



#### NGSMedicare University Virtual Conference Medicare 2021 A Journey to a Healthier Future and Partnership

Preparing and Submitting Medicare Secondary Payer Claims in the Fiscal Intermediary Standard System Direct Data Entry

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#### **Today's Presenters**

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#### Objective

 Provide instructions on how to prepare and submit MSP and conditional claims using FISS DDE





#### Agenda

- Your MSP Responsibilities
- Preparing MSP Claims
- Submitting MSP Claims Using FISS DDE
- MSP Resources 2021 Handout
- Questions and Answers





#### Your MSP Responsibilities





#### What is MSP?

- Beneficiary has coverage primary to Medicare
  - Based on federal laws known as MSP provisions
    - Help determine proper order of payers
    - Make certain payers primary to Medicare
    - Each has criteria/conditions that must be met
      - If all are met; services are subject to that provision making other insurer primary and Medicare secondary
      - If one or more are not met; services are not subject to that provision and Medicare is primary unless criteria/conditions of another MSP provision are met





#### Providers' MSP Responsibilities

- Identify payers primary to Medicare for services rendered
  - Conduct MSP screening process
    - Check for MSP records in CWF using CMS' HETS (X12 270 transmission and 271 response), NGSConnex or IVR system (for every service)
    - Collect MSP information by asking questions using CMS' model MSP questionnaire or your own form (for every IP admission or OP encounter unless exception applies)
      - CMS IOM Publication 100-05, *Medicare Secondary Payer Manual*, Chapter 3, Sections 20.1 and 20.2.1
- Determine proper order of payers
- Submit claims to primary payer(s) before Medicare
- Submit MSP claims or conditional claims as appropriate





#### MSP Provisions With MSP Value Code and Primary Payer Code (Payer ID)

| MSP Provision   | MSP<br>VC | Primary<br>Payer Code |
|---|-----------|-----------------------|
| Working aged, age 65 and over, EGHP, 20 or more employees | 12        | A                     |
| ESRD with EGHP in coordination period                     | 13        | В                     |
| No-Fault (automobile and other types)                     | 14        | D                     |
| Workers' Compensation or Set-Aside                        | 15        | E or W                |
| Public Health Services; government research grants        | 16        | F                     |
| Federal Black Lung Program                                | 41        | Н                     |
| Disabled, under age 65, LGHP, 100 or more<br>employees    | 43        | G                     |
| Liability Insurance                                       | 47        | L                     |





#### **Determining Proper Order of Payers**

- Providers must determine which plan is primary, secondary, tertiary, etc., payer
  - Compare any MSP information in CWF to collected MSP information and use your knowledge of MSP Provisions
    - Document your decision
      - In general, Medicare is primary when beneficiary
        - » Has no other coverage
        - » Has other coverage but it doesn't meet MSP provision criteria
        - » Had other coverage, it met MSP provision criteria but it is not available
      - In general, other payer(s) is primary when beneficiary
        - » Has other coverage that meets MSP provision criteria and it is available





#### **Preparing MSP Claims**





#### Prepare and Submit MSP Claims – Steps

- Identify/bill appropriate primary payer for services
- When received, apply primary payer's payment to account
- Prepare MSP claim with correct claim coding as well as CARC(s), RARC(s) and adjustment amount(s) from primary payer's RA (835)
- Ensure MSP claim information matches MSP record in CWF
- Contact BCRC to set up/update MSP record in CWF if necessary
- Once MSP record in CWF set up/updated, submit MSP claim
- When you receive our RA, apply payment/adjustments to account
- Bill beneficiary only if appropriate
- Maintain documentation





#### MSP Claim Types – Partial-Payment Claim

- MSP partial-pay claim; primary payer paid in part
  - They applied deductible, coinsurance, co-payment, etc.
  - Submit for all types of services
    - Submit all Medicare covered charges; not just balance
    - Medicare considers balance
  - Note: If primary payer reduced their payment because of failure to file a proper claim with them, you may submit MSP claim
    - But MSP VC amount must be amount you would have received had claim been properly filed with primary payer
    - CMS IOM Publication 100-05, *Medicare Secondary Payer Manual*, Chapter 5, Section 40.7.5





#### MSP Claim Types – Full-Payment Claim

- MSP full-payment claim; primary payer paid in full
  - Submit if required but you may submit even if not required
    - Submit all Medicare covered charges
  - Required for
    - All IP stays
    - OP services if beneficiary has not met Medicare Part B deductible
    - All HH and Hospice services even if beneficiary has met Part B
      deductible
  - We track benefit periods/services and credit Medicare deductibles





