

## How to Find/View Case Management RFFS Claims

*(updated 4/10/2019)*

There may be times when a CDDP, Brokerage or State staff will need to search for and find Case Management RFFS claims for various reasons, such as to find claims that are suspended or to get a list of claims that have been paid in a specific payment cycle Run ID, or to see who the individual's Service Coordinator or Personal Agent is.

Users must have the below roles/permissions to view CM RFFS claims:

- CDDPs - **CM Encounter Manager**
- Brokerages - **PA Encounter Manager**
- CIIS - **State Kids Svcs CM Encounter Manager or Viewer**
- State Central Office - **State CM/PA Encounter Manager or Viewer**

### To FIND or VIEW CM RFFS Claims:

1. Login in to eXPRS. Users must have the appropriate user role/permission and be logged in as their agency's **Case Management Provider** to do this work.

CDDPs:

**Login**

Password accepted. Choose your organization and/or program area for this session.

You are in the Production environment

<b>Login Name:</b>	<input type="text" value="CDDPuser"/>
<b>Password:</b>	<input type="password" value="....."/>
<b>Organization/Program Area:</b>	<input type="text" value="Case Management Provider (Provider)"/> ▼

[Forgot your password?](#)

Brokerages:

**Login**

Password accepted. Choose your organization and/or program area for this session.

You are in the Production environment

<b>Login Name:</b>	<input type="text" value="BrokerageUser"/>
<b>Password:</b>	<input type="password" value="....."/>
<b>Organization/Program Area:</b>	<input type="text" value="Brokerage /Case Mgmt Prv (Provider)"/> ▼

[Forgot your password?](#)

CIIS staff:

**Login**

Password accepted. Choose your organization and/or program area for this session.

You are in the Production environment

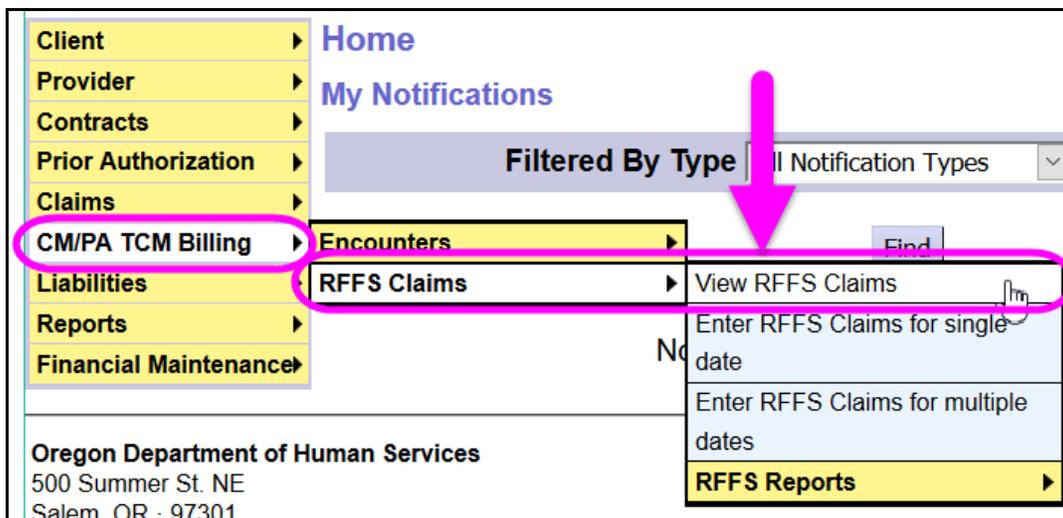
**Login Name:** CIISuser

**Password:** ●●●●●●●●

**Organization/Program Area:** State CM CIIS (Provider) ▼

[Forgot your password?](#)

2. From the left-hand navigation menu, click on **CM/PA TCM BILLING → RFFS CLAIMS → VIEW RFFS CLAIMS**.



3. Once in the **RFFS Claims Search** page, users can enter the criteria needed to find the RFFS claims desired.

**NOTE:** The more search criteria you enter, the more exact and narrow your results will be. If you don't get the results expected, try using less criteria.

