CMU CLAIMS SUBMITTAL

September 2021

Agenda

Overview of ways to submit claims

Updates

FAQ

PLEASE PUT YOUR AVAILABILITY IN THE CHAT

Telehealth only, In-Person only, Telehealth & In-Person

3 Ways to submit claims

1 - Provider Portal

2 - Availity

3 - Mail

Snail Mail

Not recommended but is available if needed

Mail to:

P.O. Box 5143, Lake Forest, CA 92609

Availity

This options is recommended for larger groups or providers already registered with Availity

Availity is a Clearinghouse like DocuStream

Must have software needed to submit 837 claims (DocuStream provided DocuHealthLink but Availity does not have a similar program)

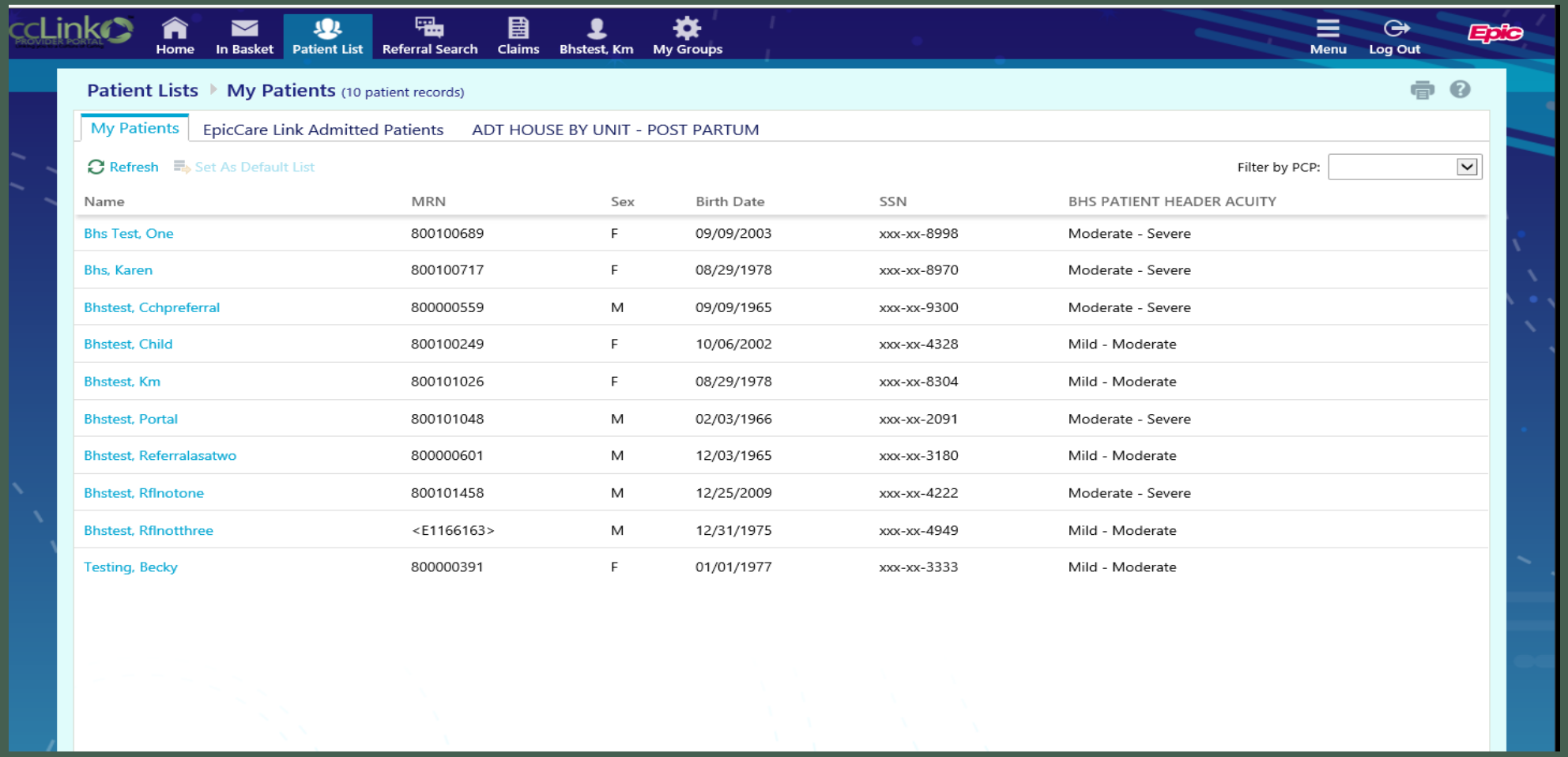
Any questions/problems – contact Availity directly: https://www.availity.com/ediclearinghouse

