

Using FISS DDE to Adjust or Cancel Medicare Claims

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Today's Presenters

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Objectives

- Advise providers when/how to adjust claims through the FISS DDE online system
 - Including adjusting claims due to an MSP-related Issue
- Provide simple steps for completing a claim cancel through FISS DDE

Agenda

- Claim adjustments
 - How to complete a claim adjustment
 - Demonstration of claim adjustment process
 - Adjusting a claim due to a MSP-related issue
 - Preparing MSP-Related Adjustments Chart
- Claim cancels
 - How to complete a claim cancel
 - Demonstration of claim cancellation process
- Questions and answers

What You Need to Know About Claim Adjustments



Adjustments - Defined

- Adjustments are submitted to **change details** on processed claim
 - **Report services not previously billed**
 - Delete services billed in error
 - Correct DOS
 - Add/change units
 - Correct diagnosis codes
 - Change MSP rejected claim to primary

Which Claims Can Be Adjusted

- Adjustments only apply to claims in these S/LOCs
 - P/B9997 (Processed)
 - R/B9997 (Rejected) (limited use only)
 - Only rejected claims that have posted to CWF are eligible for adjustment
 - Example of rejections that post to CWF: Timely filing rejections
 - Example of rejections that do not post to CWF: Eligibility rejections

Reviewing the Tape-to-Tape Flag

- Indicates whether claim has posted to CWF
 - Log in to FISS DDE
 - Access Inquiries sub-menu (01) Claim Summary option (12)
 - Search for and select claim
 - Review claim page 02 - MAP171D
 - Look for “TPE-TPE” field
 - If value is “blank,” claim has posted to CWF
 - Must adjust claim to make changes
 - If value is “X,” claim did not post to CWF
 - Must resubmit new claim for processing

Reviewing the Tape-to-Tape Flag

```

MAP171D  PAGE 02  NATIONAL GOVERNMENT SERVICES #14013 UAT  ACMFA781 11/18/20
MXG9282  SC          INST CLAIM ADJUSTMENT          A20204DP 13:37:16
DCN ██████████ MID          RECEIPT DATE 111820 TOB 137
STATUS R LOCATION B9997  TRAN DT 000000  STMT COV DT 051120  TO 051120
PROVIDER ID          BENE NAME
NONPAY CD  GENER HARDCPY  MR INCLD IN COMP  CL MR IND
TPE-TO-TPE X USER ACT CODE  WAIV IND  MR REV URC  DEMAND
REJ CD      MR HOSP RED    RCN IND  MR HOSP-RO  ORIG UAC
MED REV RSNS
OCE MED REV RSNS
  1  HCPC/MOD IN  SERV          -----REASON-CODES-----
REV HCPC MODIFIERS  DATE  COV-UNT  COV-CHRG  ADR
0306 87077          051120    1      89.00  FMR
ORIG          ORIG REV    MR      ODC
OCE OVR 0 CWF OVR  NCD OVR  NCD DOC  NCD RESP 1 NCD#      OLUAC
      NON      NON  DENIAL OVER ST/LC  MED  -----ANSI-----
LUAC COV-UNT  COV-CHRG  REAS  CODE OVER  TEC  ADJ  GRP  -----REMARKS-----

TOTAL          LINE ITEM REASON CODES
PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF2-1712 PF3-EXIT PF5-UP PF6 DOWN PF7-PREV PF8-NEXT PF10-LEFT
  
```

Claim Status/Location Reminder

- RTP (T/B9997) claims can be corrected, but cannot be adjusted or cancelled
- Denied (D/B9997) claims can be appealed, but cannot be adjusted or cancelled
- Suspended (S) claims or those on the “payment floor” (P/B9996) are not finished processing yet and cannot be adjusted or cancelled

Using FISS DDE to Adjust a Claim

1. Gather required information
2. Access processed/rejected claim
3. Make claim adjustments
 - Claim change reason code
 - Claim lines
 - Adjustment reason code
 - Remarks
4. Submit and verify claim adjustment

Step 1: Gather Required Information

- Claim change reason code chart
 - Describes reason why claim is changing
 - Two-digit alpha-numeric code
 - Entered on claim page 1 (condition code)
- Adjustment reason code
 - Describe reason for adjustment
 - Two-digit alpha code
 - Entered on claim page 3 in adjustment reason code field