#### **MSP Conditional Claims**

- Another insurer is primary over Medicare and no payment is received
  - Must be for a valid reason
  - Applicable for all MSP provisions
- Another insurer is primary over Medicare and no prompt payment is received
  - Only applicable for specific MSP provisions
    - No-fault auto or medical payment for auto or premises (VC 14), workers compensation (VC 15) and liability (VC 47)





#### **General Instructions for MSP Claims**

- For MSP claims, follow Medicare's requirements
  - Our requirements apply to all Medicare claims even MSP
    - Billing requirements including providers' frequency of billing
      - If Medicare is secondary, can we submit separate claims when primary payer starts or stops paying during claim's billing period? If Medicare were primary, we would submit one claim.
      - Answer: No, since we require one claim, submit one claim as MSP claim.
    - **Technical requirements** including timely filing, etc.
    - Medical requirements





#### Home Health and Hospice Providers

- In MSP situations
  - HHAs
    - Submit RAP showing Medicare as primary
    - Not reimbursed on RAP
    - Insurer information reported on final claim
  - Hospice
    - Submit NOE showing Medicare as primary
    - Insurer information reported on claim(s)





#### MSP Claims – Claim Fields

| Code                               | UB-04 FLs | Electronic<br>Field | FISS DDE |
|------------------------------------|-----------|---------------------|----------|
| Condition codes                    | 18–28     | 2300.HI (BG)        | Page 01  |
| Occurrence codes and dates         | 31–34     | 2300.HI (BH)        | Page 01  |
| Value code and payment             | 39–41     | 2300.HI (BE)        | Page 01  |
| Payer code ID (primary payer code) | N/A       | N/A                 | Page 03  |
| Primary insurer name               | 50A       | 2320.SBR04          | Page 03  |





#### **MSP Claims – Claim Fields**

| Code                                 | UB-04 FLs            | Electronic Field        | FISS DDE |
|--------------------------------------|----------------------|-------------------------|----------|
| Insured's name                       | 58A                  | 2330A.NM104             | Page 05  |
| Patient's Relationship to<br>Insured | 59A                  | 2320.SBR02              | Page 05  |
| Insured's unique ID                  | 60A                  | 2330A.NM109             | Page 05  |
| Insurance group name                 | 61A                  | 2320.SBR04              | Page 05  |
| Insurance group number               | 62A                  | 2320.SBR03              | Page 05  |
| Insurance address                    | Use Remarks<br>FL 80 | Use Remarks<br>2300.NTE | Page 06  |
| National Government<br>Services      | ·                    |                         | 20       |





#### Condition Codes (CCs or COND CODES)

- Two-digit code
  - Describes condition or event applicable to claim
- Report
  - Any applicable CC
  - MSP-related CCs as applicable
    - 02 (zero two) = Condition is employment-related
    - 06 (zero six) = ESRD beneficiary in first 30 months of entitlement covered by EGHP
    - 77 = Full payment received from primary payer





#### Contractual Arrangement or Obligation Under Law

- Report one of following codes when you are obligated/required to accept a certain amount as payment in full from a primary payer, per a contractual arrangement or obligation under law
  - CC 77 or
  - VC 44 and the expected amount





# Occurrence Codes and Dates (OCs or OCC CDS/DATE)

- Two-digit code with date
  - Describes event applicable to claim
- Report
  - Any applicable OC and date
  - MSP-related OCs and dates as applicable
    - 01 (zero one) and DOA if medical-payment plan is primary
    - 02 (zero two) and DOA if no-fault is primary
    - 03 (zero three) and DOA if liability is primary
    - 04 (zero four) and DOA if WC is primary
    - 33 and date ESRD coordination period began





#### Value Codes and Amounts (VCs)

- Two-digit code with dollar amount
- Report
  - Any applicable VC and dollar amount
  - MSP VC for MSP provision and amount
    - MSP VC options: 12, 13, 14, 15, 16, 41, 43 and 47 (**slide 10**)
    - Amount = amount you received from primary payer toward Medicarecovered services on claim
  - VC 44 and OTAF amount when applicable





### Patient Relationship (REL) Codes

- Report relationship of patient to identified insured accurately
  - 01 = Spouse
  - 18 = Self
  - 19 = Child
  - 20 = Employee
  - 21 = Unknown
  - 53 = Life partner
  - G8 = Other relationship





# Submitting MSP Claims Using FISS DDE





#### What is FISS DDE?

- FISS DDE
  - Online processing system we use to process claims and maintain records
  - Allows remote user connectivity to our mainframe
- Providers use FISS DDE to
  - Research coding
  - Submit claims and track them
  - Correct, adjust, and cancel claims
  - View reports





