How to Create & Submit Rationed Fee-for-service (RFFS) Claims for SE48 or SE148

As of Jan 1, 2013 for CDDPs and July 1, 2013 for Brokerages now must submit claims for SE48 or SE148 services provided to their clients. This is a change from the previous practice of submitting ENCOUNTERS. Encounters must still be submitted for SE48 services delivered prior to Jan 1, 2013 and SE148 services prior to July 1, 2013.

CDDPs and Brokerages can enter RFFS claims in two (2) different ways. You can choose which method of entering RFFS claims that works best for you. The process is very similar to the previous encounter creation/submission process.

- **Enter RFFS Claims for multiple dates:** this will allow you to enter multiple claims by date for a single individual, with the same Service Coordinator or Personal Agent, and submit all those claims in a batch.

OR

- **Enter RFFS Claims for single date:** this will allow you to enter claims for multiple individuals at one time that all have the same, single claim date and the same Service Coordinator or Personal Agent.

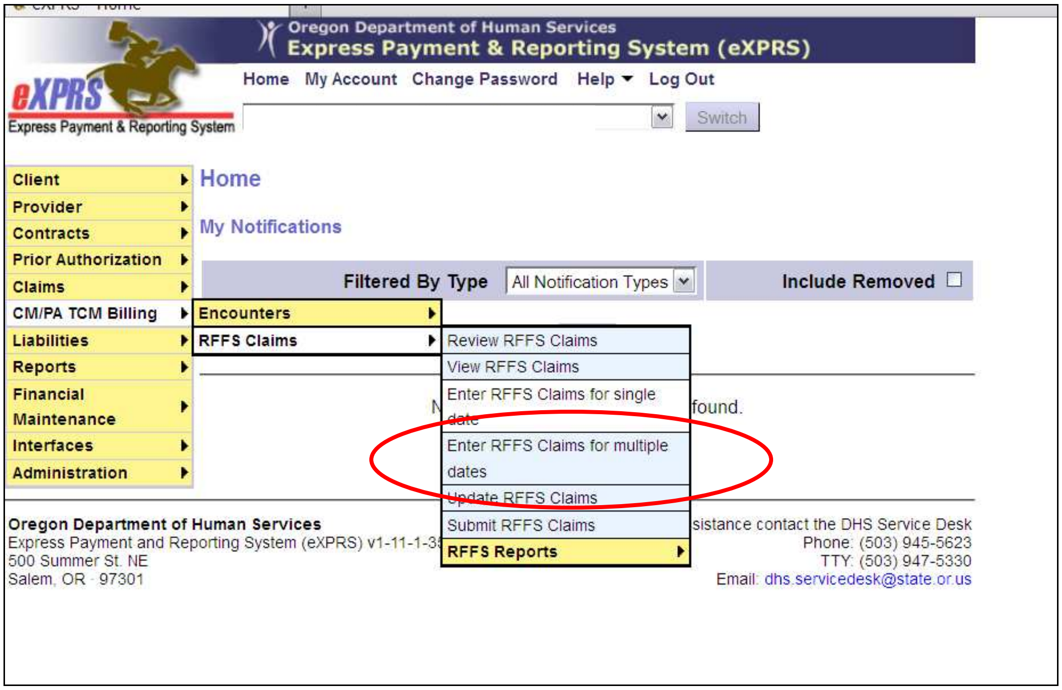
Below are instructions for both methods of entering RFFS claims. You must have the ***CM Encounter Manager*** or the ***PA Encounter Manager*** role to submit RFFS claims using either method.

Both RFFS claims creation and submission methods work for Non-Waiver and Waiver CM service RFFS claims.

