QUICK REFERENCE GUIDE



A handy reference for the S.C. Medicaid Web-based Claims Submission Tool:

- Lists (pg.1)
- Claims Entry (pg. 2)
- Claim Submission (pg.3)
- Status (pg. 4)

• History (pg. 3)

- Eligibility (pg. 5)
- e-Remíts (pg.6)

Updated 06/11/2012

Lists

The *Lists* feature allows you to create lists of useful claims information used repeatedly when entering data on the Claims Entry screen. Using the lists feature will both shorten the time it takes to enter a claim and increases accuracy of claims entry.

All lists work basically the same way: Choose a provider to work with from the drop-down box at the top of the screen and click **Select**. Click **Lists** on the Menu and select a list type (e.g., Beneficiary, Provider, Diagnosis Codes, etc.) from the submenu. An example of a Beneficiary List is shown at the right. (*Note: A provider must be chosen from the drop-down box or the Web Tool functions will not be accessible.*)

View List

The lower portion of the *Lists* screen displays current *active* entries on the list.

• To view the full list, click the Show All button. To view only active entries, click the Show Active button.

Add to List

- 1. Type the beneficiary's information in the fields provided in the top half of the screen.
- 2. Click Add.

Edit List

- 1. Click the **Edit** button to the far right of the entry you wish to edit. The next screen will allow you to modify that entry.
- 2. Make your changes in the fields provided.
- Click Update. This will return you to the Add/View Screen.

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Delete from List

- Click the **Delete** button in the last column if you would like to delete an entry from your list.
- 2. A warning window will appear asking if you are sure you want to delete the entry.
- 3. Click Ok to delete the entry.
- 4. Click Cancel to return to the list.

Claims Entry

From the Menu, click **Claims Entry** and then select the type of claim, CMS-1500 (Professional) or UB-04 (Hospital), from the submenu that will appear. The upper portion of the *Pending Claims* screen lists all drafts (incomplete) claims. The lower portion allows lists all completed claims waiting to be submitted.

Claims Entry works the same for CMS-1500 and UB-04 claims. The CMS-1500 claim type is used as an example in the information below.

Add a Claim

- 1. Click the Enter New Claim button to open the claim form.
- 2. Type in your data as you would any other claim. You will encounter drop-down menus, *Get from List* links, navigation and **Copy** buttons in some fields as described below.
- 3. Click the **Finish Claim** button on the *Other Coverage* tab to save the claim.

Copy a Claim

- 1. Click the **Radio** button next to the claim to be copied.
- Choose the Copy Sel. button. (Note: Once the claim is copied, there will be a duplicate claim in your list. Be sure to edit the duplicate claim in order to avoid sending a duplicate.)

Delete a Claim

- 1. Click the **Radio** button next to the claim you wish to delete.
- 2. Click the **Delete Sel.** button. The claim will be deleted.

View/Edit a Claim

- 1. Click the **Radio** button next to the claim you wish to view.
- 2. Click the **View Sel.** button. The claim will be displayed on your screen.

Remember - A data purge will run the first day of each month to delete all pending claims that are more than three months old (as determined from the date in the *Last Changed* field).

Search by Name

- Enter the first or last name of the beneficiary's claim you wish to view into the field next to the Search Name button.
- 2. Click the **Search Name** button. Claims associated with the name search will appear.

CMS	-1500 Pe	nding Claims						
E	nter New (Claim Copy Se	Delete Sel.	View Sel.				Search Name
D	raft (Inco	omplete) Clai	ms					
	Claim ID	Name 🖯	Acct Num	Medicaid ID ©	Total C	hrg 🖯 Last Chang	sed O	
	333679	Carter,	778			2011-07	-11	
	333689	Carter,	778			2011-07	-15	
	333791	Carter,	778			2011-07	-15	
	333959	Porter,				2011-07	-22	
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C	omplete	d Claims		_				
	Claim ID	Name 🕈	Acct Num <u>Medic</u>	aid ID 🖲 <u>Total</u>	Chrg 🖯	Last Changed 🖲		
	334033	Hinson,			100.00	2011-07-27		
	333670	Porter,			79.00	2011-07-11		
	333671	Rogers,			78.00	2011-08-05		
	334032	Rogers,			1000.00	2011-07-27		

	Please select a provider to work with:	Select
F		Logout Home
	Change Reports E Get from List Lists History	
	CMS-1500 Claim Entry Click to choose from lists you created. Beneficiary Info Provider Info Misc Aagnosis Codes Detail Lines Other Coverage	Drop-down: Click to choose from predefined system lists.
	Beneficiary Information [Get from List] *Medicaid Num. *Date of Birth First Name MI *Last Name Image: State of Birth	Gender Unknown
	Street Addr. City State Zip Cor SC SC S	le
	advance to the next tab to add more claim information.	Go to Provider Info

Claim Submission

The Claim Submission feature allows you to transmit the claims you have entered to South Carolina Medicaid.