**For example:**

- you can search for a list of RFFS claims for a specific service date range, using dates in the **Effective Date** and **End Date** fields.
- you can search for a list of RFFS claims based on when they were submitted for payment by using dates in the **Submitted From** and **Submitted To** fields.

### RFFS Claims Search

Enter one or more search criteria. Partial matches are supported for ICN only. Search is not case sensitive. Criteria are cumulative. Results returned are limited to 20,000 rows.

Note: If criteria entered results in more than 20,000 rows, data returned will be truncated. You may need to narrow your search criteria to return a smaller dataset.

**RFFS Claim ICN:**  **Status:**

**Service Element:**

**Procedure Code:**

**Svc Modifier Cd:**

**Run ID:**  **Claim Modifier Cd:**

**DHS Contract Num:**  **Client Prime:**

**Provider ID:**  **Pay To Provider ID:**

**Service Location:**

**Effective Date:**  **End Date:**

**Exact:**  Yes  No

**Created From:**  **Created To:**

**Submitted From:**  **Submitted To:**

**Service Coordinator / Personal Agent:**

**Active SC/PA Only:**  Yes  No

**Exception Code:**

**Exclude Exception Code:**

**PA Adj #:**

**Show Notes?:**  Yes  No

**Suspense Location:**

**Created By:**

**Show Exception Code Desc?:**  Yes  No

**Max Displayed:**

**Show Run ID/Date?:**  Yes  No

- Once the list of claims has returned, the results list can be exported to a selected file format (such as Excel) so the data can be used externally, as needed.

Yes  No **Show Run ID/Date?:**  Yes  No

Export options: [CSV](#) | [Excel](#) | [PDF](#) | [RTP](#)

Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Cd	Type	Provider	Service Location	Effective Date	End Date	Billed Amount	Paid Amount	Status	SC/PA	Run ID	Paid Date	Exception Code
2019*****01			40	ORCCM	All	REG	RFFS	Case Management Provider	Case Management Provider SE18	1/15/2019	1/15/2019	\$299.43	\$299.43	Approved		306130297	3/12/2019	
2019*****02			48	ORCCM	All	HEG	RFFS	Case Management Provider	Case Management Provider SF-48	1/11/2019	1/11/2019	\$299.43	\$299.43	Approved		309430297	3/12/2019	
2019*****03			48	ORCCM	All	HEG	RFFS	Case Management Provider	Case Management Provider SE18	1/20/2019	1/20/2019	\$299.43	\$299.43	Approved		309430297	3/12/2019	
48							RFFS	Case Management Provider	Case Management Provider SE18	1/20/2019	1/20/2019	\$299.43	\$299.43	Approved		309430297	3/12/2019	

- Using a **Status** in your search will activate the action check boxes to the far left, so you can take action on RFFS claims, such as submit or void RFFS claims in a batch.

Yes? No Yes No

Find Reset

Export options

<input type="checkbox"/> All	Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Cd	Type	Provider	Service Location	Effective Date	End Date	Billed Amount	Paid Amount	Status	SC/PA
<input checked="" type="checkbox"/>	2019*****01	A*****A		48	ORCCM	All	REG	RFFS	Case Management Provider	Case Management Provider SE48	1/2/2019	1/2/2019	\$299.43	\$299.43	Approved	
<input checked="" type="checkbox"/>	2019*****02	B*****B		48	ORCCM	All	REG	RFFS	Case Management Provider	Case Management Provider SE48	1/1/2019	1/1/2019	\$299.43	\$299.43	Approved	
<input type="checkbox"/>	2019*****03	C*****C		48	ORCCM	All	REG	RFFS	Case Management Provider	Case Management Provider SE48	1/2/2019	1/2/2019	\$299.43	\$299.43	Approved	