<u>**To Create & Submit** (enter) **RFFS Claims for Multiple Dates**</u> (for a single client):

1. Login to eXPRS. You must have the **CM Encounter Manager** or **PA Encounter Manager** role to do this work.

2. From the yellow left-hand navigation menu, click on ***CM/PA TCM Billing → RFFS Claims → Enter RFFS Claims for multiple dates.***

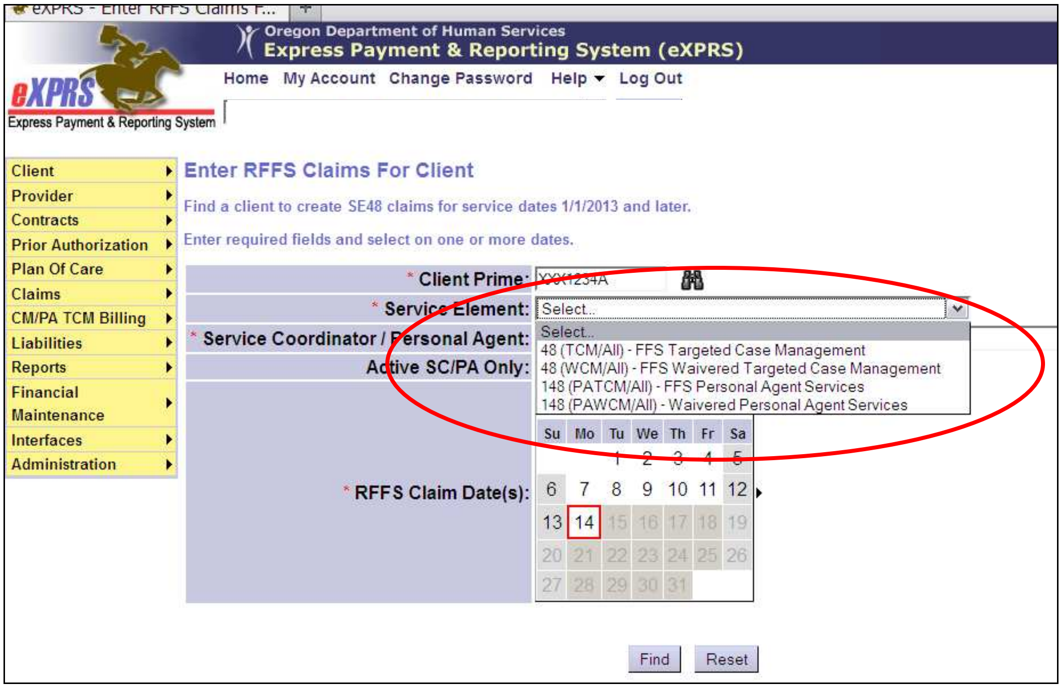


This will take you to the **Enter RFFS Claims for Client** page.

3. You are now in the **Enter RFFS Claims for Client** page. You must enter the required information indicated by the red asterisk (*):
   a. ***Client Prime =** the client's prime number
   b. ***Service Element** = the appropriate CM service from the drop down next to. You will now see 2 options for both SE48 and SE148 to reflect the two types of case management services.
      - TCM/PATCM = Non-Waiver Case Management services
      - WCM/PAWCM = Waiver Case Management services

      NOTE: In this RFFS claims entry method, if a client has CPAs for both CM types (TCM for a period of time and then WCM for another period of time), you will need to enter RFFS claims separately for each different CPA/type of CM service.

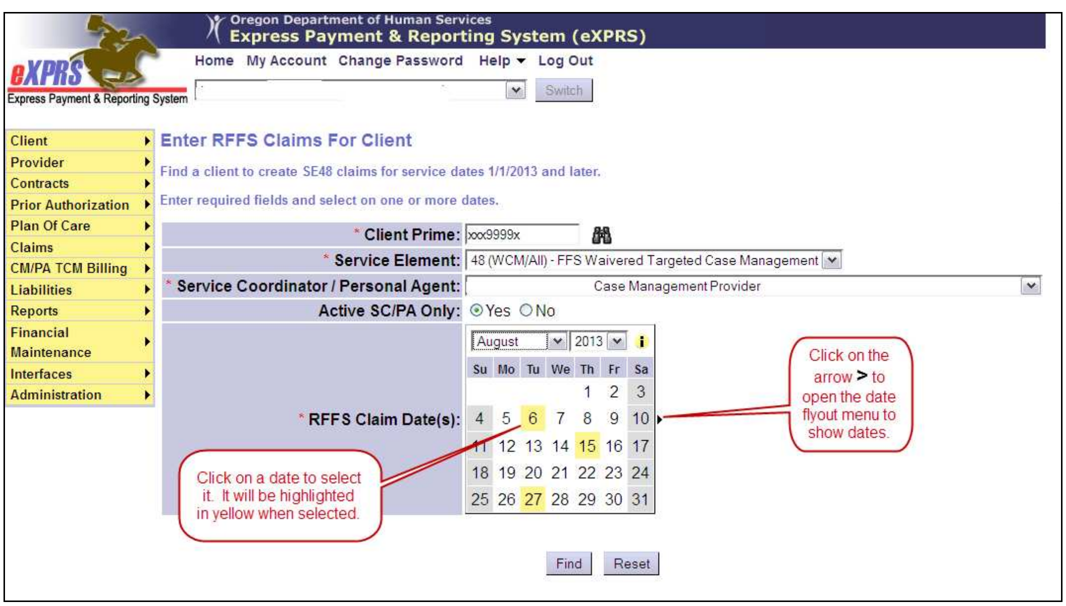
   c. ***Service Coordinator/Personal Agent** = the staff who provided the qualifying case management services for the dates you select. The dropdown list defaults to showing the **Active SC/PA Only.** Users can change this to "no" to show all SC/PAs who have worked for their organization, current and in the past.