Step 2: Access the Claim

- Log into FISS DDE
- Select Claims Correction Menu (option 03)
- Select option from Claim and Attachments Correction Menu
 - Based on processed/rejected claim type
 - Inpatient – 30
 - Outpatient – 31
 - SNF – 32
 - Home Health – 33
 - Hospice – 35

Step 2: Access the Claim

- Enter MBI and DOS
 - List of processed claims will be displayed
 - To view list of rejected claims that can be adjusted, overwrite 'P' in status field with 'R'
- Select claim to be adjusted by placing 'U' in SEL field
 - Claim opens at page 1
 - TOB automatically changes to XX7
 - System pulls in DCN from claim to be adjusted

Step 3: Make Adjustments to Claim

- On claim page 1, enter claim change reason code in CC field
 - Only one claim change reason code should be reported per adjustment claim
 - If more than one applies, choose the most appropriate claim change reason code

Claim Change Reason Codes (Condition Codes) for Adjustments

Reason Code	Description
D0 (zero)	Changes to service dates
D1	Changes to charges
D2	Changes to revenue/HCPCS/HIPPS rate codes
D3	Second or subsequent interim PPS bill
D4	Changes in ICD-10-CM diagnosis/procedure code <ul style="list-style-type: none"> • Use for IP acute care hospital, LTCH, IRF, and SNF
D7	Change to Medicare primary, conditional, or cost-avoided claim to make Medicare secondary
D8	Change to MSP claim to make Medicare primary
D9	Any other change to MSP/conditional claim Change to cost-avoided claim to make Medicare primary Any other change (Remarks required)
E0 (zero)	Change in patient status

Step 3: Make Adjustments to Claim

- When reason for adjustment is to make changes to claim lines, make appropriate claim adjustments on claim page 2
 - Change units, codes, rates; recalculate total charges

Avoid a Common Adjustment Error

- When claims reject, charges are placed into the "NCOV CHARGES" (noncovered charges) field on claim page 02
- Claim lines must be deleted and added as new covered charge lines when claim is adjusted
- Be sure the 0001 Totals line is re-added and calculated appropriately

Delete and Rekey Claim Lines

- Delete revenue code lines by placing a 'D' on the first position of the revenue code
 - Press the <Home> key
 - Press the <Enter> key
 - This will delete the entire revenue code line
- Add new charges by first deleting Total Charge (0001) line, adding new line(s)
- Make sure Total Charge line (0001) added and recalculated

Step 3: Make Adjustments to Claim

- On claim page 3, enter adjustment reason code
 - Listing of adjustment reason codes located in FISS DDE Inquiry menu (01) Adjustment Reason Code file (16)

FISS Adjustment Reason Code File

MAP1821 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 11/18/20
MXG9282 SC ADJUSTMENT REASON CODES INQUIRY A20204DP 13:52:28
SELECTION SCREEN MNT: MXG9282 111820

CLAIM TYPES:

I = INPATIENT/SNF, O = OUTPATIENT, H = HOME HEALTH/CORF, A = ALL CLAIMS

PLAN CODE: 1 REASON CODE: _

S	PC	RC	HC	TYPE	NARRATIVE
1	BF	BF	H	HHPPS	FINAL NOT RECEIVED
1	BL	BL	A		This overpayment is a result of a claim being processed with
1	BM	TB	A		ORIGINALL PROCESSED A SBLACK LUNG, NOW MAKE MEDICARE PRIME.
1	CA	CA	I		This claim adjustment is a result of the cost outlier approval.
1	CB	CB	A		This overpayment is the result of the credit balance report.
1	CC	CC	A		This overpayment is a result of the change in the charge amount.
1	CD	CD	I		This overpayment is a result of a Quality Improvement Organizati
1	CE	OT	A		REVENUE CODE CORRECTION.
1	CF	CF	A		This overpayment is a result of a change in coverage.
1	CH	OT	O		CORRECTION OF OUTPATIENT CASH DEDUCTIBLE.
1	CI	OT	A		CORRECTION OF PATIENT CASH DEDUCTIBLE.
1	CN	OT	I		CHANGE IN COV TO NONCOV/NONCOV TO COV DAYS
1	CO	CO	I		This overpayment is a result of a Quality Improvement Organizati
1	CP	CP	I		This overpayment is a result of a partially approved cost outlie
1	CR	CR	A		A claim reconsideration adjustment has been processed.