Claim Submission works the same way for CMS-1500 and UB-04 claims.

- 1. From the Menu, click on **Claims Submission**. This will take you to the *Claims Submission* screen.
- 2. Type your Contact Information in the fields provided or select from Lists by clicking on the *Get from List* link.
- In the Claims Submission Information section, click on the Radio button next to the type of claims you want to submit. (Note: To submit only specific claims within a claim type, click the Edit button to bring up the full list of claims. From there, you can select the desired claims to submit by clicking on the Claim Link ID.)
- 4. Click the **Submit** button. A popup screen will ask if you are sure you want to send the claims.
- 5. Click **Yes**. A screen displaying the batch ID will appear.

History

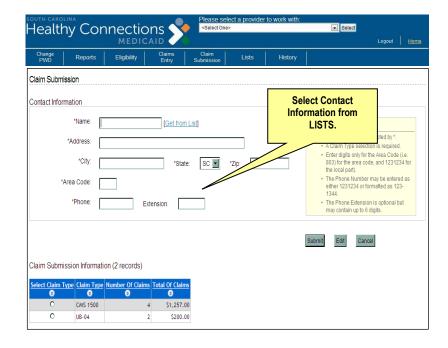
The History feature allows you to see all submitted batches, including the batch ID, date submitted, name of the submitter, the number of claims that were sent, and the total dollar value of the claims. This information will remain for three months before it is automatically purged (deleted). You can view the specific claims in the batch, and you can either print them or copy them for reuse in a new claim.

From the Menu, click **History**. A submenu will appear. Click the desired claim type (example: *CMS-1500 Submitted Batches*).

View Claims

- 1. Click the **Claim Link ID** for to the desired batch under the *View Batch Detail* column.
- 2. A *Batch Details* screen will appear that lists all claims in that batch.
- To view a specific claim, select the Claim Link ID of the desired claim under the View Claim Detail column. (Note: To view the detail on all of the displayed claims, click the View All button.)

Note: All submitted claims and submitted batches that are more than three months old will automatically purge (delete) based on the date listed in the *Date Submitted* field.



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IS Submi	ted Batches						
im Type: C	MS-1500						
S-1500 Sub	mitted Batches	(12 records)					
		View Batch Detail	Date Submitted	Number Of Claims	Total Amount Of All Claims	Old Batch ID	User Created
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Ca	Yqu	<u>30167</u>	2010-04-25 08:42:24.0	4	\$440.00	W11004SC10001115	W11004SC1
	Yq	<u>30166</u>	2010-04-24 17:35:43.0	11	\$2,310.00	W11004SC10001114	W11004SC1
0	YQ	30165	2010-04-21 20:08:35.0	8	\$880.00	W11004SC10001111	W11004SC1
(a	YQ	30164	2010-04-19 18:02:57.0	9	\$990.00	W11004SC10001109	W11004SC1
(Ca	лру	<u>30163</u>	2010-04-17 15:48:04.0	5	\$1,050.00	W11004SC10001107	W11004SC1
(a	xpy	<u>30162</u>	2010-04-15 19:30:44.0	6	\$660.00	W11004SC10001105	W11004SC1
(0	NPY)	<u>30161</u>	2010-04-10 21:06:14.0	7	\$1,170.00	W11004SC10001100	W11004SC1
(NPY)	30160	2010-04-08 22:02:11.0	11	\$1,229.95	W11004SC10001098	W11004SC1
(0	ipy	30159	2010-04-06 20:05:46.0	3	\$530.00	W11004SC10001096	W11004SC1
2		30158	2010-04-04 18:22:00.0	60	\$1,197.00	W11004SC10001094	W110045C1
(0							

Copy Claim

- Select the Claim Link ID of the batch containing your desired claim. The Batch Details screen will appear with a list of the claims from the selected batch.
- 2. Click the **Copy** button beside the desired claim. The list of claims on the *Pending Claims* screen will be updated with a copy of the selected claim. You may then select and edit the claim as desired.

Status

The Status feature allows you to check the status for CMS-1500, UB-04, Premium Payment, and the associated adjustments for these claim types regardless of the submission method of the claim. This information will remain available to search for six months (from the processing/check date) before it is automatically purged (deleted). You can view the status of specific claims, or you can enter search criteria to see a range of claims.

From the Menu, click Status.

