

# Creating and Submitting Rationed Fee-For-Service (RFFS) Claims

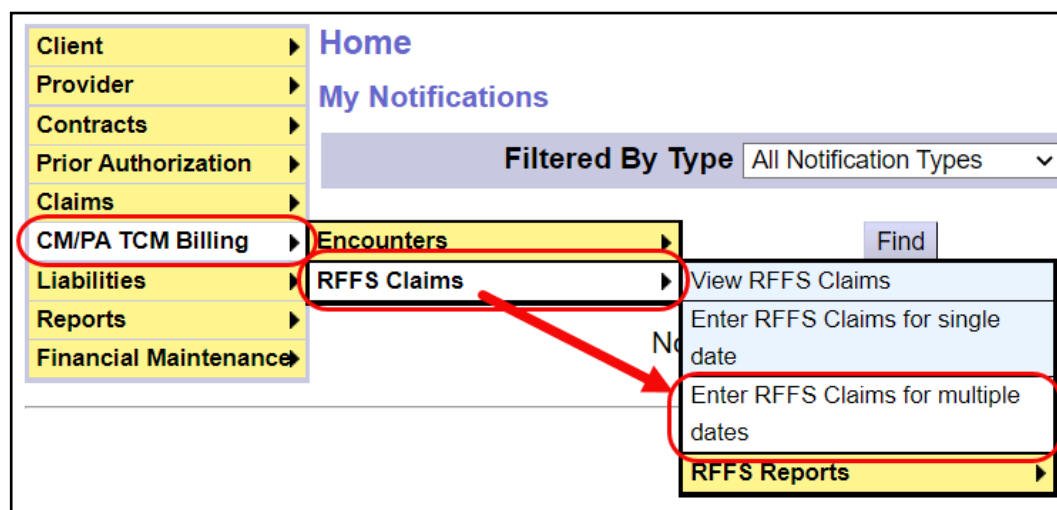
Case Management Entities (CMEs) must submit RFFS Claims to be paid for case management services provided to individuals enrolled with their program. There are two ways to do this:

1. **Enter RFFS Claims for multiple dates** – Allows entry of multiple claims on different dates for a single individual with the same Service Coordinator or Personal Agent. This page also allows for submission of those claims. This method only works for creating & submitting Regular Case Management RFFS Claims (claim modifier **REG**).
2. **Enter RFFS Claims for single date** – Allows entry of multiple claims for the same date for multiple individuals with the same Service Coordinator or Personal Agent.
  - This method works for creating and submitting both Regular Case Management RFFS Claims (claim modifier **REG**) and Oregon Needs Assessment RFFS Claims (claim modifier **ONA**). **ONA & REG** RFFS claims can be billed for the same date.

Users must have the **Encounter Manager** role to complete this work.

## Creating RFFS Claims for One Individual on Multiple Dates

- 1) Login to eXPRS under the Case Management Provider role. Select **CM/PA TCM Billing > RFFS Claims > Enter RFFS Claims for multiple dates**.



2) On the **Enter RFFS Claims for Client** page, complete the required fields:

Enter RFFS Claims For Client

\* Client Prime: xyz0000a

\* Service Element: 48 (ORCCM/All) - CDDP Case Mgmt

\* Service Coordinator / Personal Agent: SC Name - County Case Management Provider

Active SC/PA Only:  Yes  No

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Sun Mon Tue Wed Thu Fri Sat

a. **Client Prime** = The individual's prime number

b. **Service Element** = Select the correct option for the individual's CM service. CM services are currently authorized under these codes:

- **CDDPs** – 48 (ORCCM/All)- CDDP Case Mgmt
- **Brokerages** – 148 (ORBCM/All) – Brokerage Case Mgmt
- **State Kids Services** – 248 (ORSCM/All) State Children's Case Mgmt
- **State Kids CIIS Eligibility only** – 248 (ORSCM/CII) CM Children's Intensive In-Home Services

c. **Service Coordinator/Personal Agent** = The staff who provided the qualifying case management services for the dates selected.

**TIP:** The **Active SC/PA Only** radio button defaults to **Yes**, showing only active Service Coordinators and/or Personal Agents. Change this button to **No** to include Service Coordinators and Personal Agents who were employed with the CME in the past.

3) Select the dates on the calendar to enter the individual's RFFS Claims, and then select **Find** to return the authorizations for the selected dates. Use arrows to toggle through the months.

Active SC/PA Only:  Yes  No

\* RFFS Claim Date(s):

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Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Find Reset

4) Check the box next to the applicable authorizations from the list and then click **Submit**.

Calendar: 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 1, 2, 3, 4, 5

Buttons: Reset, Edit Criteria

All	PA Adj #	Client Prime	Client Name	SE	DHS Contract Num	Provider	Proc Code	Svc Modifier Cd	Effective Date	End Date
<input checked="" type="checkbox"/>	32****75	xyz0000a	BAYCON, CHRIS P	48	1****5	1****8	ORCCM	All	10/1/2019	6/30/2021

Buttons: Submit, Edit Criteria

5) The **RFFS Claims Entered** displays the status of the Claims. See **Appendix A** to learn why RFFS claims often move to Suspended status.