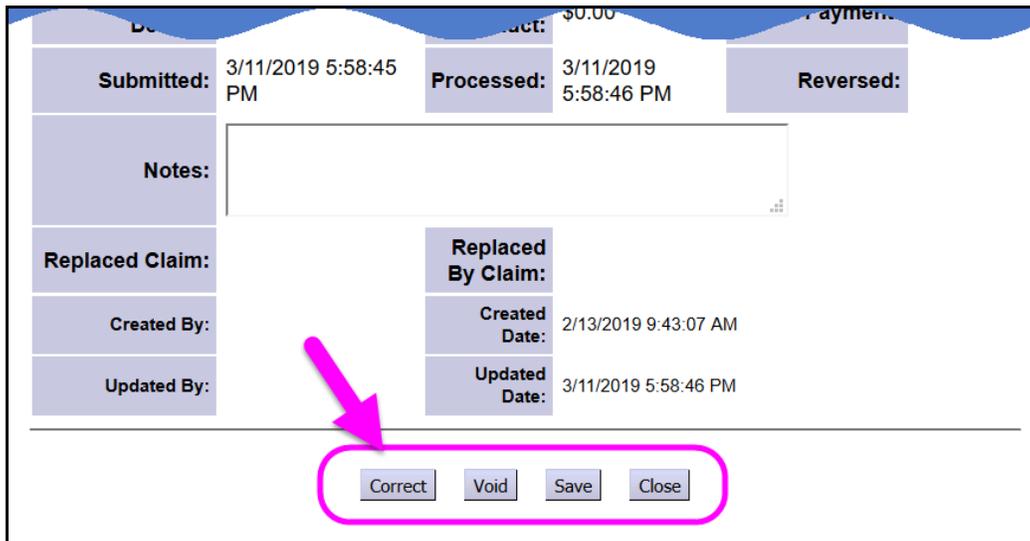
Void

6. Clicking on the **blue claim ICN number** at the far left of the results list will open that specific RFFS claim in a new window, to view the claim details.

### RFFS Claim Detail

<b>ICN:</b>	2019*****01	<b>Status:</b>	Approved	<b>Type:</b>	Rationed Fee For Service
<b>Service Element:</b>	48	<b>Proc Code:</b>	ORCCM	<b>Svc Modifier Cd:</b>	All
<b>Client Prime:</b>	A*****A	<b>Client Name:</b>	First Last Name	<b>Service Coordinator / Personal Agent:</b>	
<b>Provider ID:</b>	1*****9	<b>Provider:</b>	Case Management Provider		
<b>DHS Contract Num:</b>	1****6	<b>Contractor Name:</b>	County	<b>Claim Modifier Cd:</b>	REG
<b>PA Adj #:</b>	2*****9	<b>Effective Date:</b>	1/15/2019	<b>End Date:</b>	1/15/2019
<b>Run ID:</b>	309430297	<b>Paid Date:</b>	3/12/2019 11:17:09 AM		
<b>Billed Units:</b>	1.000	<b>Billed Amount:</b>	\$299.43		
<b>Priced Amount:</b>	\$299.43	<b>Paid Amount:</b>	\$299.43		
<b>Client Liab Deduct:</b>	\$0.00	<b>Prov Liab Deduct:</b>	\$0.00	<b>Net Payment:</b>	\$299.43
<b>Submitted:</b>	3/11/2019 5:58:45 PM	<b>Processed:</b>	3/11/2019 5:58:46 PM	<b>Reversed:</b>	
<b>Notes:</b>	<div style="border: 1px solid gray; height: 40px;"></div>				
<b>Replaced Claim:</b>		<b>Replaced By Claim:</b>			
<b>Created By:</b>		<b>Created Date:</b>	2/13/2019 9:43:07 AM		
<b>Updated By:</b>		<b>Updated Date:</b>	3/11/2019 5:58:46 PM		

- With the claim open, users with the Encounter Manager role may see an EDIT button towards the bottom. Use this if you need to take action on this RFFS claim. Click on **EDIT** to activate additional action buttons.



Now with the action buttons available, you can take an action on the claim.

Actions available for an RFFS claim depends on the status of the claim & user permissions.

RFFS Claim status	Action available
Approved	Correct, Void, Save, Close
Denied	Copy, Save, Close
Draft	Submit
Suspended	Deny, Void, Submit, Save, Close

- To do additional searches, simply click the **RESET** button below the search criteria fields on the **RFFS Claims Search** page to clear the previous data and criteria and search again with new criteria.