




The Importance of Prompt Claim Submission

The Importance of Prompt Claim Submission

Important Terms

There are five terms you will need to fully understand for this tutorial:

- Clean Claim
- Voided Claim
- Claim Rejection
- Claim Resubmission
- Pending Claim



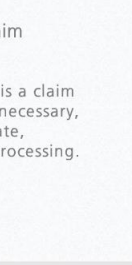
- Clean Claim
- Voided Claim
- Claim Rejection
- Claim Resubmission
- Pending Claim

The Importance of Prompt Claim Submission

Clean Claim

Clean Claim

A "clean claim" is a claim that contains all necessary, and accurate, information for processing.



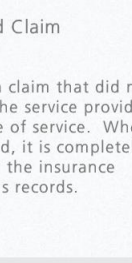
- Clean Claim
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The Importance of Prompt Claim Submission

Voided Claim

Voided Claim

A voided claim is a claim that did not accurately reflect the service provided or the correct date of service. When the claim is voided, it is completely removed from the insurance company's records.



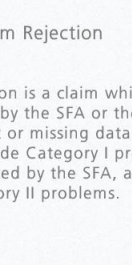
- Clean Claim
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The Importance of Prompt Claim Submission

Claim Rejection

Claim Rejection

A claim rejection is a claim which has been returned by the SFA or the Payer due to incorrect or missing data. Claim rejections include Category I problems which are detected by the SFA, as well as Category II problems.



- Clean Claim
- Voided Claim
- Claim Rejection
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- Pending Claim

The Importance of Prompt Claim Submission

Clean Claim

Voided Claim

Claim Rejection

Claim Resubmission

Claim Resubmission

A resubmitted claim is a claim that was originally rejected or denied and has been corrected and submitted again.

Pending Claim

The Importance of Prompt Claim Submission

Clean Claim

Voided Claim

Claim Rejection

Claim Resubmission

Pending Claim

Pending Claims

A 'pending claim' is a claim that has not yet been either rejected or adjudicated.

The Importance of Prompt Claim Submission

Claim Submission

The claim submission process has several steps.

The number of steps will depend on whether the claim is being submitted electronically, on paper, or is being resubmitted.



Electronic Claims

Paper Claims

Claim Resubmission

Best Practices

The Importance of Prompt Claim Submission

Electronic Claims

Paper Claims

Claim Resubmission

Best Practices

The Electronic Claiming Process has 5 Steps:

1. Providers enter claims into NYEIS
2. SFA submits claims electronically daily to Emdeon
3. Emdeon submits the claims to the Payer
4. Payer responds to the claim within 15 days
5. Claim responses are uploaded into EI Billing within 48 hours from the date the Payer sends their response

The Importance of Prompt Claim Submission

Electronic Claims

Paper Claims

Claim Resubmission

Best Practices

The Importance of Prompt Claim Submission

The Paper Claiming Process has 4 Steps:

1. Providers enter claims into NYEIS
2. SFA submits claims electronically daily to Emdeon
3. Emdeon submits the claims on paper to the Payer
4. Payer adjudicates the claim within 30 days and sends an EOB to the Provider

Electronic Claims

Paper Claims

Claim Resubmission

Best Practices

The Importance of Prompt Claim Submission

The Resubmission Process has 5-6 Steps:

1. Providers correct data in EI Billing
2. Providers work with Service Coordinators to update incorrect information in NYEIS
3. Claim is selected to be resubmitted to insurance
4. SFA submits claims electronically daily to Emdeon
5. Emdeon submits the claims to the Payers in the same manner they were originally submitted
6. Payer adjudicates the claim within 30 days and sends an EOB to the Provider

Electronic Claims

Paper Claims

Claim Resubmission

Best Practices

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GREEN: BEST PRACTICE

YELLOW: MODERATE PRACTICE

RED: RISK-lack of timely payment from payer/escrow

Electronic Claims

Paper Claims

Claim Resubmission

Best Practices

The Importance of Prompt Claim Submission

Sunday	Monday	Tuesday DAY 1	Wednesday DAY 2	Thursday DAY 3	Friday DAY 4	Saturday DAY 5
		Service(s) provided to child				
		WEEK 1				
		Input data into NYEIS				
		DAY 12				
		DAY 19				
		DAY 26				
		DAY 33				
		DAY 40				
		DAY 47				
		DAY 54				
		DAY 61				
		DAY 68				
		DAY 75				
		DAY 82				
		DAY 89				
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		DAY 915				
		DAY 922				
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		DAY 936				
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		DAY 964				
		DAY 971				
		DAY 978				
		DAY 985				
		DAY 992				
		DAY 999				

Electronic Claims

Paper Claims

Claim Resubmission

Best Practices

The Importance of Prompt Claim Submission

Electronic Claims

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The Importance of Prompt Claim Submission

Rejected Claims by the SFA

BEST PRACTICE

Update rejected claim listed on the Category 1-Problems Detected by Fiscal Agent report on a daily basis

MODERATE PRACTICE

Update rejected claim listed on the Category 1-Problems Detected by Fiscal Agent report on a weekly basis

RISK

Failure to update a claim listed on the Category 1-Problems Detected by Fiscal Agent report in a timely manner will delay claim submission and ultimately delay payment to a provider

The Importance of Prompt Claim Submission

Payment

The length of time before you receive payment for your *clean claims* will depend on whether the claim was submitted electronically or on paper.

Timeframe

Best Practice

The Importance of Prompt Claim Submission

The Importance of Prompt Claim Submission

Timeframe

Assuming the data is entered into NYEIS by the end of Friday, the claim will be sent to the Payer on the following Monday.