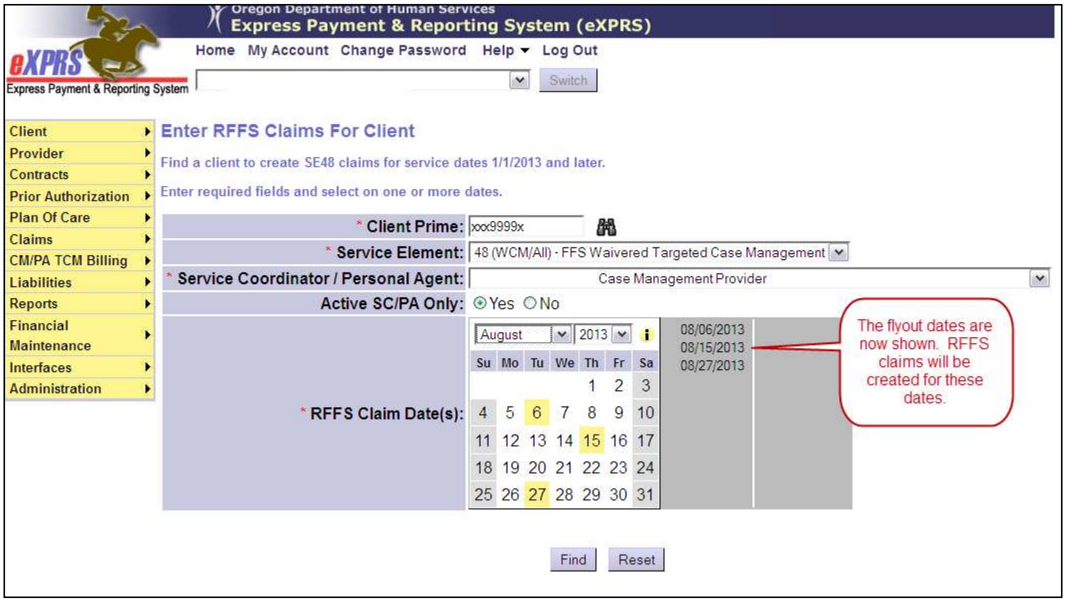
4. Now you can select the date(s) you want to enter RFFS Claim(s) for by using the calendar feature next to ***RFFS Claim Date(s)**.

   To use the calendar:

   - clicking on a date selects a single date; it will be highlighted in yellow when selected.
   - **Ctrl + click** will allow you select (or unselect) additional date(s)
   - Use the Month and Year dropdown fields to change months/year