Provider Portal

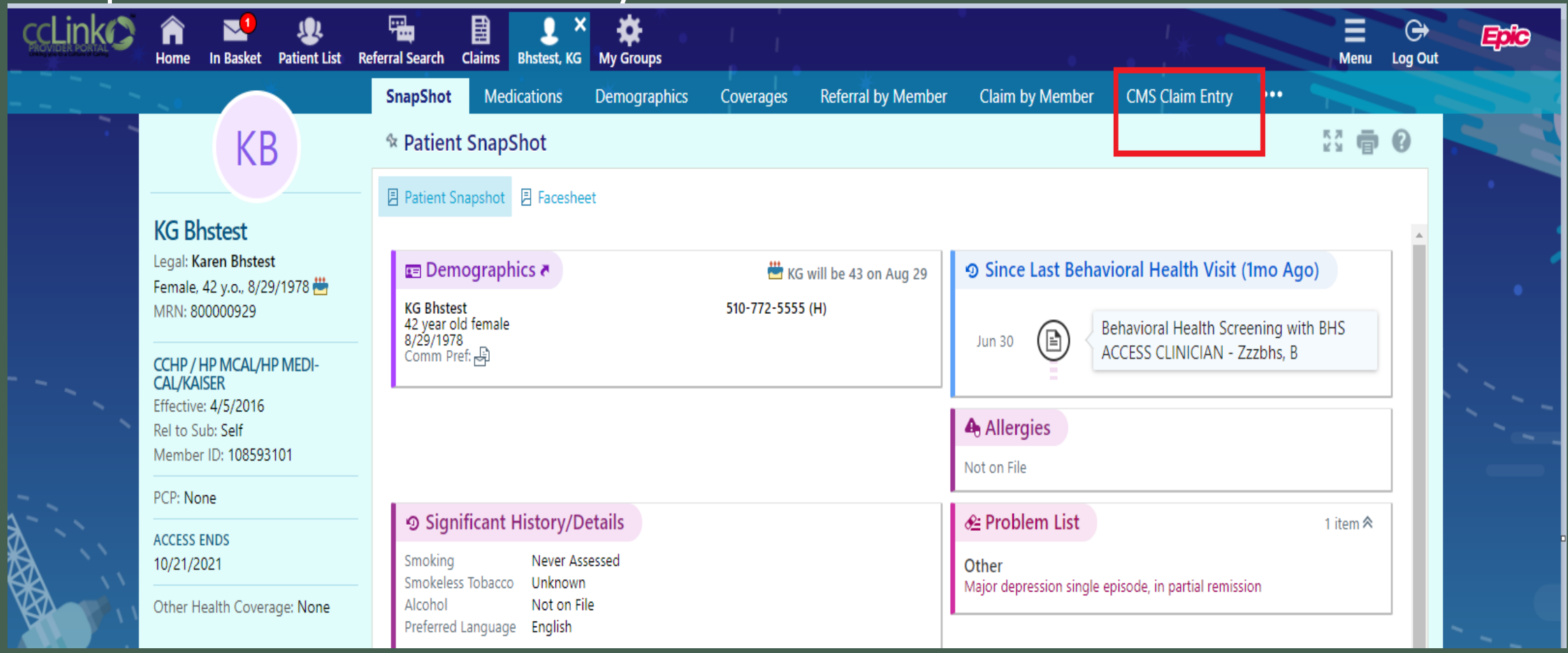
CMU Recommends using this option

Live demo – After review of the steps

Step 1: Choose your client from the "Patient List"