PROCESS COMPLETED --- PLEASE CONTINUE

PRESS PF3-EXIT PF5-SCROLL BKWD PF6-SCROLL FWD

Step 3: Make Adjustments to Claim

- On claim page 4, enter Remarks
 - For any situation where an adjustment requires some explanation
 - When claim change reason code D9 is used, Remarks are mandatory
 - CC D9 causes claim to kick out to manual processing and remarks will be read by a claims reviewer
 - Remarks otherwise not mandatory for adjustments

Step 4: Submit & Verify Claim Adjustment

- Review changes to ensure accuracy
- Hit <F9/PF9> to resubmit claim for processing
- Verify that claim was stored correctly by going into Inquiries submenu (Option 01) and choosing Claims Summary option (Menu 12)
 - Available next day after updating claim (<F9/PF9>)
 - Key patient's MBI and from/through dates of adjustment claim
 - Adjustment should appear in 'S' Location
 - TOB = XX7

FISS DDE Adjustment Demonstration: Adding Charges to a Claim

- Additional services need to be added to processed outpatient claim
 - Claim was processed without CPT code G0449
- Claim must be adjusted

Step 1: Gather Required Information

- Reason for adjustment
 - Change in charges
- Appropriate claim change reason code
 - D1
- Appropriate adjustment reason code
 - CE

Step 2: Access the Claim

```
MAP1704      NATIONAL GOVERNMENT SERVICES,#13001 UAT  ACMFA561 11/19/20
MXG9282      CLAIM AND ATTACHMENTS CORRECTION MENU  A20204DP 12:18:07

                CLAIMS CORRECTION
INPATIENT                21
OUTPATIENT              23
SNF                     25
HOME HEALTH             27
HOSPICE                 29
                CLAIM ADJUSTMENTS      CANCELS
INPATIENT                30                50
OUTPATIENT              31                51
SNF                     32                52
HOME HEALTH             33                53
HOSPICE                 35                55
                ATTACHMENTS
PACEMAKER                42
AMBULANCE                43
HOME HEALTH             45

ENTER MENU SELECTION: 31

PLEASE ENTER DATA - OR PRESS PF3 TO EXIT
```

Step 2: Access the Claim

```

MAP1741          NATIONAL GOVERNMENT SERVICES,#13001 UAT   ACMFA561 11/19/20
MXG9282   SC _          CLAIM SUMMARY INQUIRY             A20204DP 12:21:23
                                NPI ██████████
                                MID          PROVIDER          S/LOC P          TOB 13
                                OPERATOR ID MXG9282    FROM DATE          TO DATE          DDE SORT
                                MEDICAL REVIEW SELECT      DCN
                                MID          PROV/MRN        S/LOC          TOB   ADM DT  FRM DT  THRU DT  REC DT
                                SEL  LAST NAME  FIRST INIT  TOT CHG  PROV REIMB PD DT  CAN DT  REAS NPC #DAYS
                                ██████████          P B9996   131          072216 072216 021016
                                17621.39  16954.06  070516          37192
                                P B9996   131          012216 012216 041316
                                17621.39  33908.11  070516          37192
                                P B9996   131          012216 012216 052416
                                17621.39  33908.11  070516          37192
                                P B9996   131          101118 101118 110118
                                12251.79  1612.70  010819          37192
                                u ██████████          P B9997   131          060120 060120 071920
                                6000.00  383.31  091620          37192
                                PROCESS COMPLETED --- PLEASE CONTINUE
                                PLEASE MAKE A SELECTION, ENTER NEW KEY DATA, PRESS PF3-EXIT, PF6-SCROLL FWD
  
