

We didn't get all our money – How come? How to check?

Several reports in SSIS can research the details of submitted MMIS claims. These details will help you determine:

- What records have been claimed?
- What you can expect to be paid?
- What you have been paid?
- What will not be paid for claims submitted?

1. **Each claim batch** displays, by clicking on the Claims tab, the status of the individual claim including the Paid Units and Paid Amounts. Adding the optional column of Prior Auth Units Remaining provides the MMIS units remaining as of the last MMIS upload.

Claim Batch

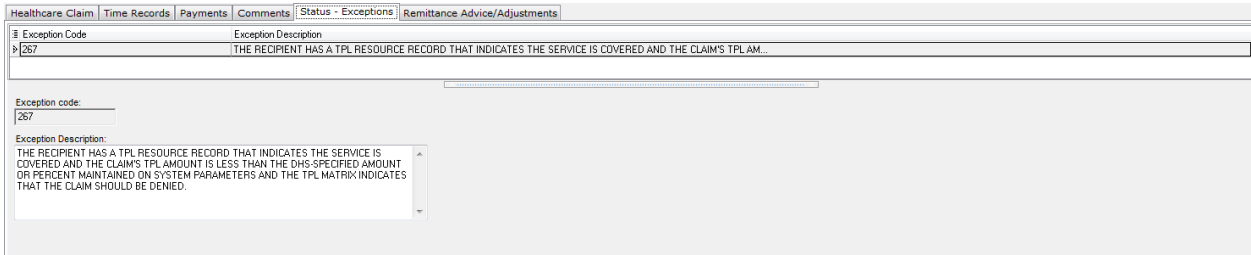
The screenshot shows the SSIS software interface. At the top, there are tabs for 'Claims', 'Time Proofing', and 'Payment Proofing'. Below the tabs is a table with columns: Claim Cat..., Cl..., Disposit..., Client Name, First Servic..., Last Servic..., Units, Amount, Paid Units, Paid Amount, Prior Auth Units Remaining, and Claim Detail. The table contains three rows of data for 'Waiver a...' claims. Below the table is a summary row with values: 107, 684..., 1247..., 20.00, 672.64. Below the table are tabs for 'Healthcare Claiming', 'Time Records', 'Payments', and 'Comments'. The 'Healthcare Claiming' tab is active, showing a detailed form for a claim with fields for Claim #, Claim category, Claim detail, Generated date, First service date, Last service date, Claim status, Status date, Bill type, Original claim #, Disposition, Disposition date, Units, Amount, TCN, Paid units, Paid amount, and Client responsibility.

Claim Cat...	Cl...	Disposit...	Client Name	First Servic...	Last Servic...	Units	Amount	Paid Units	Paid Amount	Prior Auth Units Remaining	Claim Detail
Waiver a...	Denied	Resubmit	Resubmissions, Steve...	11/01/2007	11/30/2007	4	\$200...	0	\$0.00	120	DD
Waiver a...	Denied	Resubmit	Resubmissions, Sue P...	12/01/2007	12/31/2007	2	\$100...	0	\$0.00	120	DD
Waiver a...	Denied	Resubmit	Resubmissions, Tiffany...	12/05/2006	12/05/2006	2	\$100...	0	\$0.00	30	DD
107						684...	1247...	20.00	672.64		

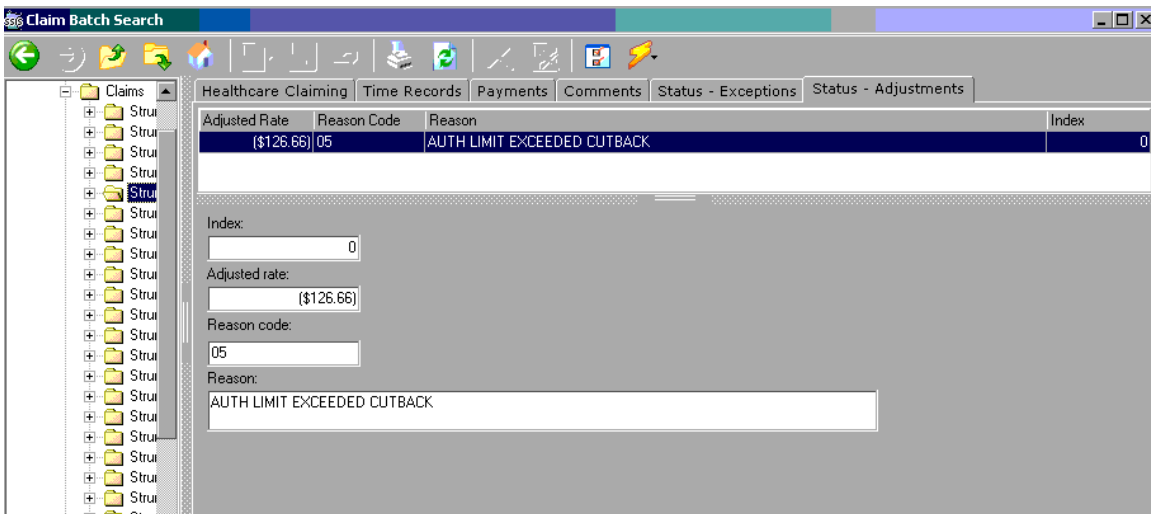
Healthcare Claiming | Time Records | Payments | Comments