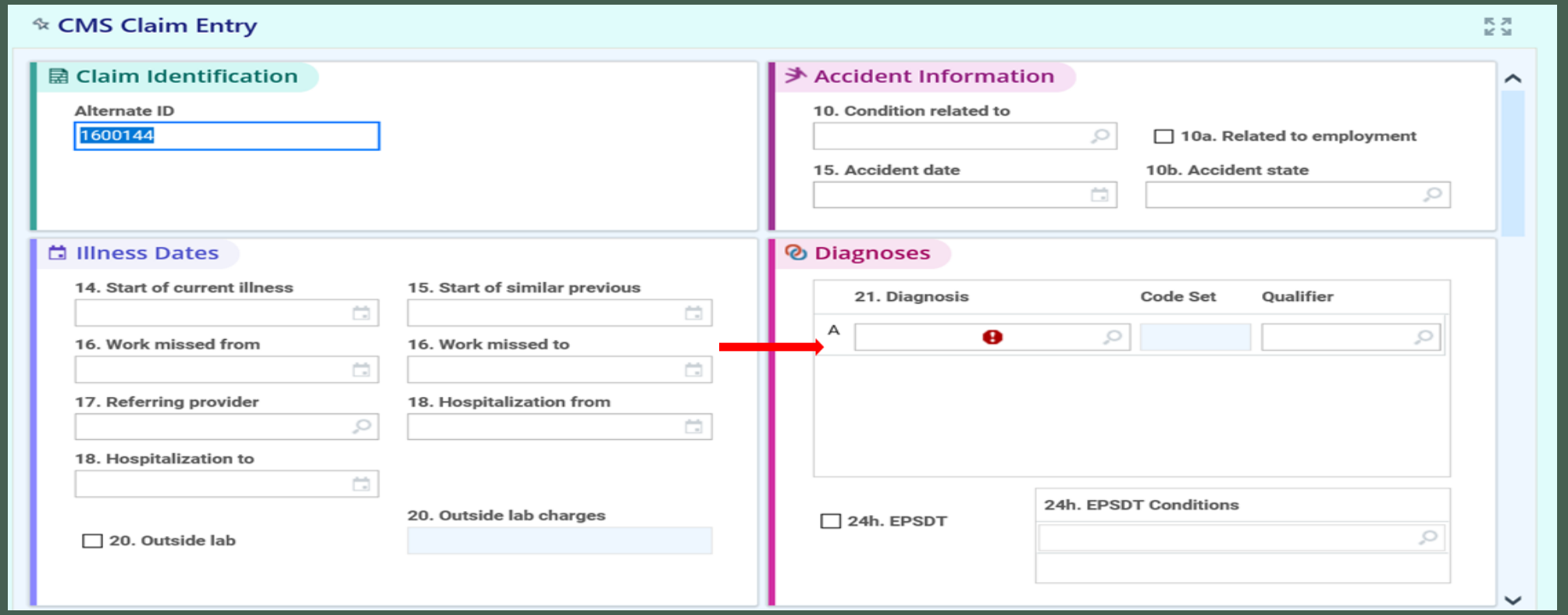


Step 2: Navigate to and click on “CMS Claims Entry” – this will open the CMS Claims Entry Screen



Step 3: Claim Identification/Diagnosis

- Write down the claim number **(Alternate ID)**
- Enter diagnosis code(s) **(Box 21) – MAKE SURE TO ENTER THE ICD10 CODE AND NOT THE DSM5 CODE - No code set or qualifier necessary**



Step 4: Services

1) Enter "Svc from date"
(Box 24.A)

2) Enter a Place of Service Type
(Box 24.B)

3) Enter Procedure Service Code
(Box 24.D)

4) Enter "Modifier(s)" **(Box 24.D)** – 1 per box
- 95 –POS is 02
- 76 – Same date/CPT
- 59 – Same date/different CPT

