updated and a new file was sent at 2:15pm MT. File was immediately accepted by Waystar. I contacted Sharon Dadoufas for confirmation <p>- MCO Status:</p> <ul style="list-style-type: none"> ○ 1st Test: Rejected – drop of location was missing <ul style="list-style-type: none"> ▪ ACTION: Ankota to Review and fix for resubmission in am ○ 2nd Test: Accepted! 			

MCO/STRAIGHT MEDICAID TEST TEMPLATE

MCO Aetna		MCO Contact:	
Clearing House		Visit Type	
Client Name		Visit Code	
Clearing House Status			
NOTES:			
•			
MCO Status:			
NOTES:			
•			

MCO Anthem		MCO Contact:	
Clearing House		Visit Type	
Client Name		Visit Code	
Clearing House Status			
NOTES:			
•			
MCO Status:			
NOTES:			
•			

MCO Magellan		MCO Contact:	
Clearing House		Visit Type	
Client Name		Visit Code	
Clearing House Status			
NOTES:			
•			
MCO Status:			
NOTES:			
•			

MCO Optima		MCO Contact:	
Clearing House		Visit Type	
Client Name		Visit Code	
Clearing House Status			
NOTES:			
•			
MCO Status:			
NOTES:			
•			

MCO United HealthCare		MCO Contact:	
Clearing House		Visit Type	
Client Name		Visit Code	
Clearing House Status			
NOTES:			
•			
MCO Status:			
NOTES:			
•			

MCO Virginia Premier		MCO Contact:	
Clearing House		Visit Type	
Client Name		Visit Code	
Clearing House Status			
NOTES:			
•			
MCO Status:			
NOTES:			
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Straight Medicaid		Straight Medicaid Contact:	
Clearing House		Visit Type	
Client Name		Visit Code	
Clearing House Status			
NOTES: •			
Medicaid Status:			
NOTES: •			