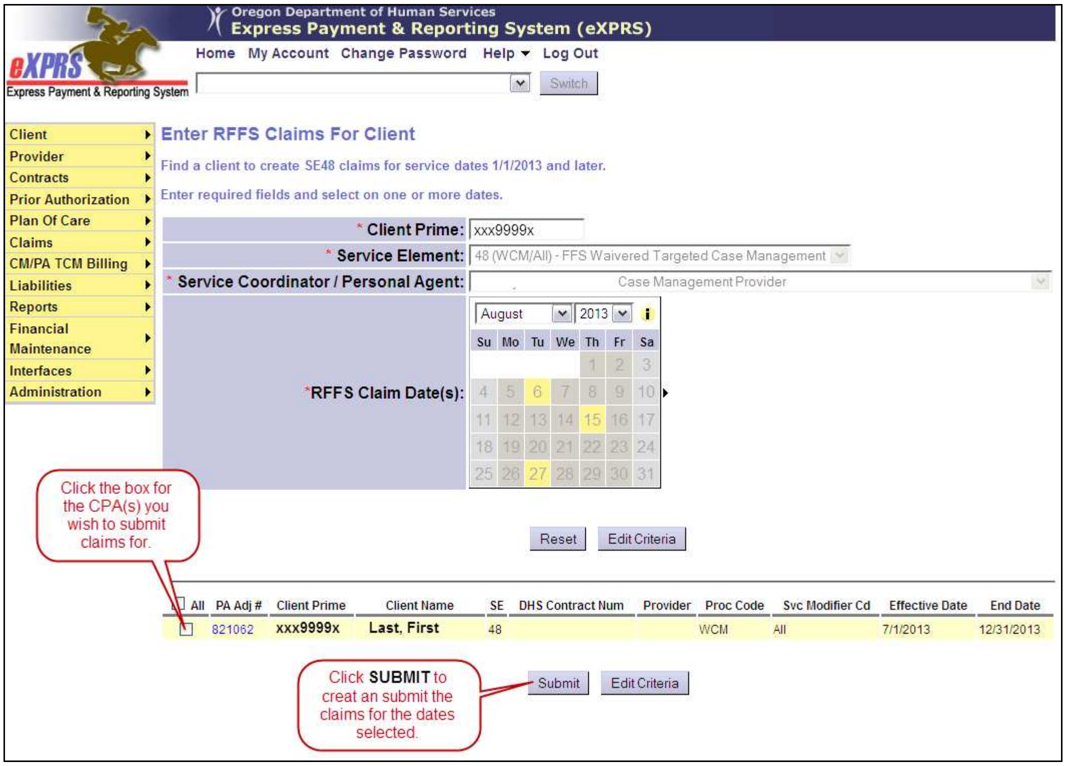


- The small black triangle arrow ▶ directly to the right of the calendar will open a window and show a list of the dates you've selected.



7. With the claim date(s) selected, click ***FIND*** to get the CPA(s) for the client that covers those date(s) you've selected in the calendar. There may be more than one CPA for the client.

   - ***NOTE***: If you selected a date that has already been reported as an encounter, a hot pink message will display below the calendar, "***Encounter(s) already exist for these dates and will not be created: mm/dd/yy***".



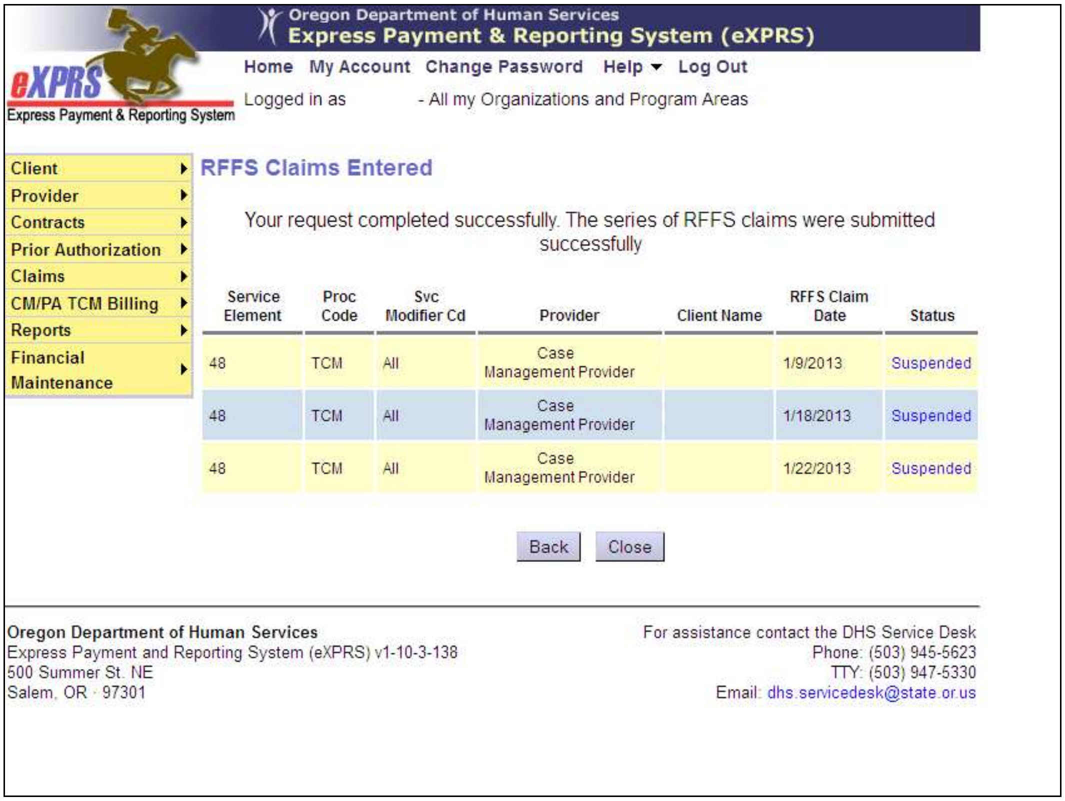
- Click on the check box next to the CPA(s) whose date ranges cover the claim dates you want to create.
- Click ***SUBMIT***.