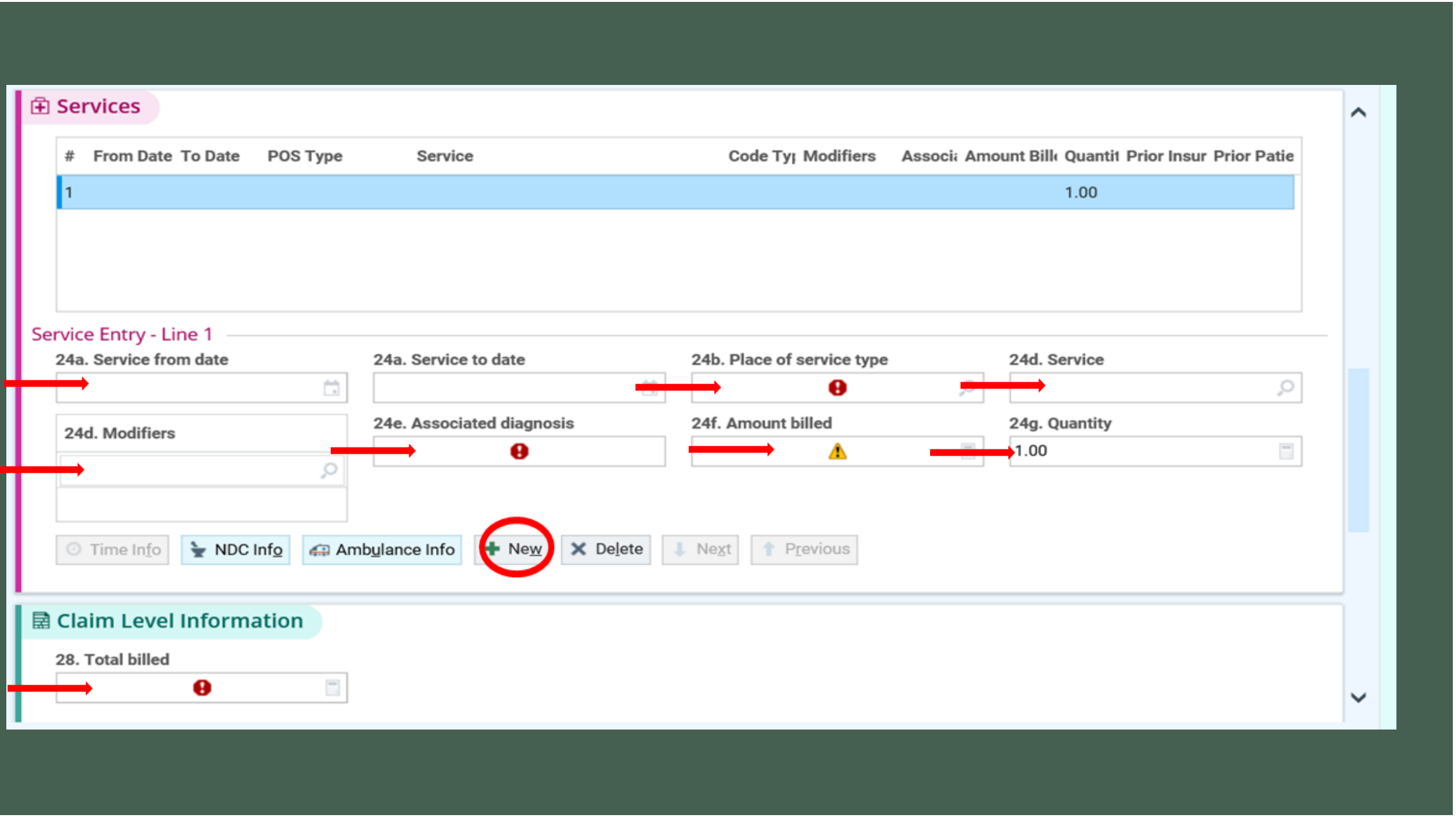
5) Enter "Assoc Dx" **(Box 24.E)** –
This is the letter(s) from Box 21

6) Enter "Amt billed"
(Box 24.F)

7) Enter "Quantity"
(Box 24.G)

