



West Virginia Medicaid Transition Workshops

UNISYS

May 2004

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Introduction.

> Bureau for Medical Services

- Carla Parmelee, MMIS Program & Policy Coordinator
- Lynn Collins, DHHR Associate

> Unisys

- Amanda Hiser, Provider Services Manager
- Angie Richards, Provider Representative
- Virginia Leffingwell, Provider Representative

Contact Information.

> Member Services

- 888-483-0797
- 304-348-3365

Monday - Friday

8:00 am until 5:00 pm

> Provider Services

- 888-483-0793
- 304-348-3360

Monday - Friday

8:00 am until 5:00 pm

> Pharmacy Help Desk

- (800)847-3859

Monday - Saturday

8:30 am until 9:00 pm

Sunday

12:00 pm until 6:00 pm

> Access AVRS using same phone numbers

- 24 hours a day, 7 days a week

> Email Addresses

- edihelpdesk@unisys.com
- wvmmis@unisys.com



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Mailing Addresses.

Claim Forms Mailing Address

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- PO Box 3765 NCPDP UCF Pharmacy
- PO Box 3766 UB-92
- PO Box 3767 HCFA-1500
- PO Box 3768 ADA-2002 Dental
Charleston, WV 25337

- PO Box 2254 Hysterectomy, Sterilization
and Abortion Forms
Charleston, WV 25328-2254



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Mailing Addresses.

> Provider Services Mailing Address

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- PO Box 2002
Charleston, WV 25327-2002
 - PO Box 625
Charleston, WV 25322-0625
 - Provider Relations, Member Services
 - Enrollment & EDI Help Desk
-
-

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Requested Information.

- > **W-9**
- > **Current License**
- > **Trading Partner Agreement**
- > **EDI Transaction Form**

Billing Information.

> Changes In Payments / Denials

- Claim Check
 - Services may either pay differently or be denied on the front-end
 - BMS approved Claim Check edits

> Front-End Rejected Claims Reasons

- Provider ID Missing / Invalid
- Member ID Missing / Invalid
- If you have not tested your electronic claims format and been approved by our EDI Help desk your claims will be rejected (must be X12 format)

Billing Information.

> 2002 ADA Claim Form

> 837D

> Quadrants

- UR, LR, UL, LL

> Surfaces

- B = Buccal
- D = Distal
- F = Facial
- L = Lingual
- M = Mesial
- O = Occlusal

Billing Information.

> Supernumerary Teeth

- Indicate supernumerary teeth by adding the number 50 to the tooth number
- Example: Extraction of supernumerary tooth 1
 - Tooth number would be 51
- Baby Supernumerary Teeth
 - Must use tooth number plus “S”
 - Example: Supernumerary baby tooth number “A” would be billed as “AS”

> Multiple Units

- There is not a field for units on the ADA form or 837D
- If more than one unit of a procedure code is billed for the same date of service, same member, these will need to be billed on separate lines
- Lines will not duplicate against each other on the same claim form

> Continue to write number of centimeters on paper claim when billing D7912

> Paper Billing Instructions

- New paper billing instructions will be located at www.wvmmis.com

Reversals / Replacement Claims.

> Original Claims Processed in ACS System

- Reversals
 - Must be submitted on paper to Unisys
 - Complete Reversal Form (attached)
 - Checks cannot be submitted when the original claim was processed in ACS system
- Replacement Claims
 - If you are replacing a claim which has been reversed, this claim must be attached and cannot be submitted separately
 - Timely filing guideline for replacement claims is two years from the date of service
 - The replacement claim must reflect all lines for which you are requesting reimbursement

Reversals / Replacement Claims.

> Original Claims Processed in Unisys System

- Reversals
 - Can be submitted on paper or electronically
 - Checks can be submitted with Reversals when the original claims was processed in the Unisys system
 - Claim Frequency Code = 8
- Replacement Claims
 - If you are replacing a claim which has been reversed, this claim should be attached
 - Timely filing guideline for replacement claims is two years from the date of service
 - The replacement claim must reflect all lines for which you are requesting reimbursement
 - Claim Frequency Code = 7

Web Portal.

> Internet Based

- Web Portal Address: www.wvmmis.com

> Web Portal is for Providers only

> Provides secure access and retrieval of Health Information

> Access 24 hours a day, 7 days a week

> System Requirements

- Basic Internet Access
- Updated versions of Adobe Acrobat and Internet Browsers
- Screen Resolution of 600x800
- Browser configured to accept cookies
- Links are available on the site to upgrade to the required versions

> HIPAA Transaction Requirements

- Implementation Guides (available at www.wpc-edi.com)
- Companion Guides (available at www.wvdhhr.org/bms)

Web Portal.

> Registration for Web Portal (Health PAS-Online)

- Trading Partner Agreement (Provider / Clearinghouse)
- EDI Transaction Form
- Electronic Registration

> Claim Submissions (837)

- Patient Default Management

> Claims Inquiry (276, 277)

> Eligibility Verification (270, 271)

> Electronic Remittance Advices (835)

> Forms & Publications

Web Portal.

- > Electronic Registration
- > User Manual / Help Menus
- > Patient Default Management
 - Provider / Patient Rosters
- > Submit Claims
 - Direct Data Entry and X12 File Upload
 - Print Screens (Confirmation Screen, billing report for current session)
- > Member Eligibility Request
- > Claim Status Request
- > Provider Directory
- > Electronic Remittance Advice

EDI Information.

> Modes of Submission

- Direct data entry on web portal
- X12 upload on web portal (837I, 837P, 837D)
- Submit claims through a clearinghouse

> Testing

- Testing is required for Clearinghouses and Software Vendors only
- Email testing request to edihelpdesk@unisys.com
- EDI Staff will contact you with a testing schedule

> Approved Clearinghouses and Software

- Will be listed on Unisys web portal & BMS website

> On-Site Assistance

- Forward request to edihelpdesk@unisys.com

Transition Timeline.

> June 10, 2004

- Unisys will begin receiving paper claims

> June 16, 2004

- ACS will accept EDI claim until Midnight

> June 18, 2004

- Unisys will begin Rx Point of Sale Operations (12:01 am)

> June 28, 2004

- Unisys will begin all fiscal agent activities
- www.wvmmis.com will be active (12:01 am)