#### Accessing FISS DDE

- FISS logon ID and password required
- Visit <u>our website</u> for EDI enrollment information (under Claims and Appeals)
  - Left side listing articles should be on EDI Enrollment article
  - Click on Start Enrollment Process under Step 1
  - Read and then click on "Accept" for the Attestation
  - Check box for "I need to complete a Part A Logon Request Form," submit when completed
- User logon ID and password are for individual use only
  - Do not share with coworkers or other staff





### Navigating FISS DDE

| Program<br>Function Key | Screen Movement  |
|-------------------------|--|
| F3/PF3                  | Return to menu/submenu or originating screen when using SC field |
| F4/PF4                  | Exit entire online system by terminating session                 |
| F5/PF5                  | Scroll backward within page of screen data                       |
| F6/PF6                  | Scroll forward within page of screen data                        |
| F7/PF7                  | Move backward one page at a time                                 |
| F8/PF8                  | Move forward one page at a time                                  |
| F9/PF9                  | Save, update, submit   |





### Navigating FISS DDE

| Program<br>Function Key | Screen Movement  |
|-------------------------|--|
| F10/PF10                | Return to left viewing screen  |
| F11/PF11                | Move to right viewing screen   |
| <ctrl></ctrl>           | Move down one line at a time   |
| <home></home>           | Move to SC field   |
| <tab></tab>             | Move to next field on screen   |
| SC field                | Navigate to specific inquiry file, use F3/PF3 to return to original page |
| Page field              | Move to specific page within claim                                       |





#### **Entering MSP Claims Using FISS DDE**





#### **Claim Entry**

- Log into FISS DDE
  - Select Claims/Attachment Entry Menu (option 02)
  - Select one of the options from Claim and Attachments Correction Menu based on RTP claim type
    - Inpatient 21
    - Outpatient 23
    - SNF 25
    - Home Health 27
    - Hospice 29





#### Main Menu – Claims/Attachments

| MAP1701<br>MXG9282 | NATIONAL G      | GOVERNMENT SERVICES,#13001 UAT<br>MAIN MENU | ACMFA561 08/11/15<br>C201531P 12:29:47 |
|--------------------|-----------------|---|--|
|                    | 01              | INQUIRIES                                   |  |
|                    | 02              | CLAIMS/ATTACHMENTS                          |  |
|                    | 03              | CLAIMS CORRECTION                           |  |
|                    | 04              | ONLINE REPORTS                              |  |
|                    |                 |   |  |
|                    |                 |   |  |
|                    |                 |   |  |
| ENTER MENU         | SELECTION: 02   |   |  |
| PLEASE ENT         | ER DATA - OR PR | RESS PF3 TO EXIT                            |  |
| National Governm   | nent            |   | NGS                                    |

| MAP1703 | NATIONAL GOVERNMEN | T SERVICES,#13001 UAT | ACMFA561 06/12/18 |
|---------|--------------------|-----------------------|-------------------|
| MXG9282 | CLAIM AND ATTACH   | ENTS ENTRY MENU       | C201831F 14:56:54 |
| _       |                    |                       |                   |
|         | CLAIMS ENTE        | ex.                   |                   |
|         |                    |                       |                   |
|         | INPATIENT          | 20                    |                   |
|         | OUTPATIENT         | 22                    |                   |
|         | SNF                | 24                    |                   |
|         | HOME HEALTH        | 26                    |                   |
|         | HOSPICE            | 28                    |                   |
|         | NOE/NOA            | 49                    |                   |

87

#### ATTACHMENT ENTRY

| HOME I | HEALTH  |      | 41 |
|--------|---------|------|----|
| DME H  | ISTORY  |      | 54 |
| ESRD   | CMS-382 | FORM | 57 |

ROSTER BILL ENTRY

ENTER MENU SELECTION:

PLEASE ENTER DATA - OR PRESS PF3 TO EXIT





# Correcting MSP Claims Using FISS DDE





#### **Claim Correction**

- Log into FISS DDE
  - Select Claims Entry Menu (option 02)
  - Select one of the options from Claim Entry
    - Inpatient 20
    - Outpatient 22
    - SNF 24
    - Home Health 26
    - Hospice 28
    - NOE/NOA 49
    - Roster Bill Entry 87




#### Main Menu – Claims Correction

| MAP1701<br>MXG9282           | NATIONAL O      | GOVERNMENT SERVICES,#13001 UAT<br>MAIN MENU | ACMFA561 08/11/15<br>C201531P 12:29:47 |
|------------------------------|-----------------|---|--|
|                              | 01              | INQUIRIES                                   |  |
|                              | 02              | CLAIMS/ATTACHMENTS                          |  |
|                              | 03              | CLAIMS CORRECTION                           |  |
|                              | 04              | ONLINE REPORTS                              |  |
|                              |                 |   |  |
|                              |                 |   |  |
|                              |                 |   |  |
| ENTER MENU                   | SELECTION: 03   | ]   |  |
| PLEASE ENT                   | ER DATA - OR PI | RESS PF3 TO EXIT                            |  |
| National Governm<br>Services | nent            |   | NGS                                    |

|    | - | - | -   | ~ |   |
|----|---|---|-----|---|---|
| MA | 2 | - | . 1 | U | ч |