8. You can wait until the **RFFS Claims Entered** results page displays showing the RFFS claims created and their status.

   BUT … you do not have to wait. You have several options. You can log out and check on your claims submitted at a later time, you can click **Edit Criteria** to change the criteria entered to submit additional claims, or click **Home** at the top of the page to perform other work in eXPRS.

   → ***IMPORTANT NOTE:*** There is one significant change in this new claim process that is different from the encounter process. The RFFS claims you submit will almost always come back with a status of **SUSPENDED** when you submit them. That is because they will be held in suspended status until the scheduled claims processing cycle. In that processing cycle, suspended claims will be processed for payment. Claims that have been paid in a process cycle will change to a status of **APPROVED**.

Below is an example of the **RFFS Claims Entered** page:



Service Element	Proc Code	Svc Modifier Cd	Provider	Client Name	RFFS Claim Date	Status
48	TCM	All	Case Management Provider		1/9/2013	Suspended
48	TCM	All	Case Management Provider		1/18/2013	Suspended
48	TCM	All	Case Management Provider		1/22/2013	Suspended

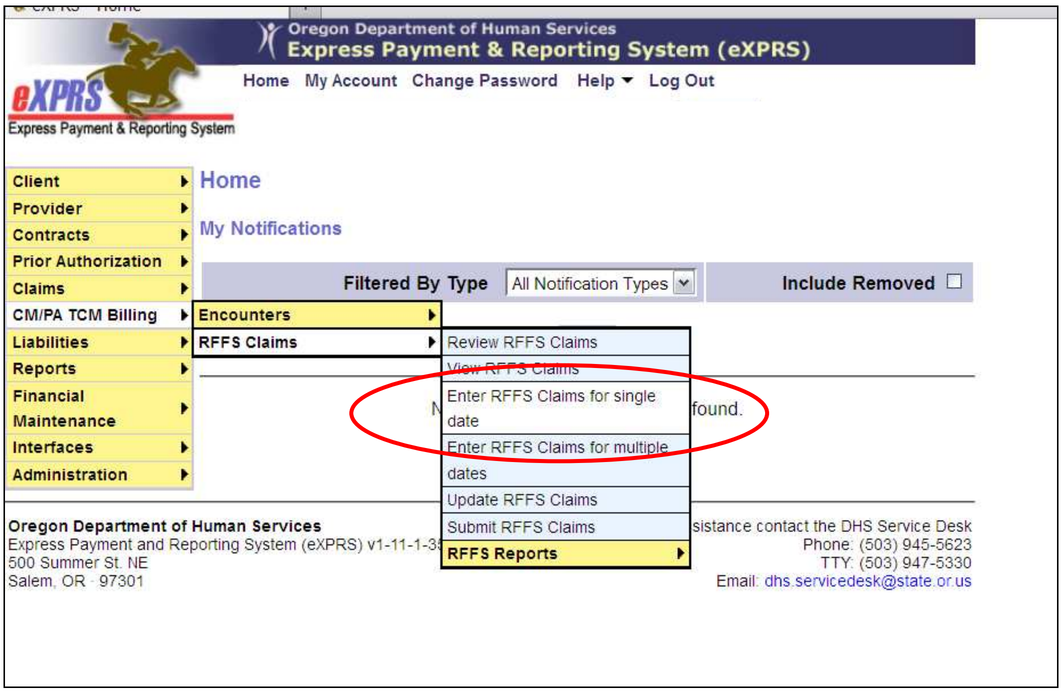
See the "***FAQs for RFFS Claims***" document on the eXPRS Help Menu for additional information on the RFFS claims process.

