

# Provider Portal Training:

Negative Balance Report  
Adjudicated Claims Request  
Communication – Review and Request

6/4/2018

# Agenda

- Provider Negative Balance Report
- Adjudicated Claims Listing Report Request
- Communications: Reviews and Requests

The screenshot shows a dashboard with four main navigation tabs: Administration (orange), Eligibility (blue), Reports (green), and Communications (orange). Below these is a 'Dashboard' header. A dropdown menu is open over the 'Reports' tab, listing 'Adjudicated Claims Listing', 'Census Status Report', 'Health Home', 'Medicaid', and 'PCP'. Below the menu is a calendar for June 2018. The calendar has columns for days of the week (S, M, T, W, T, F, S) and a section for 'EVENTS THIS MONTH'. The events listed are: June 07: Medicaid Remittance Advice Reports; June 14: Medicaid Remittance Advice Reports; June 21: Medicaid Remittance Advice Reports; June 28: Medicaid Remittance Advice Reports; June 27: PCP Remittance; June 01: Health Home Case Load Reports; June 29: Health Home Case Load Reports; June 01: PCP Case Load Reports; June 29: PCP Case Load Reports; June 01: Health Home Paid Claims; June 01: PCP Paid Claims.

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# How to Grant Permissions

Update the second screen of the Provider User. Move the appropriate role from Permissions Available to Permissions Selected by clicking on the arrow facing right.

Permissions Available		Permissions Selected
<input type="checkbox"/> Select All		<input type="checkbox"/> Select All
<input type="checkbox"/> Negative Balance Report		<input type="checkbox"/> Eligibility
<input type="checkbox"/> PCP - Case Load	<input type="button" value="→"/>	<input type="checkbox"/> Medicaid Remit Advice
<input type="checkbox"/> PCP - Claims Paid	<input type="button" value="←"/>	
<input type="checkbox"/> PCP - RA		
<input checked="" type="checkbox"/> Communications Modify		
<input type="checkbox"/> Communications View Only		

# Provider Negative Balance

- Provider Negative Balance Reports are available in the same format as the Medicaid Remittance Advice. You can view your reports combined by Billing NPI or separated by Billing and Servicing NPI combinations.

**Negative Balance Report**

Please select whether you want to view servicing NPI's in one file or individual files.

Combined Negative Balance Report by BNPI  
 Separate Negative Balance by BNPI / SNPI

Enter a date range (MM/DD/YYYY) to view your organization's information

From   To

Only 24 months of previous reports from today's date can be searched      Only 90 days of reports can be viewed at one time

**Billing NPI**

Billing NPI

Select All

- 
- 
- 
- 
- 
-

Negative Balance Reports from 05/01/2018 till 05/31/2018						
RA Date	Billing NPI	Billing Provider Name	Servicing NPI	Servicing Provider Name	Action	
05/17/2018	1000100000	Spectra Laboratories Inc	1000100000	Spectra Laboratories Inc	<a href="#">View</a>	
05/17/2018	1000100000	Orthoparis Consultants, Ltd	1000100076	Orthoparis Consultants, Ltd	<a href="#">View</a>	
05/24/2018	1000100000	Orthoparis Consultants, Ltd	1000100076	Orthoparis Consultants, Ltd	<a href="#">View</a>	

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# Provider Negative Balance

## Negative Balance Report

Please select whether you want to view servicing NPI's in one file or individual files.

- Combined Negative Balance Report by BNPI
- Separate Negative Balance by BNPI / SNPI

Enter a date range (MM/DD/YYYY) to view your organization's information

From  To

Only 24 months of previous reports from today's date can be searched

Only 90 days of reports can be viewed at one time

[Create Report](#)

**Billing NPI**

Billing NPI

Select All

- 1000010070
- 1000000700
- 1000121365
- 1000147384
- 1000100076
- 1000000000

**Servicing NPI**

Servicing NPI

Select All

- 1000010070
- 1000000700
- 1000100076
- 1000000700
- 1000000700
- 1000000700
- 1000000700

Negative Balance Reports from 05/01/2018 till 05/31/2018					
RA Date	Billing NPI	Billing Provider Name	Servicing NPI	Servicing Provider Name	Action
05/17/2018	1000010070	Spectra Laboratories Inc	1000010070	Spectra Laboratories Inc	<a href="#">View</a>
05/17/2018	1000010070	Spectra Laboratories Inc	1000010070	Spectra Laboratories Inc	<a href="#">View</a>

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# Adjudicated Claims Listing

- Administration
- Eligibility
- Reports
- Communications

## Adjudicated Claims Listing

### Select report type

- Select All
- In Patient [?](#)
- Out Patient [?](#)
- Clinic [?](#)

New Request

Request a new Ad-Hoc report

### Billing NPI

Billing NPI

- Select All
- [NPI]
- [NPI]
- [NPI]
- [NPI]
- [NPI]