Claim #: 185074574
 Claim category: Waiver and AC
 Claim detail: DD
 Generated date: 06/05/2008 09:49:26 AM
 First service date: 11/01/2007
 Last service date: 11/30/2007
 Claim status: Denied
 Status date: 06/05/2008 09:50:05 AM
 Bill type: Original claim
 Original claim #:
 Disposition: Resubmit
 Disposition date: 06/09/2008 09:55:14 AM
 Units: 4
 Amount: \$200.00
 TCN: 59999999185085827
 Paid units: 0
 Paid amount: \$0.00
 Client responsibility:

If there are MMIS edits to the submitted claim, the Status – Exceptions tab displays. This tab includes the MMIS Exception Code and Exception Description.



If adjustments were made to the claim by MMIS, the Status – Adjustments tab displays. This tab includes the MMIS Adjustment Code and Adjustment Description.



Status - Exceptions are the MMIS error messages to a claim.
 Status - Adjustments are adjustments made to the submitted claim by MMIS.

2. **To view the details of claims submitted** use the Claim Detail report—sort by Claim Status. Included in the results is a list of each Payment or Time record included in the claim.

Claim Detail Report

The Status of these claims is Denied, therefore the Paid Units and Paid Amount is \$0.00.

Claim Detail		Preview							
Claim Ca	Client Name	Claim Sta	First Ser	Last Ser	Units	Amount	Paid Units	Paid Amount	Claim
Waiver an	Resubmissions, Ab	Denied	12/18/2007	12/18/2007	16	\$128.32	0	\$0.00	DD
Payments: Count 1, Total Amount: \$42.00									
Service Sta	Service End D:	Svc Code	Rate	Units	Amount	Location			
12/18/2007	12/18/2007	691	\$3.5000	12.00	\$42.00	Field/home			
Time Records: Count 1, Total Regarding Duration (Min): 60									
Activity Date	Svc Code	Activity	Re: HH:MM	Method	Location	Worker			
12/18/2007	691	Client contact	1:00	Face to face	Field/home	Huber, Ellen			
LTCC	Resubmissions, Ad	Denied	05/05/2006	05/05/2006	82	\$1,096.00	0	\$0.00	
Payments: Count 1, Total Amount: \$100.00									
Service Sta	Service End D:	Svc Code	Rate	Units	Amount	Location			
05/05/2006	05/05/2006	605	\$50.0000	2.00	\$100.00	Field/home			
Time Records: Count 1, Total Regarding Duration (Min): 1200									
Activity Date	Svc Code	Activity	Re: HH:MM	Method	Location	Worker			
05/05/2006	605	Screening	20:00	Face to face	Field/home	Klinghagen, Marj			
Waiver an	Resubmissions, Ale	Denied	12/12/2006	12/14/2006	4	\$100.00	0	\$0.00	CAC

Partially-paid claims have Paid Units and Paid Amount greater than \$0.00 and less than the submitted claim amount. Claims with a Status of Paid have a claimed Amount and a Paid Amount that are equal.