8) Enter total billed **(Box 28)** – This is the total of all services if there are multiple dates

**** FOR MULTIPLE DATES OF SERVICE CLICK "NEW" TO ENTER NEW DATE**


Services
From Date To Date POS Type Service Code Ty Modifiers Associ Amount Bill Quantit Prior Insur Prior Patie
1 1.00
Service Entry - Line 1
24a. Service from date
24a. Service to date
24b. Place of service type
24d. Service
24d. Modifiers
24e. Associated diagnosis
24f. Amount billed
24g. Quantity
1.00
Time Info
NDC Info
Ambulance Info
New
Delete
Next
Previous
Claim Level Information
28. Total billed

Step 5: Encounter Information

1) * Enter "Vendor"
(Box 33) –
type in your name/group name

2) Enter "Place of Service"
(Box 32) –
can click on the magnifying glass

3) Enter "Provider"
(Box 24j) –
type in your name

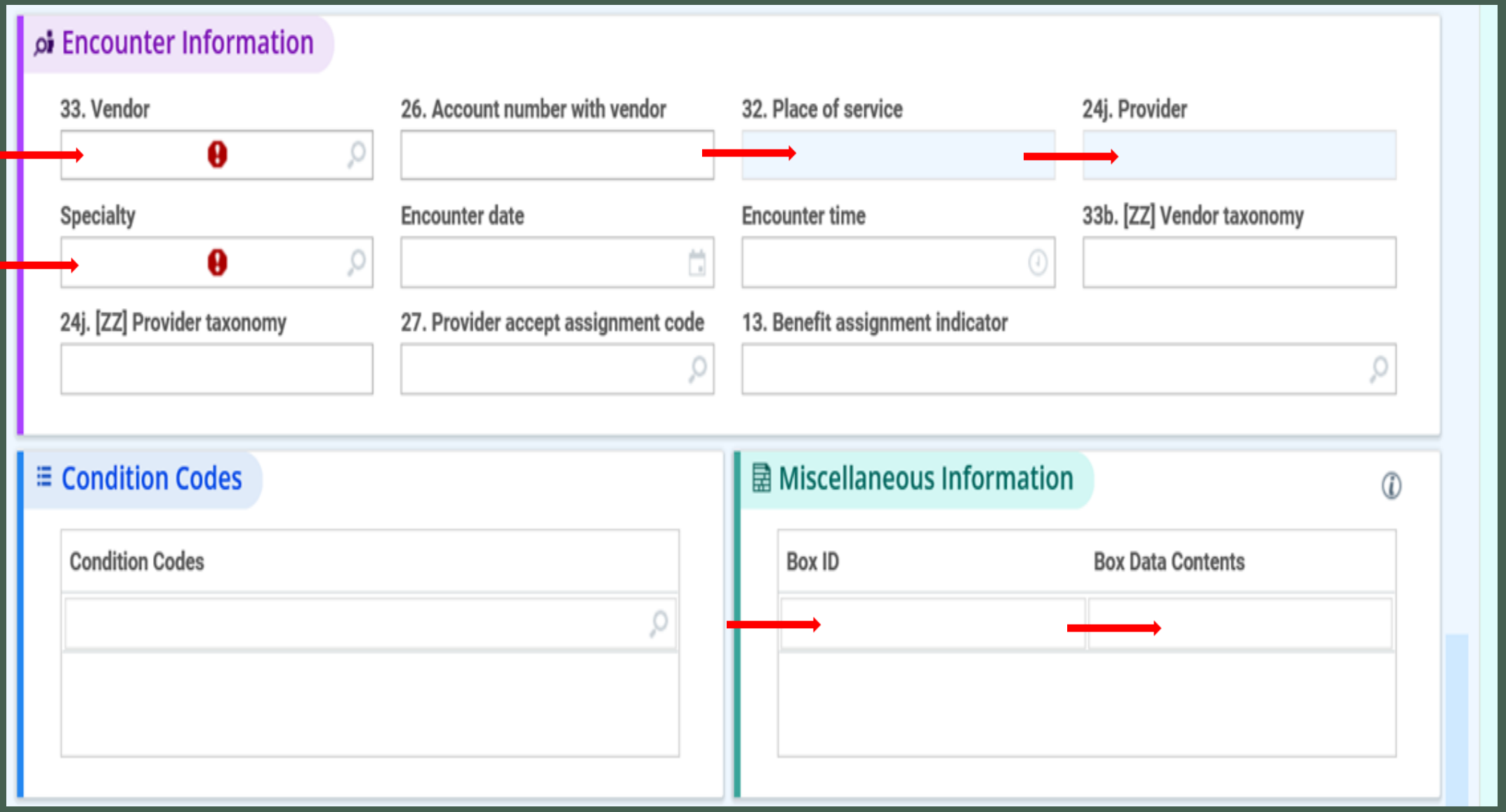
4) Enter the provider's "Specialty" – will automatically populate to "Mental Health"