MXG9282

NATIONAL GOVERNMENT SERVICES, #13001 UAT ACMFA561 12/18/19 CLAIM AND ATTACHMENTS CORRECTION MENU A20201AF 11:58:07

#### CLAIMS CORRECTION

| INPATIENT   | 21 |
|-------------|----|
| OUTPATIENT  | 23 |
| SNF         | 25 |
| HOME HEALTH | 27 |
| HOSPICE     | 29 |

CLAIM ADJUSTMENTS CANCELS

45

| INPATIENT   | 30 | 50 |
|-------------|----|----|
| OUTPATIENT  | 31 | 51 |
| SNF         | 32 | 52 |
| HOME HEALTH | 33 | 53 |
| HOSPICE     | 35 | 55 |
|             |    |    |

ATTACHMENTS

PACEMAKER 42

AMBULANCE 43

HOME HEALTH

ENTER MENU SELECTION:

PLEASE ENTER DATA - OR PRESS PF3 TO EXIT





| MAP1741  | NAT      | IONAL ( | GOVER      | NMENT              | SERVICES                                 | 5 #14013        | UAT     | ACMFA781 0 | 9/16/20  |
|--|----------|---------|------------|--------------------|--|-----------------|---------|------------|----------|
| MXG9282 SC   |          | CL      | AIM S      | SUMMARY            | INQUIRY                                  | c .             |         | A20204AF 1 | 5:10:43  |
|  | _        |         | NPI        |                    |  |                 |         |            | <b>ר</b> |
| MID  |          | PROV    | IDER       |                    |  | S/LOC           | т в9997 | TOB 13     |          |
| OPERATOR ID M  | xG9282   | FROM    | DATI       | -                  | TO DA                                    | ATE             | D       | DE SORT    |          |
| MEDICAL REVIE  | N SELECI |         | r          | CN                 |  |                 |         |            |          |
| MID  | E        | ROV/MRI | а <i>и</i> | /roc               | TOB                                      | ADM D           | T FRM D | T THRU DT  | REC DT   |
| SEL LAST NAME  | FIRST    | INIT    | TOT        | CHG                | PROV REI                                 | MB PD D         | T CAN   | DT REAS NE | C #DAYS  |
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|  |          | R       | 32         | 6.00               |  | 0610            | 20      | 15361      | 98       |
| Under SEL field,<br>select claim you<br>wish to correct.<br>S – select to view<br>U – make updates | 8        | D       | po<br>S/L  | oulated,<br>OC and | ls will be a<br>always ve<br>I TOB field | erify the<br>ds | ]       |            |          |
| PLEASE MA  | KE A SEI | ECTION  | , ENI      | ER NEW             | KEY DAT                                  | TA, OR          | PRESS P | F3 TO EXIT |          |
|  |          |         |            |                    |  | ~               |         |            |          |





# Review Reason(s) for RTP

- On claim page 1, reason code(s) listed on lower left corner
- Hit <F1/PF1> to review reason code file
  - Also available through Inquiries Submenu (01), Reason Code file (17)
- After reviewing reason code narrative, hit <F3/PF3> to return to claim
- Press <F9/PF9> key to save and submit claim
  - If no errors, claim is submitted (Can enter next claim)
  - If error(s), reason code appears lower left corner of screen





# Claim Entry/Correction – Key Points

- Data entry screens set up similar to UB-04 claim form
- Six pages to a claim
- Depending on TOB
  - Cursor may skip fields not required
- TOB defaults to 111 for IP, 131 for OP and 211 for SNF
  - If entering a different TOB, type over default
- Do not press F3/PF3 key
  - If pressed while entering claim before it is stored (F9/PF9), all keyed information will be lost