9. Repeat steps #2 – 7 to enter multiple RFFS claims for another individual.

<u>To Create & Submit (enter) RFFS Claims for Single Date</u> (for multiple clients):

1. Login to eXPRS.

2. From the yellow left-hand navigation menu, click on ***CM/PA TCM Billing → RFFS Claims → Enter RFFS Claims for single date.***



This will take you to the **Enter RFFS Claims for CPA** page.

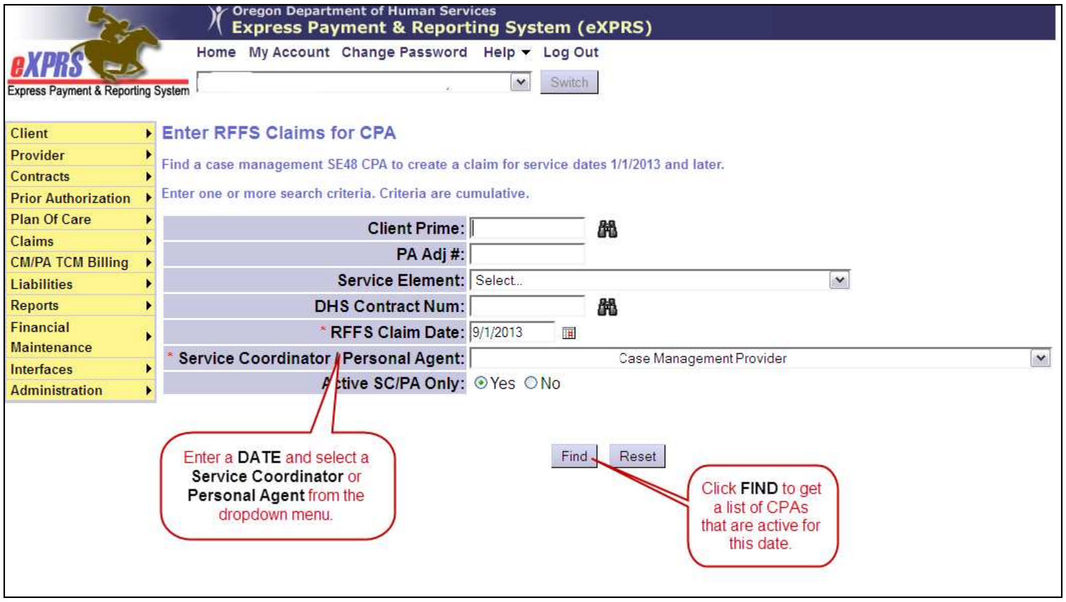
3. You are now in the **Enter RFFS Claims for CPA** page. You must enter the required information indicated by the red asterisk (*):

   - ***RFFS Claim Date** = the date of the claims in the field.
   - ***Service Coordinator/Personal Agent** = the name of the Service Coordinator or Personal Agent who provided the qualifying CM service for the date you entered. This SC or PA will be the person who provided service to ALL the clients you select for this date.