Claim Category	Client Name	Claim Status	First Service Date	Last Service Date	Units	Amount	Allowed Units	Paid Amount	Claim Detail
Rule 5	Rule, Loon Void	Paid	05/08/2006	05/11/2006	(2)	(\$120.00)			
Payments: Count 2, Total Amount: \$120.00									
			Service Start Date	Service End Date	Svc Code	Rate	Units	Amount	Location
			05/08/2006	05/11/2006	483	\$60.0000	4.00	\$240.00	Residential treatment
			05/08/2006	05/11/2006	483	\$60.0000	(2.00)	(\$120.00)	Residential treatment
Rule 5	Rule, Loon Void	Paid	05/08/2006	05/11/2006	2	\$120.00	2	\$120.00	
Payments: Count 2, Total Amount: \$120.00									
			Service Start Date	Service End Date	Svc Code	Rate	Units	Amount	Location
			05/08/2006	05/11/2006	483	\$60.0000	4.00	\$240.00	Residential treatment
			05/08/2006	05/11/2006	483	\$60.0000	(2.00)	(\$120.00)	Residential treatment
Rule 5	Rule, Neville Proofing	Paid	07/24/2007	07/24/2007	1	\$60.00			
Payments: Count 1, Total Amount: \$60.00									

- To view the details of claims submitted use the Advanced Claim Search. Sort by Claim Status, looking for Partially paid, Denied, or To be denied. Each claim lists Payment and/or Time records included in the claim.

Advanced Claim Search

Healthcare Claim Search Advanced Healthcare Claim Search

Searches: Max results: Search on open

Claim #: Claim category: Claim detail:

Claim status: Disposition: Revenue account:

Date filters

Date type: Date range: From: To:

Generated date: Custom:

Client filters

Client first name: Client last name: County person #: SSIS person #: PMI #:

HCPCS/modifiers filters

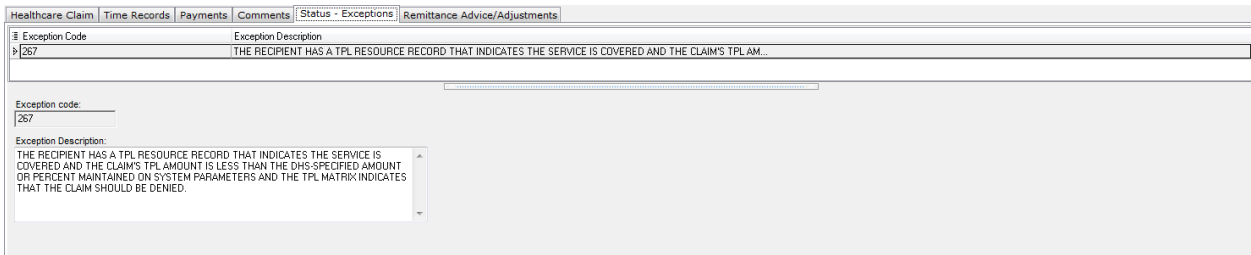
Additional filters

Filter by: TCN:

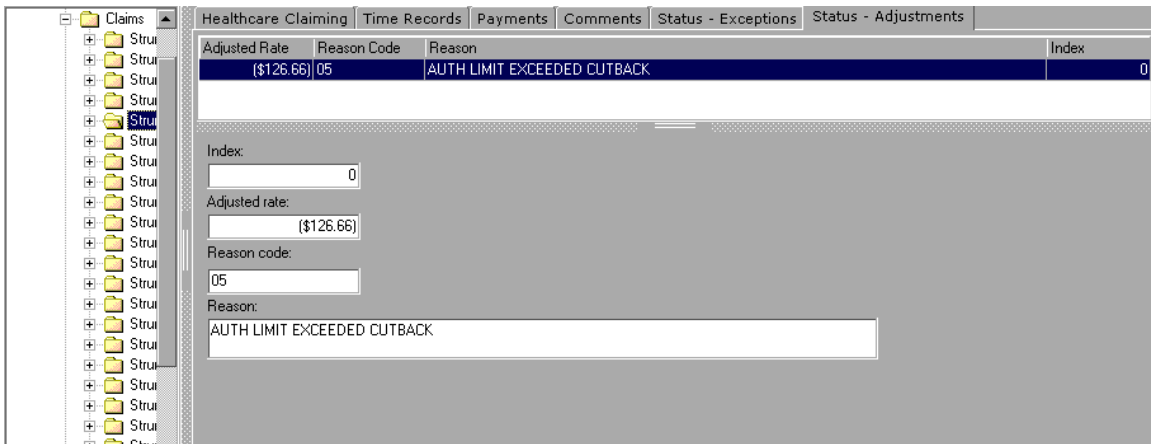
Amount filters

Amount type: Operation: Minimum: Maximum:

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- To see months for which no claim was generated for CW-TCM, MH-TCM and VA/DD-TCM, use the Claims Exception Report. Report results list the months for which a claim was not submitted for clients with SSIS Supplemental Eligibility. If claims have been submitted for each month, 'All months claimed' will be listed in the Months not claimed column.

