

CLAIMS WORK QUEUE GUIDE

CLAIMS WORK QUEUE

The Claims Work Queue was developed as a way for institutions to submit the referring physicians NPI securely to South Dakota Medicaid prior to claim adjudication. A claim will appear in the Work Queue when the following conditions apply:

- The inpatient claim was submitted electronically
- The 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.

After SD Medicaid receives a claim that meets the above criteria, the claim will be visible in the Claims Work Queue. The portal user will then indicate if a referral was present, supply the referring NPI, and add any supporting referral documentation.

Only claims that are from the billing NPI that is linked to the user's account will be visible. Please contact your administrator.

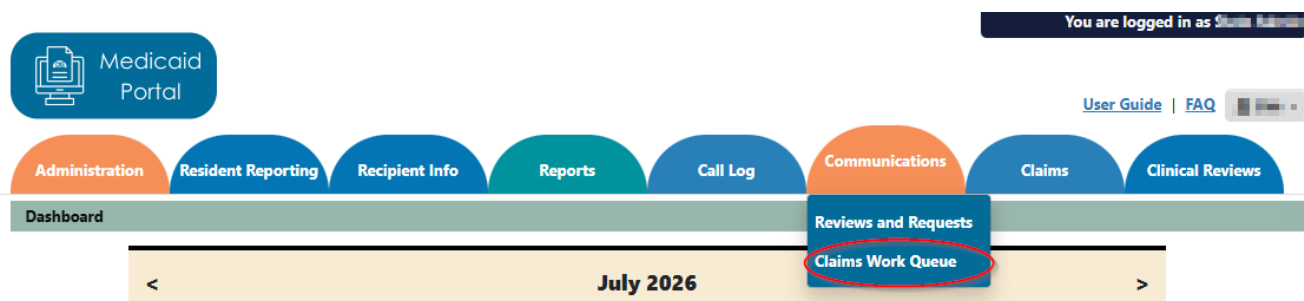
Providers will also notice that the claim will show as “Pended” on their remit until a response is received or is over 30 days old.

If no response is received after 30 days the claim will process as submitted.

CLAIMS WORK QUEUE PERMISSIONS

A Provider Administrator can add Claims Work Queue to the appropriate Provider User staff. Please reference the [Medicaid Portal User Guide](#) for assistance in obtaining Claims Work Queue Permissions.

Once permissions are updated the user will see the Claims Work Queue in the Communications tab



Only claims that were submitted for the billing NPI that is linked to the users account will be visible. Please contact your provider admin to have your NPI permissions updated if needed.

CLAIMS WORK QUEUE

Under the Communications menu, hover over the Communications tab with your mouse and select Claims Work Queue

You will see options for narrowing down the claims table including Billing NPI, Recipient ID, and Patient Account #.

Claims Work Queue

Billing NPI *

Recip ID

Patient Account #

Billing NPI

Recip ID

Patient Account #

Select One

2223334444 ☐

3222445555 ☐

☐

☐

☐

☐

Below is a list of claims that need additional information to ensure proper processing. Please review the claim and provide the appropriate information requested. For example if the claim has a referring provider select "Yes" and then input the referring provider NPI in the pop-up and hit save. You may also add the referral documentation to this request.

Search

Claim Ref #	Recip ID	Patient Account #	From DOS	To DOS	Information Requested	Yes/No	Due Date	Action
20200147002710	555444333	MKZA1856	12/17/2019	12/26/2019	Referring Provider NPI	☐ Yes ☐ No	06/12/2020	
20200157016010	333555444	MKYZ4449	12/22/2019	12/24/2019	Referring Provider NPI	☐ Yes ☐ No	06/12/2020	
20200167004810	888555666	MKYY3484	12/13/2019	12/14/2019	Referring Provider NPI	☐ Yes ☐ No	06/12/2020	
20200167004910	555777444	MKZB6189	01/03/2020	01/08/2020	Referring Provider NPI	☐ Yes ☐ No	06/12/2020	
20200167009210	678452333	MKZC1065	01/03/2020	01/06/2020	Referring Provider NPI	☐ Yes ☐ No	06/12/2020	

The claim reference number is the SD Medicaid reference number for your submitted claim.

