



South Dakota
Department of
Social Services

DEPARTMENT OF SOCIAL SERVICES

DIVISION OF MEDICAL SERVICES
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Attention: Provider and Billing Professionals

From: South Dakota Medicaid

Re: Claims Work Queue: Inpatient Hospitals

Informational – This bulletin describes a feature currently in place but may not be widely understood by facilities serving South Dakota Medicaid recipients.

Inpatient hospital claims for recipients in a SD Medicaid Care Management program (most recipients) must contain a referral from the recipient's care management provider. Prior approval of an out-of-state hospitalization does not replace this requirement.

When billing for an inpatient hospital claim with an urgent or elective admission, the NPI of the referring provider must be included on the claim in locator 78 or 79.

South Dakota Medicaid has a Claims Work Queue to the Medicaid Portal to aid providers in resolving claims which have been pended for failure to include a recipient's referring care management provider. This Claims Work Queue will allow providers to securely transmit and update the referring provider's NPI for an inpatient claim without having to resubmit the claim.

A claim will appear in the Work Queue when the following conditions apply:

- The inpatient claim was submitted electronically
- Recipient is enrolled in a Managed Care program during the dates of service
- Admission is Urgent or Elective
- The referring provider NPI is absent from the claim.

The portal user will have 30 days to supply the referring NPI if the required referral is present and add any supporting referral documentation.

These claims will also continue to show as "Pended" on provider's remit until a response is received or the claim is over 30 days old.

If no response is received within 30 days the claim will complete processing and be denied for PCP/HH/NPI incorrect.

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-305-9673 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-305-9673 (TTY: 711).

Please see the [Claims Work Queue Guide](#) for additional information.

Sincerely,

South Dakota Medicaid