### Servicing NPI

Servicing NPI

- Select All

### Report Month

- Select All

Create Report

[View all existing reports](#)

Adjudicated Claims Report List for selected criteria								
Report Run date	Report Period	Billing NPI	Billing Provider Name	Service Type	Fiscal Year End	Action	Type	
		168110271	Clear Lake Clinic			In Process	Ad-Hoc	
		168110276	Hospital Webster			In Process	Ad-Hoc	

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# Adjudicated Claims Listing – New Request

1. Select New Request
2. Select Billing and Servicing NPI
3. Select the Report End Date by Month and Year
4. Click Submit
5. Reports will take approximately ten minutes to be available

The screenshot displays the 'Adjudicated Claims Listing' interface. At the top, there are navigation tabs for Administration, Eligibility, Reports, and Communications. Below these, the 'Adjudicated Claims Listing' section is visible, featuring a 'Select report type' dropdown menu with options like 'Select All', 'In F', 'Out', and 'Clir'. A 'New Ad-Hoc Request' modal window is open, containing three main sections: 'Billing NPI', 'Servicing NPI', and 'Fiscal Year End Date'. The 'Billing NPI' section has a search box and a 'Select One' dropdown menu. The 'Servicing NPI' section has a search box and a 'Select One' dropdown menu. The 'Fiscal Year End Date' section shows a calendar for the year 2018, with 'May' selected. A note below the calendar states: 'If the Fiscal Year ends after today's date, please use the PREVIOUS fiscal year end date.' At the bottom of the modal, there are 'Submit' and 'Close' buttons. The background interface shows a 'Report Run date' field and a 'Type' dropdown menu.

# Communications: Reviews and Requests

- The Medicaid Online Portal allows SD Medicaid providers to submit appeals for reviews and requests. **Communications** can be found as a half-moon Menu on the top of the user's Portal account screen. This feature allows the provider to submit a review after denial or a request for coverage of a medically necessary service.



# How to Submit a New Review or Request

- Under the Communications menu, hover the mouse to display the sub-menu options
- Click on Reviews and Requests
- Select **+Add Communication**

Communications

**+ Add Communication**

From DOS	To DOS	Select Type	<b>Billing NPI</b>	<b>Servicing NPI</b>
Recipient ID	Claim Ref Number	Select Status	Billing NPI	Servicing NPI
Last Remit Date	Patient Account #	CPT/HCPC/DIAG	Select One	Select One
Submit From Date	Submit To Date	Communication ID	 	

Search Reset

# How to Submit a New Review or Request

- Select Review or Request type

Reports Communications

**Add Communication**

**Note: A request must be submitted for each claim in question. If a request is submitted with more than one claim attached, it will be denied.**

Select Type ▼

- Select Type
- NCCI-MUE Review
- Sterilization Review
- Timely Filing Review
- Other Claim Review
- Coverage Request
- Fee Schedule Request

✓ Submit ✕ Cancel

# How to Submit a New Review or Request

- **NCCI-MUE Review** - Unresolved National Correct Coding Initiative or Medically Unlikely Edit denial
- **Sterilization Review** – Unresolved Sterilization denial
- **Timely Filing Review** – Unresolved Timely Filing denial
- **Other Claim Review** - Unresolved claim denial that does not fit into above categories
  
- **Coverage Request** – Per ARSD 67:16:01:28 providers may request the department review coverage of services. Note: This process is not for review of specific claims or prior authorization of services. Claim specific information will not be considered.
- **Fee Schedule Request** – Per ARSD 67:16:01:28 providers may request the department review its fee schedule. Note: This process is not for review of specific claims. Claim specific information will not be considered.

# Submit Review

- Enter **From** and **To DOS** (Date of Service)
- Enter **Recipient ID**
- Enter your internal **Patient Account Number** (Optional)
- Enter **Remit Date** of your **last** denial. Date of submissions must be within six months of the date of service or three months of your last denial.
- Enter **Claim Reference Number** of your last submitted claim.
- Select applicable **Billing NPI**
- Select applicable **Servicing NPI**

## Add NCCI-MUE Review

\* Denotes required field. A record can only be saved if all required fields have been completed.

Please include a description of the issue, the rationale for review, and supporting documentation including remediation steps taken by the provider. A new claim must be attached for reconsideration.

From DOS		* ?	To DOS		* ?	<b>Billing NPI</b>	<b>Servicing NPI</b>
Recipient ID		*	Patient Account #			Billing NPI	Servicing NPI
Last Remit Date		* ?	Claim Ref #		*	Select One *	Select One *

# Submit Review

- Add up to five **Attachments**. Attach a new claim and supporting documentation.
- Enter **Comments** to include the description of the issue and the rationale for review.