```

Step 3: Add Claim Change Reason Code

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MAP1711 PAGE 01 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 11/19/20
MXG9282 SC INST CLAIM ADJUSTMENT A20204DP 12:26:47
MID ██████████ TOB 137 S/LOC S B0100 OSCAR ██████████ SV: UB-FORM
NPI ██████████ TRANS HOSP PROV PROCESS NEW MID
PAT.CNTL#: B01-0130 TAX#/SUB: TAXO.CD: ██████████
STMT DATES FROM 060120 TO 060120 DAYS COV N-C CO LTR
LAST ██████████ FIRST ██████████ MI J DOB ██████████
ADDR 1 ██████████ 2 LAKE RONKONKOMA
3 NY 4 CARR:
5 6 LOC:
ZIP 11779 SEX M MS U ADMIT DATE HR TYPE 3 SRC 1 D HM STAT 01
COND CODES 01 D1 02 03 04 05 06 07 08 09 10
OCC CDS/DATE 01 02 03 04 05
06 07 08 09 10
SPAN CODES/DATES 01 02 03
04 05 06 07
08 09 10 FAC.ZIP 10003 4201
DCN ██████████
VALUE CODES - AMOUNTS - ANS I MSP APP IND
01 A1 198.00 PR 1 02 A2 95.95 PR 2 03 76 75.00
04 78 100034201 05 06
07 08 09
PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT PF5-SCROLL BKWD PF6-SCROLL FWD PF8-NEXT PF9-UPDT
    
```

Step 3: Delete 0001 Totals Line

```

MAP1712  PAGE 02  NATIONAL GOVERNMENT SERVICES,#13001 UAT  ACMFA561 11/19/20
MXG9282  SC      INST CLAIM ADJUSTMENT  A20204DP 12:38:11
                                           REV CD PAGE 01
MID ██████████  TOB 137  S/LOC S B0100  PROVIDER ██████████
UTN          PROG      REP PAYEE    RRB EXCL IND  PROV VAL TYPE
                TOT    COV
CL  REV  HCPC MODIFS  RATE UNIT  UNIT  TOT CHARGE NCOV CHARGE  DATE  IND
 1 0361 66761 RT      00001 00001  5500.00      060120
 2 0636 05116      83.162 00001 00001   500.00      060120
 3 D001
    
```

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

Step 3: Add New Line, Add 0001 Line

```

MAP1712 PAGE 02 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 11/19/20
MXG9282 SC INST CLAIM ADJUSTMENT A20204DP 12:48:46
REV CD PAGE 01
MID ██████████ TOB 137 S/LOC S B0100 PROVIDER ██████████
UTN PROG REP PAYEE RRB EXCL IND PROV VAL TYPE
TOT COV SERV RED
CL REV HCPC MODIFS RATE UNIT UNIT TOT CHARGE NCOV CHARGE DATE IND
1 0361 66761 RT 00001 00001 5500.00 060120
2 0636 05116 83.162 00001 00001 500.00 060120
3 0301 G0499 00001 00001 50.00 060120
4 0001 6050.00
5
6
7
8
9
10
11
12
13
14

PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF2-171D PF3-EXIT PF5-UP PF6-DOWN PF7-PREV PF8-NEXT PF9-UPDT PF11-RIGHT
    
