

DCS Webinar Questions
Payment Flow
July 20, 2010

Howard Regional Health System: who signs the invoice? **Any individual authorized to certify that all billings are legally due to your organization. This might include your Account Receivable manager, Controller or CFO.**

Grant-Blackford Mental Health, Inc.: Can the signature be electronic? **At this time the State of Indiana does not recognize electronic signature as acceptable for the purposes of Invoice submission.**

Southern Hills - Jasper Office: If DCS invoices are to be submitted within 60 days from day of service and we have to exhaust third party liability...sometimes adjudication can take more than 60 days by itself. 60 days is not enough time in far too many instances. **In the event that a third party payee, you will have 60 days from the date of their denial of benefits to submit your invoice to DCS. A copy of the notice that benefits were denied should be sent with your Invoice in this case.**

gallahue1: Where would the warrant summary be mailed to? **We will mail a Warrant Summary (explanation of payments) to the address provided in the Vendor Information you submit to the State of Indiana.**

Oaklawn Psychiatric Center: Is a signature stamp still acceptable? **At this time, a signature stamp is acceptable for this document.**

Community Mental Health Center Inc: Is the invoice number on the standard invoice still one that we create? **Yes.**

Community Mental Health Center Inc: Do we no longer include case numbers? **Not required if billing from the new referral form and a Billable Unit Referral ID is provided.**

Oaklawn Psychiatric Center: Which field should the billing referral number go in? **We are revising the Claim for Support of Children Form such that the current Referral ID column will be called Billing Unit ID number.**

Porter Starke: Are we still allowed to bill monthly? When does the 60 day clock start? **Monthly billing is the preferred timeframe by DCS. The 60 days start from the last day of the month in which services were provided.**

Community Mental Health Center Inc: How do we sign up for email notification? **Send in your address to DCSResourceUnit@dcs.in.gov.**

Centerstone - East: Do we use MRO rates or a DCS rate when billing? **When billing DCS for non-Medicaid eligible services/clients, you must bill at the DCS contract rates.**

Park Center: Can we get the warrant addressed to a specific Department within the organization instead of just the main address? **We are looking into this option.**

Bowen Center-Warsaw: Will we receive a detail by client to know how much MRO match we are receiving by client to verify the amount paid? **We are working with FSSA to develop the MRO match tracking process. At this time, we do not know what level of detail will be made available to the centers.**

Southern Hills - Jasper Office: Should each 3-page invoice have a total just for those 3 pages or should the total be the total of all invoices? **Each Page has a total and the total of the invoice is on the first page at the top listed in Box #9.**

Hamilton Center, INC: Do we need to attach the Medicaid denial to prove timely filing? **Yes, a copy of the denial needs to be submitted with the invoice.**

gallahue1: Can warrant summaries be sent via email also? **We are developing a provider portal, which will allow all providers to access our accounting system on a read-only basis. This will allow providers to view warrant summaries, invoices, payment status, and other items on-line. This portal is currently being tested and should be available within the next 60 days.**

Oaklawn Psychiatric Center: Will the match be quantified monthly or only quarterly at payout? **The match will be calculated and provided on a quarterly basis.**

Community Mental Health Center Inc: Is MRO match payments automatic or do we need to manually bill for these? **You will not need to bill for the quarterly match payment.**

Howard Regional Health System: If we are already receiving notification for other payments do we need to sign up specifically for email notification from DCS? **No, e-mail notification is established by the Auditor of State's office. However, the current e-mail notification providers receive is from the Auditor of State indicating that a payment was made. Providers will need to sign-up separately with DCS to receive e-mail notifications of DCS Warrant and Denial**

Summaries. This feature will become available once the new provider portal is launched later this fall.

gallahue1: Do we bill at the 10% reduced rate or the contract rate? The new contract rates will reflect the 10% reduction.

Bowen Center-Warsaw: Will we receive notification of denied lines for each invoice? and if so, will they be mailed hard copy or emailed? Currently, Denial Notifications are mailed as a separate notice for each invoice. We are looking at ways of merging the Denial Notification with the Warrant Summary.

Community Mental Health Center Inc: Is the billing code the same as service code on the invoice? Yes.

Grant-Blackford Mental Health, Inc.: Do we use the CPT code instead of the service standard code? No.

Community Mental Health Center Inc: What about invoices billed prior to July 2010? Is this the same contact? Yes.

Hamilton Center, INC: Hamilton Center: Is there a current format to use to submit those current Medicaid clients that have been referred by DCS? The spreadsheet that was sent to the community mental health centers.

Oaklawn Psychiatric Center: Will there be a referral number assigned to those on the spreadsheet? No.

Meridian Services: I've been told by another regional manager that clinic services will no longer need a referral. Is that accurate? No, that is not correct.