Search for Claims Status

- Narrow your search by placing a check mark in the Show/Hide Additional Search Options box. You may then enter a beneficiary's Medicaid ID number, a CCN, a Dates of Service range, an Amount Billed range, or a combination of the Dates of Service and the Amount Billed. (Note: If you choose to use the Amount Billed criterion for your search, it MUST be in that range or the system will not find a match.)
- Click the Search button to view the status of all claims that satisfy your search criteria. (Note: A warning message will display if no matching claims are found.)
- 3. Click the **Clear** button to clear all of your search criteria. You can now enter new criteria.

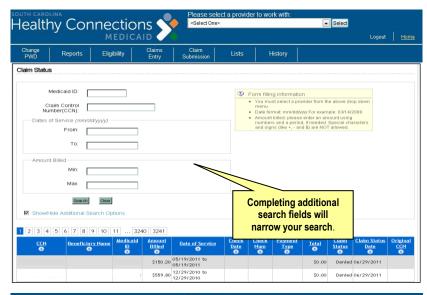
Sort Search Results

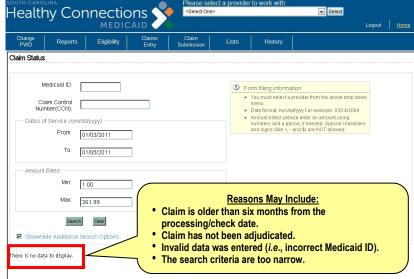
1. Click on a hyperlinked column heading to re-sort your search results by category.

Print Search Results

1. Open the **File** menu on your browser bar and select **Print** to print the search results.

Note: You must set your printer to Landscape to view all columns on the *Claims Status* screen.





Show/Hide Ac	lditional Search Opti	ions									
2 3 4 5 6	5 7 8 9 10 1	1 3650	3651								
<u>CCN</u> ⊜	<u>Beneficiary Name</u> €	<u>Medicaid</u> D ⊖	Amount Billed O	Date of Service	Check Date	Check Num	Payment Type S	<u>Total</u> ⊜	<u>Claim</u> <u>Status</u> €	Claim Status Date Status Date	Origina CCN
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\$40000Z	CORIO		\$11,036.10	06/18/2011	07/01/2011		ACH	\$3,500.70	Paid	06/27/2011	
140000Z	DAVIS		\$53,699.50	06/10/2011 to 06/18/2011	07/01/2011		ACH	\$10,284.40	Paid	06/27/2011	
440000Z	SNYDER		\$6,877.50	06/18/2011	07/01/2011		ACH	\$3,500.70	Paid	06/27/2011	
440000Z	TURNER		\$25,213.90	06/13/2011 to 06/18/2011	07/01/2011		ACH	\$6,197.83	Paid	06/27/2011	
440000Z	v		\$14,701.00	06/15/2011 to 06/18/2011	07/01/2011		ACH	\$9,666.45	Paid	06/27/2011	
\$40000Z	KESECKEI		\$5,088.10	06/16/2011 to 06/17/2011	07/01/2011		ACH	\$3,500.70	Paid	06/27/2011	

Claims Status Results

Claims Status results will reflect one of the following five options:

- <u>Paid</u> Claim payment has been made. The claim has gone through both the adjudication and the payment cycles.
- <u>Approved</u> Claim has processed and payment is scheduled. The claim has only gone through the adjudication cycle and is pending going through the payment cycle.
- 3. <u>Rejected</u> Claim has processed through the payment cycle and an
- 4. <u>Denied</u> Claim has been adjudicated, edit code(s) has been assigned, and approval was denied. The claim has gone through the adjudication cycle, been denied for payment, but still must complete the payment cycle.
- 5. <u>Suspended</u> Claim is in process. The claim attempted to complete the adjudication cycle, but has been suspended. It has been referred to SC Medicaid for resolution.

Eligibility

Checking eligibility is fast and efficient with the Web Tool. You may check eligibility individually, or as a batch for multiple recipients.

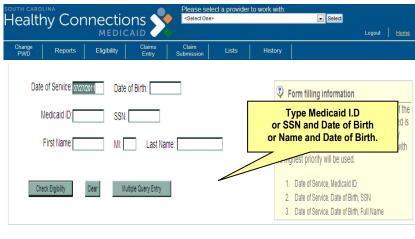
Verify One Recipient

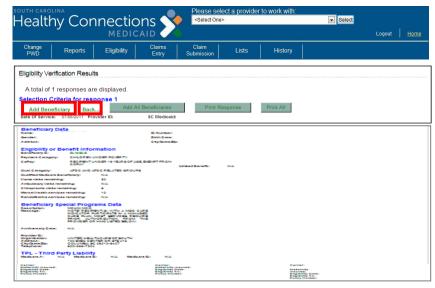
From the Menu, click **Eligibility**, and from the submenu choose **Single Query**, to retrieve the *Eligibility Verification Inquiry* screen.