The claim will be adjudicated on Day 29... 15 business days after submission.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		DAY 1 Services provided to child	DAY 2	DAY 3 Provider sends data into NYEIS	DAY 4	DAY 5
		WEEK 1				
DAY 6	DAY 7 NYEIS data is sent to SFA	DAY 8	DAY 9	DAY 10	DAY 11	DAY 12
		WEEK 2				
DAY 13	DAY 14	DAY 15	DAY 16	DAY 17	DAY 18	DAY 19
		WEEK 3				
DAY 20	DAY 21	DAY 22	DAY 23	DAY 24	DAY 25	DAY 26
		WEEK 4				
DAY 27	DAY 28	DAY 29 CLAIM ADJUDICATION	DAY 30			
		WEEK 5				

Best Practice

The Importance of Prompt Claim Submission

Timeframe

Best Practice

Based on how quickly the claim data is entered, the claim sent to the SFA, and the method of submission to the Payer...

Best Practice for the quickest payment would be:

Enter claim data into NYEIS by the end of Friday
AND
Send claims electronically

The Importance of Prompt Claim Submission

Pending Claims

Pending claims are claims without any response from the Insurance.

Your plan of action will differ based on the length of time since the original claim was submitted.



25-30 Days	31-44 Days	45+ Days	Best Practices

The Importance of Prompt Claim Submission

25-30 Days

Run "Claims Awaiting EOBs" report

Review report:

- Confirm Date of Service (DOS)
- Submission date
- Verify plan is regulated or *Consent to Bill* is on file

25-30 Days	31-44 Days	45+ Days	Best Practices

The Importance of Prompt Claim Submission

The Importance of Prompt Claim Submission		
25-30 Days	25-30 Days	31-44 Days
<p>Have the following info available for the phone call to the insurance:</p> <ul style="list-style-type: none"> • Child name • Date of Birth • Policy ID Number • Billing Agency Tax ID • Rendering NPI • Date(s) of service • Submission date(s) 		
		45+ Days
		Best Practices

The Importance of Prompt Claim Submission		
25-30 Days	25-30 Days	31-44 Days
<p>Call the Primary Insurance and ask if the claim is on file.</p> <p>If they answer YES, ask why it is pending.</p> <p>If they answer NO, resubmit claim via EIBilling. <i>If the claim is needed on paper, contact the PCG Customer Service Center</i></p> <p>Get a Reference ID # for the call as well as the Representative's Name.</p>		
		45+ Days
		Best Practices

The Importance of Prompt Claim Submission		
25-30 Days	25-30 Days	31-44 Days
<p>Document a brief summary of the call, the Reference ID #, and the Representative's name</p> <p>Complete any actions discussed with the Representative</p>		
		45+ Days
		Best Practices

The Importance of Prompt Claim Submission		
25-30 Days	31-44 Days	31-44 Days
<p>Run report again 2 weeks later and call the insurance again if needed</p>		
		45+ Days
		Best Practices

The Importance of Prompt Claim Submission

The Importance of Prompt Claim Submission

25-30 Days
31-44 Days
45+ Days

45+ Days

Run report again in 7-10 days and call the PCG Customer Service Center if claims are still listed

Monday-Friday
7a-7p
1-866-315-3747

Best Practices

The Importance of Prompt Claim Submission

25-30 Days
31-44 Days
45+ Days

Best Practices

GREEN: BEST PRACTICE
YELLOW: MODERATE PRACTICE
RED: RISK-lack of timely payment from payer/escrow

The Importance of Prompt Claim Submission

25-30 Days
31-44 Days
45+ Days

Best Practices

Rejected Claims by the Payer

BEST PRACTICE Update rejected claims listed on the Category 2-277 Rejection report on a daily basis	MODERATE PRACTICE Update rejected claims listed on the Category 2-277 Rejection report on a weekly basis
RISK Failure to update a claim on the Category 2-277 Rejection report in a timely manner will delay claims submission and ultimately delay payment to provider	

The Importance of Prompt Claim Submission

25-30 Days
31-44 Days
45+ Days

Best Practices

Insurance Follow-Up

BEST PRACTICE Follow-up with the primary payer for all claims pending adjudication 25-30 days after claim submission date	MODERATE PRACTICE Follow-up with the primary payer for all claims pending adjudication for 30-45 after submission date
RISK Failure to follow-up with the primary payer for all claims pending adjudication for over 45 days will delay payment from payer and/or escrow	


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Upcoming Training

Timely data entry and claim submission, and its role in the claiming process, will be discussed further in the upcoming training:

Claim Rejection and Denial Management:
"My Claim didn't pay! Now what?!"



Match the Practice on the left with the correct answer listed on the right.

Send claims to the SFA no later than the first Friday after the Date of Service	Best Practice
Send claims to the SFA no later than noon on the first Saturday after the Date of Service	Risky Practice
Send claims to the SFA after noon on the first Saturday after the Date of Service	Moderate Practice

When a claim is submitted to the SFA 2 weeks after the Date of Service, how long will it delay the process of adjudication and payment?

☐ A. It won't delay it at all

☐ B. Only 1 week

☐ C. At least 2 weeks

Match the Important Term on the left with the correct definition on the right.

Clean Claim	--Select--
Voided Claim	--Select--
Claim Rejection	--Select--
Claim Resubmission	--Select--
Pending Claim	--Select--

The Importance of Prompt Claim Submission

Contact

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