



AHCCCS

CLAIMS CLUES

A Publication of the AHCCCS Claims Department
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OVER USE & MISUSE of 99285

Recently the AHCCCS Claims Medical Review Unit has noted an increased use of code 99285 billed for emergency room visits. Many of the visit's documentation **DOES NOT** fulfill the components of the 99285 emergency department code being billed.

Please remember that when billing 99285, you **MUST** document the following:

- A comprehensive history
- A comprehensive examination
- Medical decision making of high complexity

Usually the presenting problem(s) are of high severity, are a potential life threatening problem and require the immediate attention of the physician. Services for constipation, earaches & colds (as an example) should not be billed using 99285.

AHCCCS will be paying close attention to services billed with 99285 and any improper billing trends will be referred to the Office of the Inspector General for further investigation.

Submitting Claim Documentation

When sending paper medical records remember to submit one-sided pages only. AHCCCS cannot process double-sided record pages through the imaging system.

To avoid postage costs, consider uploading the documentation online. Visit our website at www.azahcccs.gov for more details.

NEMT (Provider type 28) Policy Changes

Effective April 1, 2014, non-emergency transportation providers that transport AHCCCS recipients on reservation will be required to obtain a Tribal business license from the Tribe whose reservation you are performing the service.

A copy of the Tribal business license must be submitted to AHCCCS Provider Registration for documentation. When auditing claims AHCCCS will ensure that this documentation is on file; if not the claims will be subject to recoupment.

Below is the Tribal contact information:

Ak-Chin Indian Community 42507 West Peters & Nall Rd. Maricopa, AZ 85138 (520) 568-1000	Pascua Yaqui Tribe 7474 S. Camino de Oeste Tucson, AZ 85757 (520) 883-5000
Cocopah Indian Tribe 14515 S. Veterans Drive Somerton, AZ 85350 (928) 627-2101/2061	Pueblo of Zuni 1203B State Highway 53 P.O. Box 339 Zuni, NM 87327-0339 (505) 782-7000
Colorado River Indian Tribes 2660 Mojave Road Parker, AZ 85344 (928) 669-9211/1280	Quechan Tribe P.O. Box 1899 Yuma, AZ 85366-1899 (760) 572-0213
Fort McDowell Yavapai Nation P.O. Box 17779 Fountain Hills, AZ 85269 (480) 789-7000	Salt River Pima-Maricopa Indian Community 10005 East Osborn Rd. Scottsdale, AZ 85256 (480) 850-7400
Fort Mohave Indian Tribe 500 Merriman Ave. Needles, CA 92363 (760) 629-4591	Sal Carlos Apache Tribe P.O. Box 0 San Carlos, AZ 85550 (928) 475-2361
Gila River Indian Community P.O. Box 97 Sacaton, AZ 85247 (520) 562-9841/9840	Tohono O'odham Nation P.O. Box 837 Sells, AZ 85634 (520) 383-2028
Havasupai Tribe P.O. Box 10 Supai, AZ 86435 (928) 448-2731	Tonto Apache Tribe #30 Tonto Apache Reservation Payson, AZ 85541 (928) 474-5000
Hopi Tribe P.O. Box 123 Kykotsmovi, AZ 86039 (928) 734-2441	White Mountain Apache Tribe P.O. Box 700 Whiteriver, AZ 85941 (928) 338-4346/2500
Hualapai Tribe P.O. Box 179 Peach Springs, AZ 86434-0179 (928) 769-2216	Yavapai-Apache Tribe 2400 W. Datsi Street Camp Verde, AZ 86322 (928) 567-3649

In addition, effective April 1, 2014, NEMT provider's MUST have a sign or logo with the company name on the vehicle when performing NEMT services.

PERM 2014 CYCLE

The new PERM cycle has begun. AHCCCS, DES/DDD and DES/CMDP will submit their universe for the first quarter's claims by January 15th 2014. They are required to submit all claims paid from October 1, 2013 through December 31, 2013, and will do the same for each consecutive quarter throughout the 2014 federal fiscal year. From the universe a sample of claims will be selected for review. There are two aspects to the review. The first, the claims review, is where the claim is reviewed to ensure that the payment made was paid according to agency and state policies.

The second, the medical review, is where medical documentation is requested from the provider to support payment of the claim. They will review the claims submission for the date of service, type of service, claim coding, number of units etc., if applicable, to determine whether the documentation supports the claim as it was paid.

For questions regarding PERM, please contact:

Kim Sanchez- AHCCCS PERM Project Manager 602-417-4563
Evelyn Grunwald -AHCCCS Claims Policy and Audit Manager 602-417-4114
Tammy Retzlaff - AHCCCS Claims Medical Review Manager 602-417-7968

October 2013 NEMT Claim Audit

Audit of the October 2013 NEMT claims was recently completed. Claims were randomly selected and audited against the attached trip reports for services incurred during October 2013.

Effective with service date 8/1/2013 AHCCCS requires the Standard Trip Report form to be completed and submitted with each transport claim. Failure to use the specified AHCCCS form will result in claim denial.

The October audit identified the same common error categories that were identified in the September NEMT claim audit:

Mileage Errors

Most mileage errors fall into three different types:

- 1) Miles billed are more than the odometer miles on the trip report.
- 2) Odometer miles are more than the billed miles.
If billed miles are less than 100 miles but the odometer miles are 100 miles or more, the whole transport will be denied for not being prior authorized.

- 3) Mileage for the first trip is different than the mileage for the return trip and no explanation is given. In most cases, these mileage differences also had transport time differences which would indicate that another stop was made and not documented.

Example: from home to clinic was 9 miles and 15 minutes; the return trip from the clinic to the same home address was 16 miles and 38 minutes. The mileage allowance for the return trip will be reduced to 9 miles as there is no explanation for the 7 mile variance and no additional trip/stop was documented.

Trip Reports Incomplete

There are a number of problems that cause this error to be charged:

- Wrong trip report attached to wrong claim
- Trip report DOS does not match claim DOS
- Wrong recipient's trip report is attached to the claim
- odometer readings are incomplete or missing
- No recipient signature and no explanation
- Signature is not the same name as the recipient (unescorted)
- Only page 1 of 2 was attached
- Round trip billed but only 1 way trip report
- Trip report is a blank page

Wait Time

Wait time is not appropriate:

- When more than 1 driver/vehicle is involved in the round trip
- When the driver *leaves* the location after dropping the recipient at the appointment
- Wait time is less than 30 minutes
- To bill for each recipient when all share the same transport trip

TN modifier

The TN modifier is **not** billable when the loaded mileage trip originates in the Phoenix or Tucson area.

All errors identified will be recouped and providers with error patterns will have a focused audit performed on their claims.

3 NEMT Reminders:

The AHCCCS Non-emergency Medical Transportation (NEMT) trip report has been revised to add a field for the recipient's Date of Birth. This revised trip report has been published in both the FFS and IHS/638 Provider Billing Manuals as of 11/5/2013. AHCCCS will accept submission of either format until Date of Service **02/01/2014**.

From this service date forward, AHCCCS will only accept submission of the revised NEMT trip report.

The empty box at the top left of the AHCCCS Trip Report should be completed with the provider's name, address and contact numbers. Do not submit trip reports with a blank space.

AHCCCS Provider Billing Manuals for both Fee For Service (FFS) and IHS/638 are available online at www.azahcccs.gov and contain chapters for Transportation and the AHCCCS required trip report form.