# Claim Entry – Six Pages

| Pages for<br>Claim Entry | МАР     | Corresponds to or Contains  |
|--------------------------|---------|---|
| Page 01                  | MAP1711 | UB-04, FLs 1–41: Patient information, CCs, OCs, OSCs, and VCs                               |
| Page 02                  | MAP1712 | UB-04, FLs 42–49: Revenue and CPT/HCPCS codes, charges and DOS                              |
| Page 03                  | MAP1713 | UB-04, FLs 50–57 and 66–79: Payer, diagnosis code, procédure code and physician information |
| Page 03                  | MAP1719 | MSP payment information from primary payer's RA   |
| Page 04                  | MAP1714 | UB-04, FL 80: Remarks   |
| Page 05                  | MAP1715 | UB-04, FLs 58–65  |
| Page 06                  | MAP1716 | Primary insurer's address information   |





| MAP1711   | PAGE 01    | NATIO   | NAL GO | VERNME  | NT SEP | VICES | ,#13001 | UAT  | ACMFA       | 561 06/11       | /18  |
|-----------|------------|---------|--------|---------|--------|-------|---------|------|-------------|-----------------|------|
| MXG9282   | sc         |         | INS    | ST CLAI | M ENTR | Y     |         |      | C2018       | 31F 14:04       | :35  |
| HIC       |            | тов 11  | 1 s/1  | LOCSB   | 0100 c | SCAR  |         |      | sv:         | UB-FOR          | M    |
| NPI       | TRAN       | IS HOSP | PROV   |         |        | Р     | ROCESS  | NEW  | HIC         |                 |      |
| PAT.CNTL# | :          |         |        | TAX#/   | SUB:   |       |         | T    | AXO.CD:     |                 |      |
| STMT DATE | S FROM     |         | TO     | D       | AYS CO | v     | N-C     |      | co          | LTR             |      |
| LAST      |            |         |        | FIRST   |        |       | м       | I    | DOB         |                 |      |
| ADDR 1    |            |         |        |         | 2      |       |         |      |             |                 |      |
| 3         |            |         |        | 4       |        |       |         |      |             | CARR:           |      |
| 5         |            |         |        | 6       |        |       |         |      |             | LOC:            |      |
| ZIP       | SEX        | MS      | ADMIT  | DATE    |        | HR    | TYPE    | SRC  | DHM         | STAT            |      |
| COND CO   | DDES 01    | 02      | 03     | 04      | 05     | 06    | 07      | 08   | 09          | 10              |      |
| OCC CDS/I | DATE 01    |         | 02     |         | 03     |       | 04      |      | 0           | 5               |      |
|           | 06         |         | 07     |         | 08     |       | 09      |      | 1           | .0              |      |
| SPAN CO   | DDES/DATES | 5 01    |        |         | 02     |       |         |      | 03          |                 |      |
| 04        |            | 05      |        |         | 06     |       |         |      | 07          |                 |      |
| 08        |            | 09      |        |         | 10     |       |         |      | FAC.ZIP     | •               |      |
| DCN       |            |         |        |         |        |       |         |      |             |                 |      |
|           | ALUE (     |         |        | АМО     | UNI    | s -   |         | I    | MSP APP     | IND             |      |
| 01        |            |         | 02     |         |        |       | 03      |      |             | Apportion Indic | ator |
| 04        |            |         | 05     |         |        |       | 06      |      | is no longe | r used.         |      |
| 07        |            |         | 08     |         |        |       | 09      |      |             |                 |      |
|           | SE ENTER I |         |        |         |        |       |         |      |             |                 |      |
| PRES      | SS PF3-EXI | T PF5   | -SCROI | LL BKWD | PF6-   | SCROL | L FWD   | PF7- | PREV P      | F8-NEXT         |      |









PRESS PF2-171D PF3-EXIT PF5-UP PF6-DOWN PF7-PREV PF8-NEXT PF9-UPDT PF11-RIGHT

PROCESS COMPLETED ---PLEASE CONTINUE

|   | MAP1712 | PAGE 02 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 03/21/19 |
|---|---------|---|
|   | MXG9282 | SC INST CLAIM ENTRY A20192BF 12:44:48                             |
| l |         | REV CD PAGE 01  |
| l | MID     | TOB 111 S/LOC S B0100 PROVIDER                                    |
| l | UTN     | PROG REP PAYEE RRB EXCL IND PROV VAL TYPE                         |
| l |         | TOT COV SERV RED  |
| l | CL REV  | HCPC MODIFS RATE UNIT UNIT TOT CHARGE NOOV CHARGE DATE IND        |
| н |         |   |