Claims Exception Report

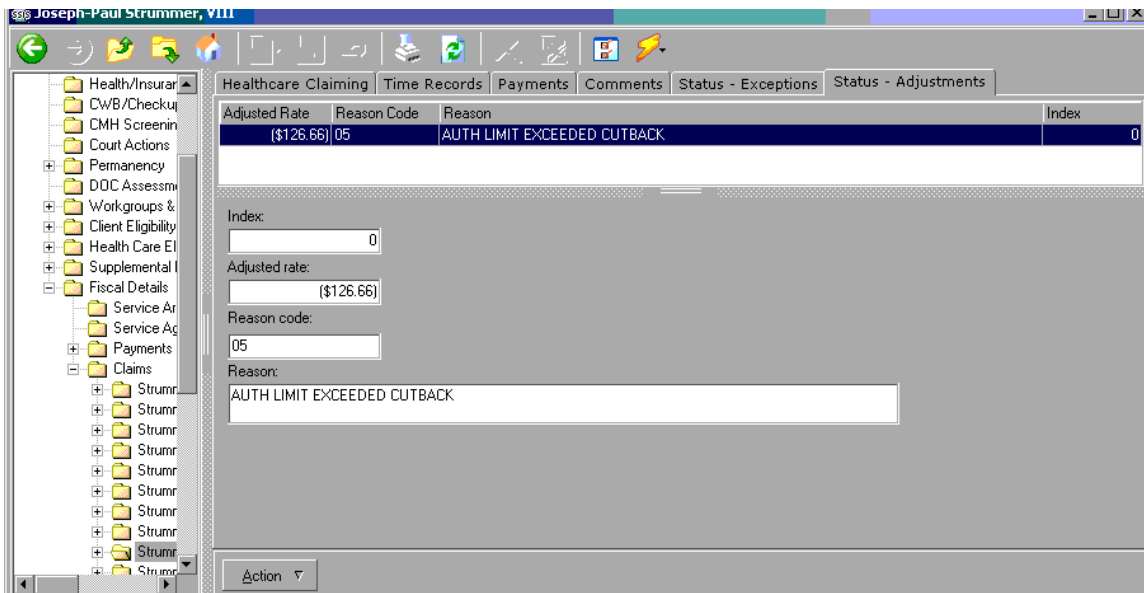
Claim category	Start date	End date	Months not claimed
Current primary worker :			
- Name : Anderson, Andy #99774270			
CW-TCM	08/01/2007		JUN-08;
- Name : Armageddon, Billie Joe #115778685			
CW-TCM	02/09/2006		JUN-08;
- Name : Armstrong, Billie J #115778667			
CW-TCM	05/01/1991		JUN-08;
- Name : Armstrong, William Joseph #115778637			
CW-TCM	05/06/1990		JUN-08;
- Name : Asterisk, Abrianna #110640331			
VA/DD-TCM	01/02/2006		JUN-08;

- To see the details of a claim for an individual client click on the claim in the client's Claims folder. The details of the claim can be viewed, including the Paid units and Paid amount.