**RFFS Claims Entered**

Your request completed successfully. The series of RFFS claims were submitted successfully.

Service Element	Proc Code	Svc Modifier Cd	Provider	Client Name	RFFS Claim Date	Status
48	ORCCM	All	Case Management Provider	CHRIS P BAYCON	5/6/2021	Suspended
48	ORCCM	All	Case Management Provider	CHRIS P BAYCON	5/10/2021	Suspended
48	ORCCM	All	Case Management Provider	CHRIS P BAYCON	5/20/2021	Suspended

Buttons: Back, Close

## How to Create & Submit RFFS Claims for a Single Date and Multiple Individuals

1) Select **CM/PA TCM Billing > RFFS Claims > Enter RFFS Claims for single date**.

- Client > Home
- Provider > My Notifications
- Contracts
- Prior Authorization
- Claims
- CM/PA TCM Billing > Encounters
- Liabilities > RFFS Claims
- Reports
- Financial Maintenance

Filtered By Type: All Notification Types

Find

- View RFFS Claims
- Enter RFFS Claims for single date
- Enter RFFS Claims for multiple dates
- RFFS Reports

2) On the **Enter RFFS Claims for CPA** page, complete the required fields and select **Find** to return a list of all Accepted CM CPAs with a date range that covers the RFFS Claim date:

- **RFFS Claim Date:** The date the service was provided or ONA was completed
- **Service Coordinator/Personal Agent:** The staff who provided the case management services for the dates selected.

3) Check the boxes in the **All RFFS** and **ONA** columns for the individuals who received a qualifying service from the Service Coordinator or Personal Agent on the specified date, and then select **Submit**. The **All RFFS** box will create REG CM RFFS claims, and the **ONA** box will create ONA CM RFFS Claims.

All	RFFS	ONA	PA Adj #	Client Prime	Client Name	Service	DHS Contract Num	Provider	Effective Date	End Date	Assessor
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	32****65	xyz0000a	BAYCON, CHRIS P		1****5	1****8	10/1/2019	6/30/2021	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	32****75	xyz0000b	BOATMAN, FISHER		1****5	1****8	10/1/2019	6/30/2021	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	32****80	xyz0000c	BRANCH, OLIVE		1****5	1****8	10/1/2019	6/30/2021	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	39****31	xyz0000d	DACTYL, TERRY		1****5	1****8	9/15/2020	6/30/2021	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	32****85	xyz0000e	O'SUNSHINE, RAY		1****5	1****8	10/1/2019	6/30/2021	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	32****97	xyz0000f	VADER, ELLA		1****5	1****8	10/1/2019	6/30/2021	

**TIP:** The same date and Service Coordinator or Personal Agent that you select will apply to all the Non-ONA RFFS claims (claim modifier **REG**). Checking the ONA box enables a menu for the user to select an Assessor:

All RFFS	ONA	PA Adj #	Client Prime	Client Name	Service	DHS Contract Num	Provider	Effective Date	End Date	Assessor
<input checked="" type="checkbox"/>	<input type="checkbox"/>	19****21	AAA1111A	AAAA, Aaaa				1/1/2018	6/30/2019	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	19****25	BBB2222B	BBB, Bbbbb						Select...
<input type="checkbox"/>	<input type="checkbox"/>	19****30	CCC3333C	CCCCC, Ccc				1/1/2018	6/30/2019	Select...
<input type="checkbox"/>	<input type="checkbox"/>	19****34	DDD4444D	DDDD, Ddddd				1/1/2018	6/30/2019	SC/PA Name #1 for - Case Management Provider SC/PA Name #2 for - Case Management Provider SC/PA Name #3 for - Case Management Provider

4) The **RFFS Claims Entered** displays the status of the Claims. See **Appendix A** to learn why RFFS claims often move to Suspended status.

**RFFS Claims Entered**

Your request completed successfully. The series of RFFS claims were submitted successfully

Service Element	Proc Code	Claim Modifier Cd	Provider	SC/PA	Client Name	RFFS Claim Date	Status
48	ORCCM	REG	Case Management Provider	SC Name	CHRIS P BAYCON	5/27/2021	Suspended
48	ORCCM	REG	Case Management Provider	SC Name	OLIVE BRANCH	5/27/2021	Suspended
48	ORCCM	REG	Case Management Provider	SC Name	TERRY DACTYL	5/27/2021	Suspended

Previous Close

## APPENDIX A: Key Points about RFFS Claims

- If you selected a date that already has an RFFS claim submitted for it, you will receive the message below the calendar: *RFFS Claim(s) already exist for these dates and will not be created: mm/dd/yy.*
- RFFS claims often move to **Suspended** status with the following reason: *Fails higher level auth; Insufficient funds for rationed provider.* This means the claim is being held until the next scheduled RFFS claims processing cycle to be processed for payment. Once paid, the claims change to **Approved** status.
- See the **Overview of Rationed Fee-For-Service (RFFS) Claims** and the **Rationed Fee-for-Service Problem-Solving Matrix** documents on the eXPRS Help Menu for additional information on the RFFS claims process.