| HIC         |         | TOB 1 | 111 : | s/LOC | S B0100 | PROV   | IDER   |       |         |       |       |     |
|-------------|---------|-------|-------|-------|---------|--------|--------|-------|---------|-------|-------|-----|
| NDC CD      |         |       |       |       | OFFSITE | ZIP    |        | ADJ M | BI      |       | I     | ND  |
| CD ID       | PAYER   |       |       |       | OSCAR   | 2      | RI     | AB    |         | ES    | T AMT | DUI |
| A           |         |       |       |       |         |        |        |       |         |       |       |     |
| в           |         |       |       |       |         |        |        |       |         |       |       |     |
| с           |         |       |       |       |         |        |        |       |         |       |       |     |
| DUE FROM PA | TIENT   |       |       |       |         | SE     | RV FAC | C NPI |         |       |       |     |
| MEDICAL REC | ORD NBR |       |       |       | COS     | ST RPT | DAYS   |       | NON COS | r RPT | DAYS  |     |
| DIAG CODES  | 01      |       | 02    |       | 03      |        | 04     | 4     | 0       | 5     |       |     |
| 06          | 07      |       | 0     | в     | 09      | •      |        |       | END OF  | POA   | IND   |     |
| ADMITTING D | IAGNOSI | s     |       | E     | CODE    |        | HOS    | SPICE | TERM IL | L IND |       |     |
| IDE         |         |       | GAF   |       |         |        | PRV    |       |         |       |       |     |
| PROCEDURE C | ODES AN | D DA1 | TES 0 | L     |         | 02     |        |       |         |       |       |     |
| 03          |         | 04    |       |       | 05      |        |        | 06    |         |       |       |     |
| ESRD HRS    | ADJ R   | EAS C | D     | REJ   | CD      | NON    | PAY CI | D     | ATT TAX | C     |       |     |
| ATT PHYS    | NP      | I     |       |       | L       |        |        | F     |         | м     | SC    |     |
| OPR PHYS    | NP      | I     |       |       | г       |        |        | F     |         | м     | SC    |     |
| OTH OPR     | NP      | I     |       |       | г       |        |        | F     |         | м     | SC    |     |
| REN PHYS    | NP      | I     |       |       | г       |        |        | F     |         | м     | sc    |     |
|             | NP      | -     |       |       | L       |        |        | F     |         | м     | SC    |     |





# Claim Entry Page 03 (MAP1719)

- MSP Payment Information page
  - Press F11/PF11, from page 03 (MAP1713), to access
  - Press F6/PF6 to display a second page for payer 2
- Up to 20 entries each for primary payers 1 and 2
  - Field names (enter information from primary payer's RA)
    - Paid date: Enter paid date
    - Paid amount: Enter paid amount (must equal amount entered for MSP VC) and must equal charges less amount with CAGC and CARC
    - GRP: Enter group code(s), also known as CAGC(s)
    - CARC: Enter CARC(s)
    - AMT: Enter dollar amount(s) associated with CAGC and CARC





| MXG9282 | sc        |            | INST CLAIN    |           |      | C2       | 01831F 14:05:                        |
|---------|-----------|------------|---------------|-----------|------|----------|--------------------------------------|
| IIC     |           | TOB 111    | S/LOC S BO    | 0100 PROV | IDER |          |                                      |
| RI:     |           | MSP P      | <b>АҮМЕ</b> N | TINF      | ORMA | FION     |                                      |
| PRIMARY | PAYER 1   | MSP PAYME  | NT INFORMAT   | NON       |      |          |                                      |
| PAID DA | ATE :     | PAID       | AMOUNT:       |           |      |          | Tip: Any dollar<br>amounts listed in |
| GRP     | CARC      | AMT        |               | GRP       | CARC | AMT      | this section, when                   |
| GRP     | CARC      | AMT        |               | GRP       | CARC | AMT      | added together,                      |
| GRP     | CARC      | AMT        |               | GRP       | CARC | AMT      | must equal total<br>charges.         |
| GRP     | CARC      | AMT        |               | GRP       | CARC | AMT      | onargeo.                             |
| GRP     | CARC      | AMT        |               | GRP       | CARC | AMT      |                                      |
| GRP     | CARC      | AMT        |               | GRP       | CARC | AMT      |                                      |
| GRP     | CARC      | AMT        |               | GRP       | CARC | AMT      |                                      |
| GRP     | CARC      | AMT        |               | GRP       | CARC | AMT      |                                      |
| GRP     | CARC      | AMT        |               | GRP       | CARC | AMT      |                                      |
| GRP     | CARC      | AMT        |               | GRP       | CARC | AMT      |                                      |
|         | PROCESS C | OMPLETED - |               | CONTINUE  |      | PDT PF10 | -LFT PF11-RGH                        |





| MAP1719 PAGE 03 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 06/11   MXG9282 SC INST CLAIM ENTRY C201831F 14:05 |
|---|
|   |
| $m_{0}$ $m_{0}$ $m_{111}$ $a/r_{0}$ $a$ $n_{0100}$ $m_{01}$   |
| HIC TOB 111 S/LOC S B0100 PROVIDER  |
| MSP PAYMENT INFORMATION   |
| RI:   |
|   |
| PRIMARY PAYER 2 MSP PAYMENT INFORMATION   |
|   |
| PAID DATE: PAID AMOUNT:   |
|   |
| GRP CARC AMT GRP CARC AMT   |
|   |
| GRP CARC AMT GRP CARC AMT   |
| GRP CARC AMT GRP CARC AMT   |
| GRP CARC AMT GRP CARC AMT   |
|   |
|   |
|   |
| PROCESS COMPLETED PLEASE CONTINUE   |
| PROCESS COMPLETED PLEASE CONTINUE<br>PRESS PF3-EXIT PF5-BKWD PF6-FWD PF7-PREV PF8-NEXT PF9-UPDT PF10-LFT PF11-RG    |





