39 Days until Go Live July 1, 2017

REMINDER: Trading Partner Testing Open and Rapid Response Team Schedule Change

Trading Partner Testing is currently open for both Fee for Service and MyCare Ohio Plans. Trading partners should submit test files as early as they are ready in order to ensure successful implementation on July 1, 2017.

Fee for Service Testing

Medicaid trading partners submitting electronic claim files on behalf of non-hospital behavioral health providers (MITS provider types 84 and 95) should continue sending test files. Please review the May 1st issue of MITS BITS for specific guidance regarding the content and structure of test files. Test files that do not adhere to this format cannot be processed.

MyCare Ohio Testing

Trading partners can also conduct EDI testing with MyCare Ohio Plans. Please review and follow the specific guidance in the May 12th issue of MITS BITS regarding the content and structure of test files for each MyCare Ohio Plan and submission instructions.

Trading Partner Technical Assistance and Support

The Ohio Department of Medicaid (ODM) in partnership with DXC technology (formerly known as Hewlett Packard Enterprises) will offer several levels of technical assistance and support to trading partners in submitting and reviewing their test files. Levels of support are as follows:

1. **For test files that fail EDI processing**:
   Trading partners should contact the DXC technology EDI Support Desk by calling the Medicaid Provider Hotline (1-800-686-1516) and selecting Option 4 for EDI related issues or by email at OhioMCD-EDI-Support@dxc.com.
   EDI Support Desk will be available during the following times:
   Monday-Friday 7:30 am – 7:00 pm
   Saturday 8:00 am – 1:00 pm

2. **For test files with claims errors:**
   Trading partners can contact the ODM Policy "Rapid Response Team" by calling the Medicaid provider hotline 1-800-686-1516 and selecting Option 9 (behavioral health claims issues) OR send email to BH-Enroll@medicaid.ohio.gov.
   Rapid Response Team will be available during the following times*:
   Monday-Friday 7:30 am – 7:00 pm
   Saturday 8:00 am – 1:00 pm

*PLEASE NOTE: In observance of the Memorial Day Holiday, the ODM Rapid Response Team and DXC will not be available after 4pm on Friday, May 26th through Monday, May 29th. The Rapid Response Team and DXC will be available again starting at 7:30am on Tuesday, May 30th.

User Acceptance Testing (UAT) Known Issues

ODM has identified a number of known issues through UAT work. These issues have all been shared with DXC for resolution. ODM would like to thank the trading partners that have helped in identifying these issues.

Issue
Claims denied because of missing ORP when ORP not required
H0036 not bypassing TPL edits
5065 IOP and other services not allowed
6096 Detox and IOP not allowed on same day, but these 2 services were not on claim
1019 Supervisor has 2 IDs, one is active
Add-ons not looking at base codes
5085 H2017 UT denying
Tiered pricing not cut back correctly
4174 procedure denied due to age restriction

Common Errors with Claims

Additionally, included below are some of the common errors being made by trading partners that are causing test claims to deny:

- Recipient not eligible for July once service dates are forwarded. Eligibility ended sometime between January and current date.
- Incorrect modifiers for new codes – using practitioner that cannot deliver the service.
- Same NPI included in both rendering and supervising fields.
- Recipient has TPL and no indication on claim that third party was billed.
- Trying to test current codes, e.g., new trading partner needing to meet requirements. These agencies have been removed from ODM's "forward date" list so they can test against current codes.
- Rendering or supervisor NPI not valid.
- Detail line includes both rendering provider and U modifier, indicating 2 practitioners delivered the service.