* If your "Vendor ID" starts with a 6 you are a "Shared Provider" and MUST ALSO enter information in "Miscellaneous Information"

Box ID – enter "BH"

Box Data Contents – enter "BH"

Shared Provider = providers with contracts for both CCHP commercial and CCMHP Medi-Cal


Encounter Information
33. Vendor
26. Account number with vendor
32. Place of service
24j. Provider
Specialty
Encounter date
Encounter time
33b. [ZZ] Vendor taxonomy
24j. [ZZ] Provider taxonomy
27. Provider accept assignment code
13. Benefit assignment indicator
Condition Codes
Condition Codes
Miscellaneous Information
Box ID
Box Data Contents

Step 6: Submit claim – click “Accept”

PROVIDER PORTAL DEMO

https://planlinktst.cchealth.org/Planlinktst/common/epic_login.asp

Updates

Availity is not requiring providers to enroll in the "Premium Plan". There is no additional charge to use Availity

All providers should now see "CMS Claims Entry" –

There was a problem with security fields behind the scenes. This has since been fixed.

Providers' NPI numbers were not being recognized –

Providers should only enter your name

Passwords are not all being recognized. -

If needed, will have to wait 24 hrs. to reset

Any ongoing problems contact bhs.support@cchealth.org

FAQs

- "Until now, billing via the Provider Portal was only for use with a PC, so those of us who use a Mac were not able to submit claims electronically. Has that changed with the switch to Availity"?

  Billing through Provider Portal is a new function. Prior DocuHealthLink was being used which is software that only works with Windows operating systems. If the provider can log into Provider Portal, they can submit claims. It is important to note, if using a MAC, you must use the Chrome browser and not Safari.

- "Do I need to register with Availity"?

  No, if you are already in the Provider Portal you can submit claims that way. Availity is a Clearinghouse and an extra option.

- "Can we submit a claim for more than one date and one procedure at a time, for instance, like filling out 6 different dates in the old CMS form? (It looks like it's one procedure at a time)".

  You can bill for multiple dates on the same form. We are still asking providers to only bill for one month at a time.

  PLEASE NOTE: if you are only entering one service date DO NOT click "new". This will clear the information within the claim. If you mistakenly click "new" you should click "delete".

FAQs (Cont'd)

- "Does the system save any information, so we don't have to enter information that stays the same repeatedly, like diagnosis, service location, etc."?

  Unfortunately, the system does not save the diagnosis, location, etc. from one record to the next.

- "Are we able to print claims submitted through Provider Portal"?

  YES – Once you "accept" the claim. Go into "Claim by Member", click on the appropriate claim, and use the print icon.

- "How does one access Availity as a single practitioner? Or, what is the software necessary to use it"?

  You are not able to access Availity directly. You will have to have the appropriate software/clearinghouse to submit claims. There are so many different options but if you are not already subscribing to them the Provider Portal is your best option.

FAQs (Cont'd)

- "My vendor number shows my home address. My new place of service is not showing."

  If you have more than one vendor number, you must choose the correct vendor number for your current place of service.

  The address for the "vendor" will be the address you have provided on your W-9 and should also be your identified mailing address.
  The place of service will have your office addresses.

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QUESTIONS?