 Enter the one of the following in the fields indicated: Medicaid I.D.; SSN and Date of Birth; or Name and Date of Birth along with the Date of Service (auto populates with today's date).
 Note: The Web Tool will return SSN information

only if you search eligibility using SSN.

- 2. Click the **Check Eligibility** button. The *Eligibility Verification Inquiry: Selection Summary* screen will appear. Place a check mark in the box beside the beneficiary' Medicaid ID number.
- 3. Click the **Display** button. The *Eligibility Verification Results* screen will appear that contains the eligibility information of the beneficiary in question.
 - If you wish to check eligibility for another recipient, click the **Back** link. This will return you to the original screen.
 - If you wish to add this individual to your Beneficiary List, click the Add Beneficiary link.





Dates Claim Check Check Total Amount Payment **CLAIMS STATUS** CCN Status Billed Date Number Туре Payment Service Date \checkmark \checkmark \checkmark \checkmark \checkmark PAID BLANK \checkmark \checkmark \checkmark \checkmark \checkmark APPROVED BLANK BLANK BLANK \checkmark REJECTED \checkmark \checkmark \checkmark BLANK BLANK BLANK BLANK \checkmark \checkmark \checkmark \checkmark DENIED BLANK BLANK BLANK BLANK \checkmark \checkmark \checkmark \checkmark SUSPENDED BLANK BLANK BLANK BLANK

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Verify Multiple Recipients

From the Menu, click **Eligibility**, and then click **Multiple Queries** to retrieve the *Eligibility Verification Inquiry Results* screen.

- Search by SC Medicaid ID, Beneficiary List, Name and DOB, or SSN and DOB. (Note: You are able to select from the Beneficiary List to populate the Medicaid ID.)
 - Click on the Beneficiary List button to display your Beneficiary List. Select up to 50 beneficiaries and click the Populate Query button to add the beneficiaries to the Selection Criteria screen.
 - Each time you select from the Beneficiary List, the system overwrites the previous entries.
 - To add a new beneficiary to the selection screen, type the Medicaid ID in the next available space.

Note: For more accurate results, enter the Date of Service (DOS) in the search criteria to receive eligibility verification for a specific DOS.

- Click the Submit button. The Eligibility Verification Inquiry: Selection Summary screen will appear and display eligibility information for the entire batch of beneficiaries.
- 3. Click the **Radio** button next to individual beneficiary name(s).
 - Click the **Display** button to view a complete list of eligibility information for an individual.
 - Click **Display All** to view eligibility information provided for every beneficiary shown.

e-Remit

The purpose of an Electronic Remittance Package (e-Remit) is to show all payments, denials, and any accompanying claims data submitted to South Carolina Medicaid. Remittance advices are available for viewing, saving, and printing on the Web Tool.

Viewing e-Remits

From the Menu, click **e-Remit** to retrieve the *Payment Remit* screen.

Note: Remember to choose a provider from the dropdown menu at the top of the screen and click **Select**.

1. Click the hyperlink for your desired Remit. A File Download box will appear.

Eligibility Veri	fication Inqui	ry					
Please enter	r a valid SC N	vledicaid ID or S	SSN and DOB or Nam	ne and DOB.			
Selection	Criteria						
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Eligibility Verification Inquiry: Selection Summary

There are several ways to view individual or multiple query details. Individual details may be displayed by clicking on the hyperlink within the Medicaid ID box or by clicking on one of the checkboxes and then click the 'Display' button. Multiple details may be selected by clicking multiple checkboxes and then click the 'Display' Button or to see all details, click the 'Display All' button.

Selection Criteria	a 1 Provider ID: 1689624900	Display	Display All	Select.	_		eficiary ible."	/ is		
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GR:	AYSON 1927 INELIGIBLE	FEMALE 06	/30/2011		PORTER	09/04/190	ELIGIBLE	FEMALE	06/30/2011	
1. The Sub 2. Medical	scriber entered was not found in our dat	abase. 06	/30/2011		1. The Subscriber entere 2. Medicaid ID:	d was not found	in our database		06/30/2011	
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Click **Open** to display your selected e-Remit. The Remit will appear in PDF format.

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Printing e-Remits

- 1. Select File from the browser bar.
- 2. Select **Print** from the **File** menu.

Remember to set page scaling to "Shrink to Printable Area" to ensure all content is visible.

Saving e-Remits

- 1. After clicking the desired e-Remit, click **Save** from the File Download box.
- 2. Choose your desired drive or save destination.

3. Click Save.

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