```

Step 3: Add Adjustment Reason Code

```

MAP1713 PAGE 03 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 11/19/20
MXG9282 SC INST CLAIM ADJUSTMENT A20204DP 12:51:38
MI [REDACTED] TOB 137 S/LOC S B0100 PROVIDER [REDACTED]
NDC CD OFFSITE ZIP ADJ MBI IND H
CD ID PAYER OSCAR RI AB EST AMT DUE
A Z MEDICARE [REDACTED] Y Y 0.00
B Y Y 0.00
C 0.00
DUE FROM PATIENT 0.00 0.00 SERV FAC NPI [REDACTED]
MEDICAL RECORD NBR [REDACTED] COST RPT DAYS NON COST RPT DAYS
DIAG CODES 01 H40031 02 03 04 05
06 07 08 09 END OF POA IND
ADMITTING DIAGNOSIS E CODE HOSPICE TERM ILL IND
IDE GAF 0.0000 PRV H40031
PROCEDURE CODES AND DATES 01 02
03 04 05 06
ESRD HRS 00 ADJ REAS CD CE REJ CD NONPAY CD ATT TAXO
ATT PHYS NPI [REDACTED] M SC 18
OPR PHYS NPI [REDACTED] M SC 18
OTH OPR NPI 0000000000 L F M SC
REN PHYS NPI 0000000000 L F M SC
REF PHYS NPI 0000000000 L F M SC
PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT PF5-BKWD PF6-FWD PF7-PREV PF8-NEXT PF9-UPDT PF11-RIGHT
  
```

Step 4: Submit Claim Adjustment

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MAP1713 PAGE 03 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 11/19/20
MXG9282 SC INST CLAIM ADJUSTMENT A20204DP 12:51:38
MID [REDACTED] TOB 137 S/LOC S B0100 PROVIDER [REDACTED]
NDC CD OFFSITE ZIP ADJ MBI IND H
CD ID PAYER OSCAR RI AB EST AMT DUE
A Z MEDICARE [REDACTED] Y Y 0.00
B Y Y 0.00
C 0.00
DUE FROM PATIENT 0.00 0.00 SERV FAC NPI [REDACTED]
MEDICAL RECORD NBR [REDACTED] COST RPT DAYS NON COST RPT DAYS
DIAG CODES 01 H40031 02 03 04 05
06 07 08 09 END OF POA IND
ADMITTING DIAGNOSIS E CODE HOSPICE TERM ILL IND
IDE GAF 0.0000 PRV H40031
PROCEDURE CODES AND DATES 01 02
03 04 05 06
ESRD HRS 00 ADJ REAS CD CE REJ CD NONPAY CD ATT TAXO
ATT PHYS NPI [REDACTED] M SC 18
OPR PHYS NPI [REDACTED] M SC 18
OTH OPR NPI 0000000000 L F M SC
REN PHYS NPI 0000000000 L F M SC
REF PHYS NPI 0000000000 L F M SC
PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT PF5-BKWD PF6-FWD PF7-PREV PF8-NEXT PF9-UPDT PF11-RIGHT
    
```

MSP Claim Adjustments

- Claims that reject for MSP (reason codes 34XXX) always post to CWF
 - Cost-avoid
 - These rejected claims must always be adjusted
 - Resubmitting claims rejected for MSP will always result in a duplicate rejection
- Changing a processed Medicare primary claim to MSP also requires a claim adjustment

MSP Claim Adjustments

- Claims in status/location P B9997 are processed
 - Claims are finalized, having met Medicare's claim coding and/or submission requirements
 - Did not reject due to an open MSP record in CWF
- Claims in status/location R B9997 are rejected
 - Reason code range 34XXX (cost-avoided)
 - Claims have met Medicare's claim coding and/or claim submission requirements
 - However, rejected due to open MSP record in CWF
- To make changes to these claims, adjust them

Adjusting Claims That Rejected for MSP

- When claims are rejected for MSP (reason code 34XXX cost-avoids)
 - FISS places charges into "NCOV CHARGES" (noncovered charges) field on claim page 02
- When these rejected claims are adjusted
 - Claim lines must be deleted and added as new covered charge lines
 - Be sure the 0001 Totals line is re-added and calculated appropriately

Avoid a Common Adjustment Error

- When you want to make a change to a processed or cost-avoided claim for an MSP-related reason, you must adjust that claim
 - If you resubmit a new claim, it will reject as a duplicate claim

Using FISS DDE to Adjust an MSP Claim

3. Make claim adjustments

- Claim change reason code
- Claim lines
- Adjustment reason code
- Primary payer information (CAGC, CARC codes)
- Remarks
- Any additional coding (MSP CC, OC, VC codes)

Claim Change Reason Codes (Condition Codes) for MSP Adjustments

Reason Code	Description
D0 (zero)	Changes to service dates
D1	Changes to charges
D2	Changes to revenue/HCPCS/HIPPS rate codes
D3	Second or subsequent interim PPS bill
D4	Changes in ICD-10-CM diagnosis/procedure code <ul style="list-style-type: none"> • Use for IP acute care hospital, LTCH, IRF, and SNF
D7	Change to Medicare primary, conditional, or cost-avoided claim to make Medicare secondary
D8	Change to MSP claim to make Medicare primary
D9	Any other change to MSP/conditional claim Change to cost-avoided claim to make Medicare primary Any other change (Remarks required)
E0 (zero)	Change in patient status

Primary Payer Information

- Claim page 3 (left view-MAP1719) allows providers to enter adjustments from CAS of primary payer's RA (835)
 - CAGCs, CARCs and amounts
- Hit the <F11/PF11> key on claim page 3 to access this option

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
 - [Washington Publishing Company](#)

