

How to Create and Submit Rationed Fee-For-Service (RFFS) Claims for Case Management Services

Case Management Entities (CMEs) must submit Case Management RFFS claims (CM RFFS) to be paid for Case Management services provided to individuals enrolled with their program.

There are two ways to enter CM RFFS claims:

- 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) and then the submission of those claims in a batch.
 - This method only works for creating & submitting Regular CM 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 CM RFFS Claims (claim modifier **REG**) and Oregon Needs Assessment CM RFFS Claims (claim modifier **ONA**).

Both methods can be used to create and submit Regular CM RFFS Claims (claim modifier **REG**). **ONA & REG** RFFS claims can be billed for the same date.

Users must have one of the following roles to complete this work.

- CDDPs: ***CM Encounter Manager***
- Brokerages: ***PA Encounter Manager***
- State Kids Services: ***State Kids Svcs CM Encounter Manager***

Log-in Under the Correct Role to Create CM RFFS Claims:

- 1) Login to eXPRS. If users have multiple login options, use the Case Management Provider (for CDDPs), Case Mgmt Prov (for Brokerage), or State Kids (Provider) for State Kids.

Login
Password accepted. Choose your organization and/or program area for this session.
You are in the Simulation environment

Login Name:
Password:
Organization/Program Area:
Case Management Provider (Provider)
County (Local Authority)

Password:
Organization/Program Area:
/Case Mgmt Prov (Provider)
(Contractor)

Password:
Organization/Program Area:
State CM CIIS (Provider)
State Kids (Provider)
State Kids (State)

[Forgot your password?](#)

How to Create & Submit RFFS Claims for Multiple Dates (Single Individual):

- 1) Select **CM/PA TCM Billing > RFFS Claims > Enter RFFS Claims for multiple dates.**

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 Client** page, complete the required fields:
 - 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.

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

< May 2021 >

Sun Mon Tue Wed Thu Fri Sat

TIP: The **Active SC/PA Only** radio button defaults to **Yes**, showing only active SCs & PAs. Change this button to **No** to include the SCs & PAs who were employed with the CME in the past.

- 3) Select the date(s) on the calendar for to enter the individual's RFFS Claim(s), and then select **Find** to return the CPA(s) that covers the selected date(s).

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

* RFFS Claim Date(s):

< May 2021 >

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

Tip: The arrows by the Month/Year to toggle between different months.

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

Calendar showing date 20 selected.

<input type="checkbox"/>	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

5) The **RFFS Claims Entered** displays the status of the Claims. See **Appendix A** to learn 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 (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 > RFFS Claims > Enter RFFS Claims for single date
- Liabilities >
- Reports >
- Financial Maintenance >

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** = Date the CM service was provided or ONA was completed
- **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 SCs & PAs. Change this button to **No** to include the SCs & PAs who were employed with the CME in the past.

3) Check the boxes in the **All RFFS** and **ONA** columns on the left next to the CPA(s) for the individual(s) who received a qualifying CM service from the SC or PA 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 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"/>	32****75	xyz0000b	BOATMAN, FISHER		1****5	1****8	10/1/2019	6/30/2021	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	32****80	xyz0000c	BRANCH, OLIVE		1****5	1****8	10/1/2019	6/30/2021	
<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"/>	32****85	xyz0000e	O'SUNSHINE, RAY		1****5	1****8	10/1/2019	6/30/2021	
<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 SC or PA 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:

<input type="checkbox"/>	<input type="checkbox"/>	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	SC/PA Name #1 for - Case Management Provider SC/PA Name #2 for - Case Management Provider SC/PA Name #3 for - Case Management Provider
<input type="checkbox"/>	<input type="checkbox"/>	19****34	DDD4444D	DDDD, Ddddd				1/1/2018	6/30/2019	

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 follow 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 **RFFS Claim Problem-Solving Matrix** documents on the eXPRS Help Menu for additional information on the RFFS claims process.