# **Reporting CAGCs and CARCs**

- CAGC(s) from primary payer's RA (835)
  - Identifies general category of payment adjustment
  - Required when primary payer adjusts billed charges
  - Options
    - CO (Contractual Obligations),
    - CR (Corrections and Reversals),
    - OA (Other Adjustments),
    - PI (Payer Initiated Reductions) and
    - PR (Patient Responsibility)
- CARC(s) from primary payer's RA (835)
  - Communicates an adjustment
  - Explains why primary payer paid differently from amount billed to them
  - External Code Lists/X12





#### Example With CAGC and CARC Coding

- Beneficiary
  - Working aged with EGHP
  - IP = 11/2/2020-11/7/2020
  - Met Part A deductible
- Provider
  - Charges = \$10,000
  - Bills EGHP primary; contract
- EGHP
  - Allowed = \$8,000 per contract
  - Applies coinsurance = \$800
  - Paid = \$7,200 on 11/15/2020

- Claim entry page 01 (MAP1711)
  - MSP VC 12 = \$7,200
  - MSP VC 44 = \$8,000
- Claim entry page 03 (MAP1719)
  - Paid date = 11/15/2020
  - Paid amount = \$7,200
  - CAGCs, CARCs and amounts = CO, 45, \$2,000 and PR, 2, \$800





| MAP1714 PAGE 04 NATIONAL COVERNMENT SERVICES, #13001 UAT ACMFA561 06/11/18   MXG9282 SC INST CLAIM ENTRY C201831F 14:06:14   REMARK PAGE 01 HIC TOB 111 S/LOC S B0100 PROVIDER   REMARKS Tip: There are 10 lines available to enter Remarks. If more are needed, use the F6 key for an additional 10 lines. If even more are needed, use the F6 for an additional 10 lines, making total of 30 lines available. |                |                       |          |                         |        |  |   |                                  |       |
|---|----------------|-----------------------|----------|-------------------------|--------|--|---|----------------------------------|-------|
| REMARK PAGE 01<br>HIC TOB 111 S/LOC S B0100 PROVIDER<br>REMARKS<br>Tip: There are 10 lines available to<br>enter Remarks. If more are<br>needed, use the F6 key for an<br>additional 10 lines. If even more<br>are needed, use the F6 for an<br>additional 10 lines, making total of  |                |                       | NATIONA  |                         |        | CES,#13001 UZ  |   |                                  |       |
| HIC TOB 111 S/LOC S B0100 PROVIDER    REMARKS   Tip: There are 10 lines available to enter Remarks. If more are needed, use the F6 key for an additional 10 lines. If even more are needed, use the F6 for an additional 10 lines, making total of  | MXG9282        | SC                    |          | INST CLAIM H            | ENTRY  |  | C201  | 1831F 14:0                       | 06:14 |
| <b>REMARKS</b><br>Tip: There are 10 lines available to<br>enter Remarks. If more are<br>needed, use the F6 key for an<br>additional 10 lines. If even more<br>are needed, use the F6 for an<br>additional 10 lines, making total of   |                |                       |          |                         |        | REMARK   | PAGE 01   |                                  |       |
| Tip: There are 10 lines available to<br>enter Remarks. If more are<br>needed, use the F6 key for an<br>additional 10 lines. If even more<br>are needed, use the F6 for an<br>additional 10 lines, making total of   | HIC            |                       | TOB 111  | S/LOC S B010            | 00 PR  | OVIDER   |   |                                  |       |
| Tip: There are 10 lines available to<br>enter Remarks. If more are<br>needed, use the F6 key for an<br>additional 10 lines. If even more<br>are needed, use the F6 for an<br>additional 10 lines, making total of   |                |                       |          |                         |        |  |   |                                  |       |
| Tip: There are 10 lines available to<br>enter Remarks. If more are<br>needed, use the F6 key for an<br>additional 10 lines. If even more<br>are needed, use the F6 for an<br>additional 10 lines, making total of   | REMARKS        |                       |          |                         |        |  |   |                                  |       |
|   |                |                       |          |                         |        | enter Remarks.<br>needed, use th<br>additional 10 lin<br>are needed, us<br>additional 10 lin | If more a<br>e F6 key f<br>nes. If eve<br>e the F6 fo<br>nes, makin | are<br>or an<br>en more<br>or an |       |
|   | 47 PACE        | MAKER                 | 48 AMBU  | LANCE 40                | THER   | APY 41 H   | HOME HEAD   | LTH                              |       |
| 47 PACEMAKER 48 AMBULANCE 40 THERAPY 41 HOME HEALTH   | 58 HBP         | CLAIMS (M             | ED B)    | E1                      | ESRD   |  |   |                                  |       |
| 58 HBP CLAIMS (MED B) E1 ESRD ATTACH  | ANSI COD       | ES - GROU             | P: AD    | J REASONS:              | AP     | PEALS: Not   | used at this  | s time                           |       |
|   | PR<br>PRESS PF | OCESS COM<br>3-EXIT P | PLETED - | PLEASE (<br>BKWD PF6-SC | CONTIN |  | V PF8-NE  | XT PF9-U                         | JPDT  |





