



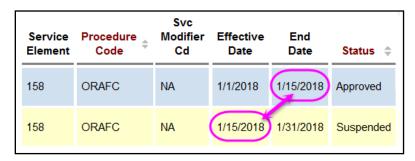
Troubleshooting Suspended Foster Care Claims with Overlapping Dates

Did you know...

...that claims for Foster Care service will suspend if they overlap by even just one day?

Any claims that are **Suspended** will not be paid to the provider until the issue causing the suspension is resolved. One of the most common reasons a claim for Foster Care services will suspend is due to overlapping dates.

Below is an example of claims with overlapping dates. The 2nd claim suspended because it shares/overlaps one day (1/15/18) with the approved claim.



When this occurs, the system will suspend the claim that overlaps, because it is trying to prevent a duplication of payment.

If a provider chooses to bill for services more than once a month, they need to be sure the claims they create do not have overlapping dates. Even a one-day overlap will trigger the other claim to suspend.

Remember...

...when creating claims for Foster Care services, be sure the dates of each claim do not overlap, otherwise the claim will suspend.