USING THE WORK QUEUE

When you determine that the claim has an appropriate referral. Click the "Yes" button, this will bring up a pop up for the user to enter in the referring NPI number, and up to two attachments.

PROVIDER PORTAL
Claims Work Queue Guide

Update Referring Information for 20200377006010

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

Provider NPI *

Up to 2 attachments with a max of 10 mb each can be uploaded with the following formats. PDF, JPEG.

[+ Add Attachment](#)[Save](#)[Close](#)

Once you have entered the referral NPI, hit "Save"

Update Referring Information for 20191727034610

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

Provider NPI *

Up to 2 attachments with a max of 10 mb each can be uploaded with the following formats. PDF, JPEG.

[+ Add Attachment](#)

1	jane.doe_referral.pdf	76 KB	Delete
---	-----------------------	----------	------------------------

[Save](#)[Close](#)

Should there not be a referral, select "No"

PROVIDER PORTAL
Claims Work Queue Guide

Claim Ref #	Recip ID	Patient Account #	From DOS	To DOS	Information Requested	Yes/No	Due Date	Action	
20200147002710	555444333	EH8804163300	04/28/2019	04/29/2019	Referring Provider NPI	☐ Yes ☐ No	06/13/2020		
+ 20200157016010	333555444	EH8804406500	04/28/2019	04/30/2019	Referring Provider NPI	☐ Yes ☒ No	06/13/2020		
+ 20200167004810	888555666	EH8956901700	06/07/2019	06/11/2019	Referring Provider NPI	☒ Yes ☐ No	06/13/2020	Modify	
+ 20200167004910	555777444	EH8932515400	06/03/2019	06/05/2019	Referring Provider NPI	☐ Yes ☒ No	06/13/2020		
20200167009210	678452333	EH9047680901	07/09/2019	07/10/2019	Referring Provider NPI	☐ Yes ☐ No	06/13/2020		
20200167009320	856541111	EH9168046700	08/27/2019	08/28/2019	Referring Provider NPI	☐ Yes ☐ No	06/13/2020		
<< < 1 2 3 > >> Go to page: 1 Row count: 10									Showing 1-10 of 30

Every weekday, in the evening SD Medicaid will pick up the information you provide and continue processing that claim. The provider user will have 30 days to provide the information. After the Due Date, the claim will be removed from the work queue and processed without referral information.

MODIFY

If you believe the incorrect information such as NPI or an attachment was entered, you may Modify that entry until 4:30 pm CST.

+	20200147002710	555444333	12LL111	04/28/2019	04/30/2019	Referring Provider NPI	☐ Yes ☒ No	06/13/2020	
-	20200157016010	333555444	MKYZ4449	06/07/2019	06/11/2019	Referring Provider NPI	☒ Yes ☐ No	06/13/2020	Modify
Referring NPI Modified By Modified Date 1112233322 provider.user@droffice.com 06/12/2020 11:55:00									
+	20200167004810	888555666	UY445D	06/03/2019	06/05/2019	Referring Provider NPI	☐ Yes ☒ No	06/13/2020	
	20200167004910	555777444	PL9945221	07/09/2019	07/10/2019	Referring Provider NPI	☐ Yes ☐ No	06/13/2020	
	20200167009210	678452333	YZ5544112233	08/27/2019	08/28/2019	Referring Provider NPI	☐ Yes ☐ No	06/13/2020	

Select the "Modify" button and you will be able to change your attachment and NPI number that is provided. Use the "+" to see the information that was provided, the user that provided the information, and the date and time of that entry.

QUICK ANSWERS

- Is a referral required for inpatient hospital?
 - Referrals are a key component of continuity of care for South Dakota Medicaid recipients. Most medical services require either an attending, ordering, referring or prescribing (ORP) provider for claims payment. More information can be found in our [Referral manual](#).
 - Inpatient hospital services that are indicated as urgent or elective require a referral when the recipient is enrolled in a Care Management Program. The PCP or Health Home provider must be listed on the claim for proper claims payment. Electronic and Medicaid Portal claims will pend for 30 days if the referring physician's NPI is not listed on the claims, allowing the

PROVIDER PORTAL
Claims Work Queue Guide

provider to update the claim to add referring physician's NPI. More information can be found in our [Referral manual](#).