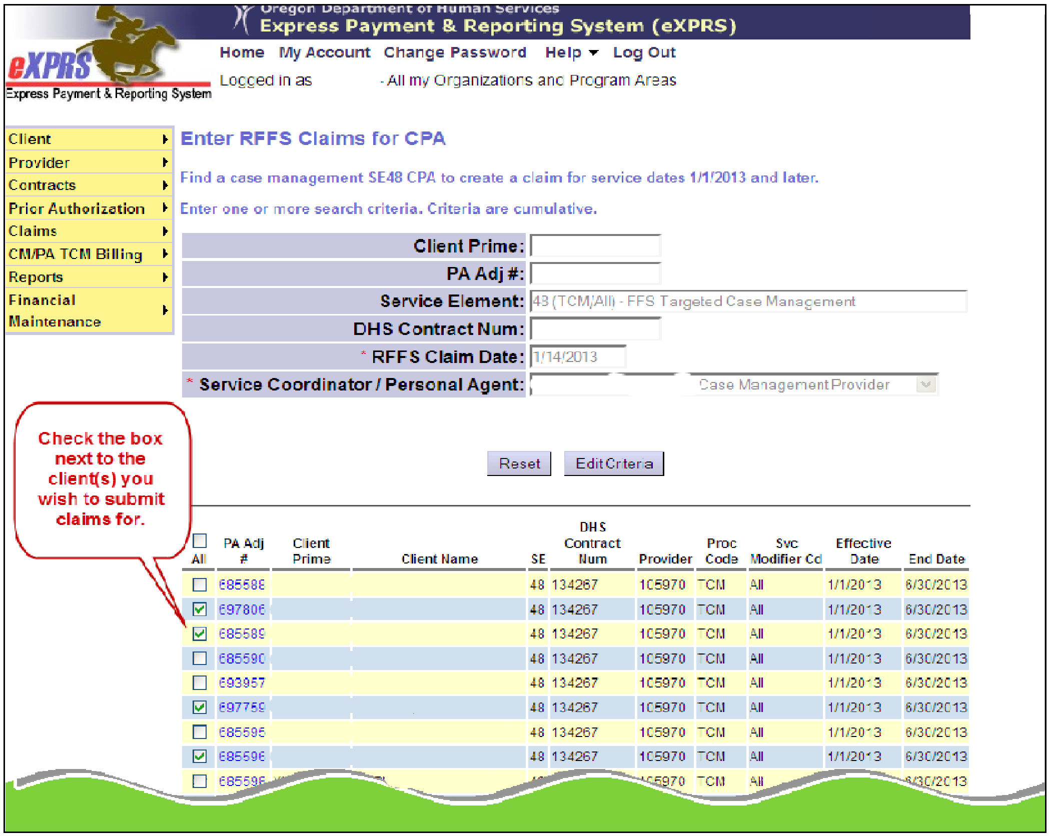
   NOTE: Service Element is not a required field. If you leave as "select", you will get both TCM/PATCM and WCM/PAWCM CPAs together in the same

CPA list. You will not have to do separate billing for TCM/PATCM and WCM/PAWCM clients using this claims method unless you wish to.

- Click ***FIND***. You will get a list of **ALL accepted** CPAs for your agency that have a date range which covers the RFFS claim date you entered.

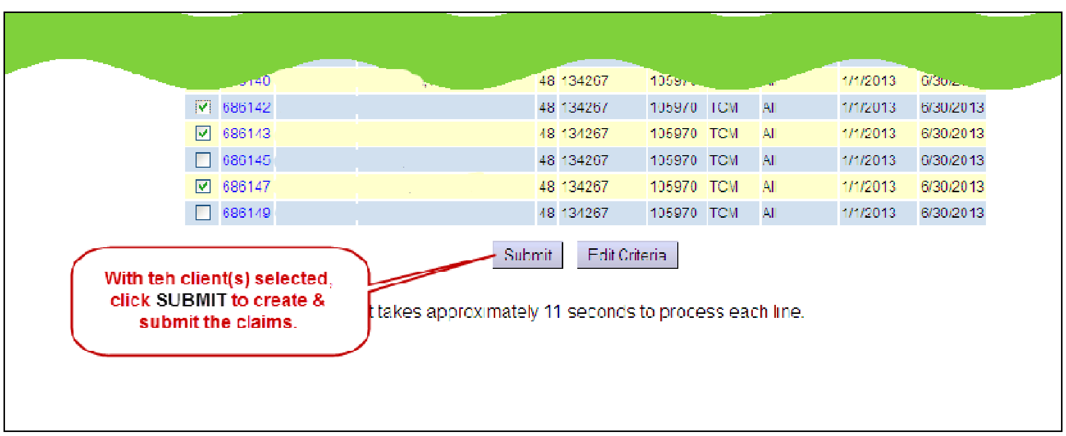


4. With your list of CPAs returned, click on the check box(es) next to the CPA(s) for the individual(s) who received a qualifying CM service on the date from the Service Coordinator or Personal Agent you selected.