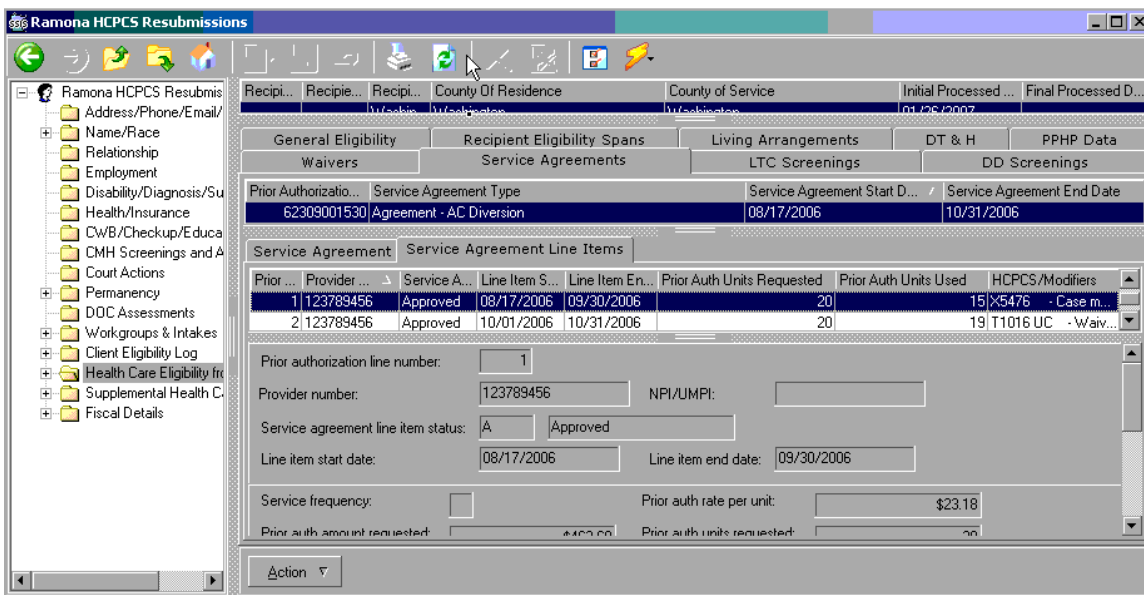
Claim details

If there are MMIS edits to the submitted claim, the Status – Exceptions tab displays. This tab includes the MMIS Exception Code and Exception Description.

If adjustments were made to the claim by MMIS, the Status – Adjustments tab displays. This tab includes the MMIS Adjustment Code and Adjustment Description.



- To avoid submitting claims for an individual client who may not have sufficient remaining units for a claim that will be submitted, click on the Health Care Eligibility from MMIS node for the client. Determine the service agreement and line item for the services to be claimed. Adding the columns of Prior Auth Units Requested and Prior Auth Units Used columns allows you to see if there are enough units remaining for claims to be submitted. This is not ‘real time’ information but is current as the most recent MMIS upload (scheduled nightly Sunday through Thursday) and claims that have been processed in MMIS.



To avoid submitting claims for a group of clients who may not have sufficient remaining units for a claim to be paid use the MMIS Service Agreement Report. Reviewing the columns of Units Requested and Units Used columns allows you to see if there are sufficient units remaining for claims to be submitted. This is not ‘real time’ information but is current as the most recent MMIS upload (scheduled nightly Sunday through Thursday) and claims that have been processed in MMIS.

This report could be used at the end of the year to verify units are available before submitting claims that could otherwise be denied for not enough units remaining in the MMIS Service Agreement. If appropriate, units could be added to the MMIS Service Agreement prior to submitting the claim.

MMIS Service Agreement report

Setup MMIS Service Agreement									
Name/SSIS Person #									
Service agreement start date	Service agreement end date	Prior authorization #	Service agreement type	Total cap amount	Total amount used				
Name/SSIS Person # : Batch, Kenny #150838053									
11/01/2006	03/31/2007	63069011184	Agreement - EW Diversion	\$10,515.00	\$467.61				
Line #	Provider #	Status	Start Date	End Date	Amount Requested	Units Requested	Amount Used	Units Used	HCPCS/Modifier
1		Approved	11/01/2006	03/31/2007	\$948.00	40	\$0.00	0	T1016 UC
2		Approved	11/01/2006	03/31/2007	\$43.70	5	\$0.00	0	T1016 TF UC
3		Approved	11/01/2006	03/31/2007	\$1,132.56	264	\$467.61	109	S5130
4		Approved	11/01/2006	03/31/2007	\$559.00	0	\$0.00	0	X5609
5		Approved	01/01/2007	01/31/2007	\$95.00	0	\$0.00	0	T2029
Name/SSIS Person # : Batch, Rainey #150838071									
01/01/2007	12/31/2007	70039001300	Agreement - DD Diversion	\$0.00	\$4,363.22				
Name/SSIS Person # : Batch, Wendell #150838077									
09/01/2006	08/31/2007	60269001156	Agreement - DD Diversion	\$0.00	\$9,828.97				
Name/SSIS Person # : Burnett, Marianne J #181648601									
12/01/2006	11/30/2007	63469011066	Agreement - CADI Diversion	\$0.00	\$12,779.77				