Claim Correction Form (CCF) Training

MH and AOD Providers June 2013



Training Topics

- Form Introduction
- CCF Purpose
- Instructions for Completion
- Rules and Regulations
 - Recoupment
- Tips and Tricks
 - INSYST Corrections
- Contact Information
- Questions



CCF Purpose

- The Claims Correction Form (CCF) is used to correct any INSYST input errors
- Examples:
 - Duplicate transactions
 - Change in client number
 - Change date of service
 - Change procedure code
- We will go into more detail later in the training



The CCF Form

Behavioral Health Care Services Reason Codes : Claims Correction Form (CCF) 1. DUPLICATE SERVICE 1. DUPLICATE SERVICE 2. INCORRECT PACED RED 9. NO MEDICAL NECESSITY Legal Entity Name: ABC Services ABC Services 6. INCORRECT STAFF #	ie)
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<u>4</u> <u>5</u> <u>6</u>	
8	
13	
14	
 Outpatient Services are measured in staff minutes only-include co-staff time Inpatient, Residential, Day Treatment and Dosing are measured in client day 	
Date : Please send completed form via sector Prepared by : Phone # : CCFCoordinator@acche	s.org
Contact Name : Phone # : Behavioral Health Care S	ervices
Contact Email : 2000 Embarcadero Cove, C	uite 101
Provider Approval : Oakland, CA 9460	i
(Signature) (Print Name) ATTN : CCF Coordina	tor
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Completing the CCF

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Completing the CCF cont'd

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Rules and Regulations

- Please fill in all columns
- All forms must be submitted electronically followed by a signed printed copy
- All information for original services must exactly match data originally entered into INSYST
- CCF Forms Submitted Via Secure Email Will Only Be Accepted In Excel Format
- State timeliness deadlines still apply to these claim lines
 - The CCF must be submitted within 2 months of the service date
 - If the deadline has passed, you must still submit a CCF
 - Upon receipt of CCF, the coordinator will determine a plan of action



Rules and Regulations Cont'd

- **DO NOT:**
 - 1. Combine services from different fiscal years.
 - 2. Re-submit corrections previously submitted
 - 3. Use CCF form in place of completing any DCR's sent to you.
 - 4. Combine AOD & MHS on the same CCF form.

** If the CCF form is not completed correctly, it will be returned for correction. **

Recoupment

1. DUPLICATE SERVICE	7. SERVICE NEVER RENDERED
2. INCORRECT PROCEDURE CODE	8. CLIENT NOT ELIGIBLE
3. INCORRECT DATE OF SERVICE	9. NO MEDICAL NECESSITY
4. INCORRECT UNIT/TIME	10. DOCUMENTATION ISSUE -
5. INCORRECT CLIENT	(No active plan/Missing progress note
6. INCORRECT STAFF #	11. OTHER. (Comments required)

- Recoupment will be decided on a case by case basis
- Reason Codes 1, 7, 9 are always eligible for recoupment

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Tips and Tricks

- Make sure to review all reports sent to you
 - For MH
 - 442-Daily Service Audit Listing
 - 696– Monthly Client Service Listing
 - For AOD
 - 707– Service Audit (Daily)
 - 700– Service Detail Report (Monthly)
 - Two MediCal Test Claims
 - For AOD Only–
 - Signing Claim Certification Forms



Tips and Tricks Cont'd

- You can make changes to:
 - Modify Service
 - Up to 5 days (INSYST will not allow you to make changes if the service has posted)
 - Procedure Code
 - Client Number
 - Staff Number
 - Location
 - Duration



Tips and Tricks Cont'd (2)

- You can remove services:
 - Delete Service
 - Up to 30 days after service entered (as long as the service has not been claimed)
 - Always try to delete service before sending CCF, to avoid errant billing to the state
 - If you are able to make corrections, you do not need to submit a CCF to the MediCal Unit



Contact Information

- MediCal Unit (For CCF questions)
 - <u>CCFCoordinator@acbhcs.org</u>
- Provider Relations (For Billing questions)
 - 1(800) 878–1313
- IS (For reports and INSYST Support)
 - <u>his@acbhcs.org</u>
 - (510)567-8181
- Provider Website (CCF, Instructions, training)
 - www.acbhcs.org/providers



Questions





Helpful Resources

- Provider Website
 - <u>www.acbhcs.org/providers</u>
 - Links to:
 - This Training
 - CCF Form and Instructions



Training Highlights

- Claim Correction
 Form (Slide 3)
- Changes to CCF (Slides 3)
- Sample completed CCF (Slides 4–5)
- Rules for Filling out CCF (Slides 6–7)
- Recoupment (Slide 8)

- Tips and Tricks
 - Reports to Review (Slide 9)
 - Modifying Services (Slide 10)
 - Deleting Services (Slide 11)
 - Contacts (Slide 12)
 - Helpful Resources (Slide 14)