5. Click ***SUBMIT***.

NOTE: The same **DATE** and **SERVICE COORDIANTOR** or **PERSONAL AGENT** will apply to all the claims for the CPAs/clients you checked.

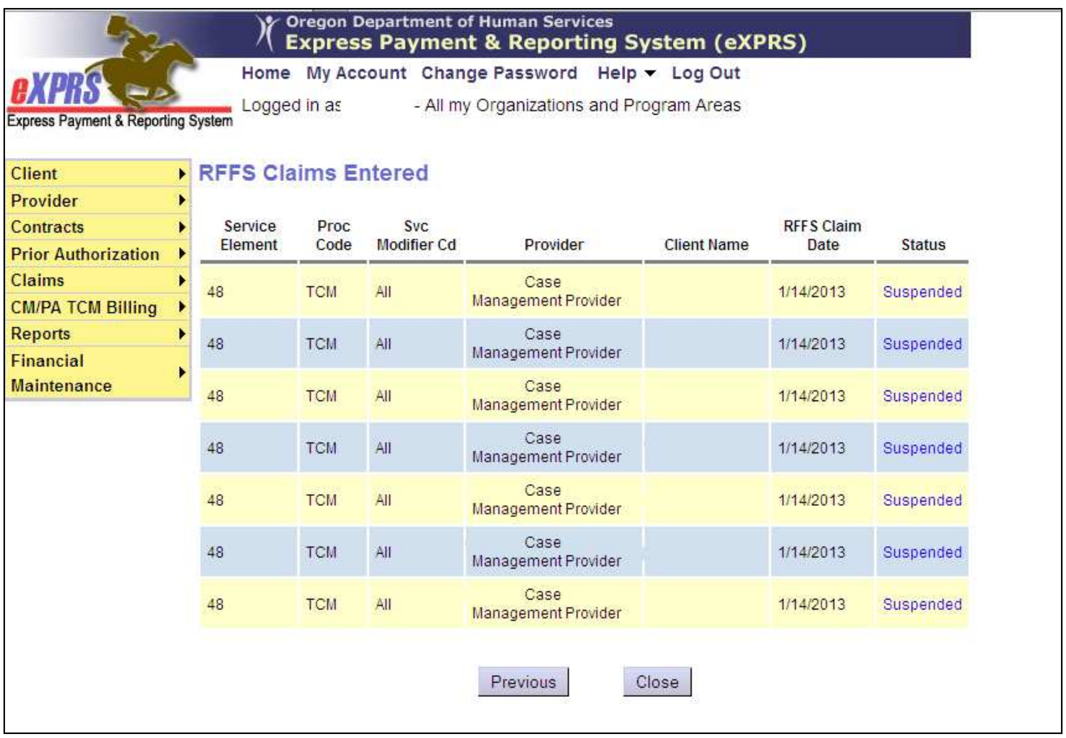


6. You can wait until the **RFFS Claims Entered** results page displays showing the RFFS claims created and their status.

BUT … **again, you do not have to wait.** You have several options. You can log out and check on your encounters submitted at a later time, you can click **Edit Criteria** to change the criteria entered to submit additional encounters, or click **Home** at the top of the page to perform other work in eXPRS.

→ ***IMPORTANT NOTE:*** As stated above, there is one significant change in this new claims process that is different from the encounter process. The RFFS claims you submit will almost always come back with a status of **SUSPENDED** when you submit them. That is because they will be held in suspended status until the scheduled claims processing cycle. In that processing cycle, suspended claims will be processed for payment. Claims that have been paid in a process cycle will change to a status of **APPROVED**.

See a sample of the **RFFS Claims Entered** page below:



Service Element	Proc Code	Svc Modifier Cd	Provider	Client Name	RFFS Claim Date	Status
48	TCM	All	Case Management Provider		1/14/2013	Suspended
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48	TCM	All	Case Management Provider		1/14/2013	Suspended
48	TCM	All	Case Management Provider		1/14/2013	Suspended
48	TCM	All	Case Management Provider		1/14/2013	Suspended
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48	TCM	All	Case Management Provider		1/14/2013	Suspended

See the "*FAQs for RFFS Claims***" document on the eXPRS Help Menu for additional information on the RFFS claims process.

7. Repeat steps #2 – 5 to enter more claims by single date for other individuals.