

New York Department of Health  
Bureau of Early Intervention  
State Fiscal Agent



The Importance of Prompt Claim Submission



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The Importance of Prompt Claim Submission

This Training Will:

- Discuss the importance of submitting your claims in a timely fashion
- Provide guidance on timeframes and actions required for claim follow-up



Objectives  
Additional Topics

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The Importance of Prompt Claim Submission

Objectives

- Explain Claim Submission and Resubmission Processes
- Define Important Terms related to those Processes
- Explain the relation between Prompt Claim Submission and Resubmission, and Timely Payment for Services Rendered
- Identify and Explain the Recommended Steps for Insurance Follow-up for claims pending 30 days or more



Objectives  
Additional Topics

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The Importance of Prompt Claim Submission

We will also discuss:

Best Practices for Providers to follow to ensure accurate and timely Claim Submission and Claim Resubmission



Objectives  
Additional Topics

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# 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

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**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  
Voided Claim  
Claim Rejection  
Claim Resubmission  
Pending 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  
Voided Claim  
Claim Rejection  
Claim Resubmission  
Pending 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  
Claim Resubmission  
Pending Claim

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**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

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**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.

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**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

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**The Importance of Prompt Claim Submission**

Electronic Claims

*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

Paper Claims  
Claim Resubmission  
Best Practices

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# The Importance of Prompt Claim Submission

**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

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**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

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**The Importance of Prompt Claim Submission**

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

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**The Importance of Prompt Claim Submission**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		Service(s) provided to child	WEEK 1			
		Input data into NYEIS				
		Tuesday DAY 1	Wednesday DAY 2	Thursday DAY 3	Friday DAY 4	
		Service(s) provided to child	WEEK 1			
		Input data into NYEIS				
		DAY 27	DAY 28	DAY 29	Day 30	
		Week ends - not in NYEIS	WEEK 2			
		Claim sent electronically to primary payer for processing				
		Input data into NYEIS during Week 2 will delay payment by at least 30 days				

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## The Importance of Prompt Claim Submission

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

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

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

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

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**The Importance of Prompt Claim Submission**

25-30 Days  
31-44 Days  
45+ Days

Best Practices

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

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**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

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**The Importance of Prompt Claim Submission**

25-30 Days  
31-44 Days  
45+ Days

Best Practices

Rejected Claims by the Payer

<p><b>BEST PRACTICE</b></p> <p>Update rejected claims listed on the Category 2-277 Rejection report on a daily basis</p>	<p><b>MODERATE PRACTICE</b></p> <p>Update rejected claims listed on the Category 2-277 Rejection report on a weekly basis</p>
<p><b>RISK</b></p> <p>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</p>	

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**The Importance of Prompt Claim Submission**

25-30 Days  
31-44 Days  
45+ Days

Best Practices

Insurance Follow-Up

<p><b>BEST PRACTICE</b></p> <p>Follow-up with the primary payer for all claims pending adjudication 25-30 days after claim submission date</p>	<p><b>MODERATE PRACTICE</b></p> <p>Follow-up with the primary payer for all claims pending adjudication for 30-45 after submission date</p>
<p><b>RISK</b></p> <p>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</p>	

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## The Importance of Prompt Claim Submission

**The Importance of Prompt Claim Submission**

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?!"



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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

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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

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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--

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