| MAP1715 PAGE 05 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 06 | /11/18 |
|---|--------|
| MXG9282 SC INST CLAIM ENTRY C201831F 14                             | :06:23 |
|   |        |
| HIC TOB 111 S/LOC S B0100 PROVIDER                                  | 1      |
| INSURED NAME REL CERT-SSN-HIC SEX GROUP NAME DOB INS GROUP NUMBER   |        |
| A   |        |
| в   |        |
| 8   |        |
| с   |        |
|   | J      |
| TREAT. AUTH. CODE   |        |
|   |        |
|   |        |
|   |        |
| TREAT. AUTH. CODE   |        |
|   |        |
| TREAT. AUTH. CODE   |        |
|   |        |
|   |        |
|   |        |
| PROCESS COMPLETED PLEASE CONTINUE                                   |        |
| PRESS PF3-EXIT PF7-PREV PF8-NEXT PF9-UPDT                           |        |
|   |        |





| MAP1716 PAGE 06 NATIONAL GOVERNMENT SERVICES,#1300<br>MXG9282 SC INST CLAIM ENTRY   | 1 UAT ACMFA561 06/30/20<br>A20203BF 09:08:22 |  |
|---|--|--|
| MID TOB 131 S/LOC S B0100 PROVIDER 33   | 0100   |  |
| MSP ADDITIONAL INSURER INFORMATION<br>1ST INSURERS ADDRESS 1  |  |  |
| 1ST INSURERS ADDRESS 2  |  |  |
| CITY ST ZIP   |  |  |
| 2ND INSURERS ADDRESS 1<br>2ND INSURERS ADDRESS 2  |  |  |
| CITY ST ZIP   |  |  |
| PAYMENT DATA DEDUCTIBLE COIN  | CROSSOVER IND                                |  |
| PARTNER ID  |  |  |
| PAID DATE PROVIDER PAYMENT PAI  | D BY PATIENT                                 |  |
| REIMB RATERECEIPT DATE 063020PROVIDER INTERESTCHECK/EFT NOCHECK/EFT ISSUE DATEPAYMENT CODEPIP PAY AS CASHPRICER DATAHOSPICE PRIOR DYSDRGOUTLIER AMTTTL BLNDED PAYMTFED SPEC |  |  |
| CHECK/EFT NO CHECK/EFT ISSUE DATE PAYMENT CODE  |  |  |
| PIP PAY AS CASH PRICER DATA HO  | SPICE PRIOR DYS                              |  |
| INIT DRG GRH ORIG REIMB AMT NET I   | NI FED SPEC                                  |  |
| TECH PROV DAYS TECH PROV CHARGES  |  |  |
| OTHER INS ID CLINIC CODE IOCE CLM   | PR FL  |  |
| PROCESS COMPLETED PLEASE CONTINUE   |  |  |
| PRESS PF3-EXIT PF7-PREV PAGE PF9-UPDT ENTER-CONTIN  | UE   |  |





# What You Should Do Now

- Develop and implement policies that ensure providers MSP responsibilities are met
- Submit accurately coded MSP claims
- Review MSP Resources 2021 Handout
- Share this information with staff
- Continue to learn more about MSP
- Continue to attend our educational sessions





# Education Tab on our Website

- For a complete listing of our educational activities, visit the Education mega tab on <u>our website</u>
- Our Education includes links to
  - Webinars, Teleconferences & Events Calendar
  - Medicare University
  - New Provider Center
  - POE Advisory Group
  - And much more
- Easiest, fastest way to be aware of POE information





#### **Thank You!**

- Follow-up email
  - Attendees will be provided a Medicare University Course Code
- Questions?