Up to 5 attachments with a max of 10 mb each can be uploaded with the following formats. PDF, JPEG, GIF, Excel and Word.

+ Add Attachment

Enter your comments here. Each comment has a 2500 character limitation. Comments are mandatory.

✕ Save

✓ Submit

✕ Close

# Submit Request

- Select applicable **Billing NPI**
- Select applicable **Servicing NPI**
- Enter the CPT, HCPC or Diagnosis Code that you are requesting coverage.

## Add Coverage Request

\* Denotes required field. A record can only be saved if all required fields have been completed.

Provide a description of the requested change including the rationale for the request. Requests must include supporting documentation. Examples of supporting documentation include medical studies, other payers' coverage policies including Medicare and surrounding states, and documentation supporting medical necessity.

<b>Billing NPI</b>	<b>Servicing NPI</b>	
<input type="text" value="Billing NPI"/> 	<input type="text" value="Servicing NPI"/> 	
Select One *	Select One *	<input type="text" value="CPT/HCPC/DIAG"/> 
<div><div><input type="radio"/></div><div><input type="radio"/></div></div>	<div><div><input type="radio"/></div></div>	

# Submit Request

- Add up to five **Attachments**. Attach a new claim and supporting documentation.
- Enter **Comments** to include the description of the issue and the rationale for review.

Up to 5 attachments with a max of 10 mb each can be uploaded with the following formats. PDF, JPEG, GIF, Excel and Word.

+ Add Attachment

Enter your comments here. Each comment has a 2500 character limitation. Comments are mandatory.

✕ Save

✓ Submit

✕ Close

# Definitions

- **Approved** – DSS has approved your Review or Request submission. This is view only.
- **Denied** – DSS has denied your Review or Request submission. This is view only.
- **In Process** – This is saved in your work queue and only you and other users with the same NPI permissions can view. If you have Modify Permissions you can edit and submit to DSS or delete.
- **In Review** – DSS is reviewing your submission. There is no view option.
- **New** – This is a new submission that has not yet been viewed by DSS. You and other users with the same NPI permissions can view and Modify Permissions can delete.

# Definitions

- **Request for Info** – This has been reviewed by DSS and sent back to the provider for additional information. If you have Modify Permissions this can be saved or updated and sent back to DSS for another review.
- **Resubmitted** – This has been sent back to DSS for further review. This is view only.
- DSS will respond to your review within 30 days with **Approved**, **Denied**, or **Request for Info**. DSS will respond to your coverage or fee schedule request once per quarter.

# How to Respond to Request for Info

- The state may ask providers for additional information before denying or approving a review or request.

Communication ID	Billing NPI	Servicing NPI	Recipient ID	Type	Status	Action
+ 201805140013	[REDACTED]	[REDACTED]	333253535	Other Claim Review	Request for Info ?	<a href="#">Update</a>

- Select **Update**
- Respond to **DSS comments** and questions with supporting information

**Update Coverage Request**

Coverage Request ? *	201805140024 ? *	1033147384 ? *	1033147384 ? *
z5864 ?	Request for Info *		

[+ Add Attachment](#)

1	<b>Desert.jpg</b>	826 KB	PROV
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**Previous Comments - Provider**

5/14/2018 -- DSS -- request for info  
5/14/2018 -- Pamela -- this has been added

**Current Comments - Provider**

Enter your comments here. Each comment has a 2500 character limitation.

[Submit](#) [Close](#)

# Lock Feature

- The Portal will allow only one provider account to update a Review or Request record at a time
- A lock will be placed on a record when a provider clicks on the “update” button for a Review or Request
- While locked, the record cannot be modified by other users
- Once the user leaves the screen or the session times out, the lock will be released

Communication ID	Billing NPI	Servicing NPI	Recipient ID	Type	Status	Action	
+ 201805150023	██████	██████	-	Fee Schedule Request	In Process ?	<a href="#">View</a> ?	
+ 201805150022	██████	██████	-	Coverage Request	New	<a href="#">View</a> ?	
+ 201805150011	██████	██████	000000009	Sterilization Review	New	<a href="#">View</a> ?	
+ 201805150010	██████	██████	000000009	NCCI-MUE Review	In Process ?	<a href="#">View</a> ?	
+ 201805150003	██████	██████	000000009	NCCI-MUE Review	In Process ?	<a href="#">View</a> ?	

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Account locked by: Raj

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# Timeline

- Provider Negative Balance Report
  - Available 5/24/2018
- Adjudicated Claims Listing Request
  - Available 6/18/2018
- Communications: Reviews and Requests
  - Pilot providers 5/29/2018
  - All providers 6/11/2018
- Q & A
  - 6/26/2018 at 9:30 am CST

# Resources & Contact Information

- <http://dss.sd.gov/medicaid/portal.aspx>
- [dsonlineportal@state.sd.us](mailto:dsonlineportal@state.sd.us)