Step 3: Add MSP Coding

```

MAP1711 PAGE 01 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 11/19/20
MXG9282 SC INST CLAIM ADJUSTMENT A20204DP 13:55:46
MID [REDACTED] TOB 138 S/LOC S B0100 OSCAR [REDACTED] SV: UB-FORM
NP [REDACTED] TRANS HOSP PROV PROCESS NEW MID
PAT.CNTL#: B01-0130 TAX#/SUB: TAXO.CD: [REDACTED]
STMT DATES FROM 060120 TO 060120 DAYS COV N-C CO LTR
LAST [REDACTED] FIRST [REDACTED] MI J DOB [REDACTED]
ADDR 1 [REDACTED] 2 LAKE RONKONKOMA
3 NY 4 CARR:
5 6 LOC:
ZIP 11779 SEX M MS U ADMIT DATE HR TYPE 3 SRC 1 D HM STAT 01
COND CODES 01 D7 02 03 04 05 06 07 08 09 10
OCC CDS/DATE 01 02 03 04 05
06 07 08 09 10
SPAN CODES/DATES 01 02 03
04 05 06 07
08 09 10 FAC.ZIP 10003 4201
DCN [REDACTED]

```

VALUE	CODES	AMOUNTS	ANSI	MSP APP IND
01 A1 198.00	PR 1 02 A2	95.95 PR 2	03 76	75.00
04 78 100034201	05		06	
07	08		09	

PROCESS COMPLETED --- PLEASE CONTINUE
 PRESS PF3-EXIT PF5-SCROLL BKWD PF6-SCROLL FWD PF8-NEXT PF9-UPDT

Step 3: Add Primary Payer Information

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MAP1713 PAGE 03 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 11/19/20
MXG9282 SC INST CLAIM ADJUSTMENT A20204DP 12:51:38
MID [REDACTED] TOB 137 S/LOC S B0100 PROVIDER [REDACTED]
NDC CD OFFSITE ZIP ADJ MBI IND H
CD ID PAYER OSCAR RI AB EST AMT DUE
A Z MEDICARE [REDACTED] Y Y 0.00
B Y Y 0.00
C 0.00
DUE FROM PATIENT 0.00 0.00 SERV FAC NPI [REDACTED]
MEDICAL RECORD NBR [REDACTED] COST RPT DAYS NON COST RPT DAYS
DIAG CODES 01 H40031 02 03 04 05
06 07 08 09 END OF POA IND
ADMITTING DIAGNOSIS E CODE HOSPICE TERM ILL IND
IDE GAF 0.0000 PRV H40031
PROCEDURE CODES AND DATES 01 02
03 04 05 06
ESRD HRS 00 ADJ REAS CD CE REJ CD NONPAY CD ATT TAXO
ATT PHYS NPI [REDACTED] M SC 18
OPR PHYS NPI [REDACTED] M SC 18
OTH OPR NPI 0000000000 L F M SC
REN PHYS NPI 0000000000 L F M SC
REF PHYS NPI 0000000000 L F M SC
PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT PF5-BKWD PF6-FWD PF7-PREV PF8-NEXT PF9-UPDT PF11-RIGHT
  
```

Step 3: Add Primary Payer Information

MAP1719 PAGE 03 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 11/19/20
MXG9282 SC INST CLAIM ADJUSTMENT A20204DP 12:58:20
MID [REDACTED] TOB 137 S/LOC S B0100 PROVIDER [REDACTED]
MSP PAYMENT INFORMATION

RI:

PRIMARY PAYER 1 MSP PAYMENT INFORMATION

PAID DATE: PAID AMOUNT: 0.00

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
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
PRESS PF3-EXIT PF5-BKWD PF6-FWD PF7-PREV PF8-NEXT PF9-UPDT PF10-LFT PF11-RGHT

What You Need to Know About Claim Cancellation

Cancellation - Defined

- Cancels are submitted to **void** a claim record
 - Processed claim reported with incorrect provider/beneficiary information
 - Duplicate Medicare/OIG payment needs to be returned
 - Outpatient claim for services that apply to 3-day payment window policy needs to be withdrawn
- Cancels only apply to claims in S/LOCs
 - P/B9997 (Processed)
 - R/B9997 (Rejected) that have posted to CWF

Using FISS DDE to Cancel a Claim

1. Gather required information
2. Access processed/rejected claim
3. Cancel the claim
 - Claim change reason code
 - Remarks
4. Submit & verify claim cancellation

Step 1: Gather Required Information

- Claim change reason code chart
 - Describes reason why claim is changing
 - Two-digit alpha-numeric code
 - Entered on claim page 1 (condition code)

Reason Code	Description
D5	Cancel to correct MID or Provider ID
D6	Cancel only to repay a duplicate or OIG overpayment (Includes cancellation of an OP bill services required on IP bill)

Step 2: Access the Claim

- Log into FISS DDE
- Select Claims Correction Menu (option 03)
- Select option from Claim and Attachments Correction Menu
 - Based on processed/rejected claim type
 - Inpatient – 50
 - Outpatient – 51
 - SNF – 52
 - Home Health – 53
 - Hospice – 55

Step 2: Access the Claim

- Enter MBI and DOS
 - List of processed claims will be displayed
 - To view list of rejected claims that can be cancelled, overwrite 'P' in status field with 'R'
- Select claim to be adjusted by placing 'U' in SEL field
 - Claim opens at page 1
 - TOB automatically changes to XX8
 - System pulls in DCN from claim to be canceled

Step 3: Cancel Claim

- On claim page 1, enter claim change reason code in CC field
 - D5 or D6 only
- For any situation where cancellation requires some explanation, enter Remarks on claim page 4
 - Remarks otherwise not mandatory for cancellations

Step 4: Submit & Verify Claim Cancel

- Review changes to ensure accuracy
- Hit <F9/PF9> to cancel claim
- Verify that claim was stored correctly by going into Inquiries submenu (Option 01) and choosing Claims Summary option (Menu 12)
 - Available next day after cancelling claim (<F9/PF9>)
 - Key patient's MBI and from/through dates of cancelled claim
 - Cancelled claim should appear in 'S' Location
 - TOB = XX8

FISS DDE Claim Cancel Demonstration: Incorrect Beneficiary Information

- Outpatient claim submitted with incorrect MBI
 - Data entry error posted reimbursement to wrong patient account
- Claim must be cancelled

Step 1: Gather Required Information

- Reason for cancel
 - Incorrect MBI
- Appropriate claim change reason code
 - D5

Step 2: Access the Claim

MAP1704 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 11/19/20
MXG9282 CLAIM AND ATTACHMENTS CORRECTION MENU A20204DP 13:04:05

CLAIMS CORRECTION

INPATIENT	21
OUTPATIENT	23
SNF	25
HOME HEALTH	27
HOSPICE	29

CLAIM ADJUSTMENTS CANCELS

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

ATTACHMENTS

PACEMAKER	42
AMBULANCE	43
HOME HEALTH	45

ENTER MENU SELECTION: 51

PLEASE ENTER DATA - OR PRESS PF3 TO EXIT

Step 2: Access the Claim

```

MAP1741          NATIONAL GOVERNMENT SERVICES,#13001 UAT   ACMFA561 11/19/20
MXG9282  SC _    CLAIM SUMMARY INQUIRY                   A20204DP 12:21:23
                NPI ██████████

MID              PROVIDER              S/LOC P          TOB 13
OPERATOR ID MXG9282 FROM DATE          TO DATE          DDE SORT
MEDICAL REVIEW SELECT          DCN

MID              PROV/MRN  S/LOC      TOB   ADM DT FRM DT THRU DT  REC DT
SEL LAST NAME  FIRST INIT  TOT CHG  PROV REIMB PD DT  CAN DT REAS NPC #DAYS
██████████          ██████████  P B9996  131           072216 072216  021016
17621.39  16954.06  070516           37192

                P B9996  131           012216 012216  041316
17621.39  33908.11  070516           37192

                P B9996  131           012216 012216  052416
17621.39  33908.11  070516           37192

                P B9996  131           101118 101118  110118
12251.79  1612.70  010819           37192

u ██████████          P B9997  131           060120 060120  071920
6000.00   383.31  091620           37192

PROCESS COMPLETED --- PLEASE CONTINUE
PLEASE MAKE A SELECTION, ENTER NEW KEY DATA, PRESS PF3-EXIT, PF6-SCROLL FWD
    
```

Step 3: Add Claim Change Reason Code

```

MAP1711 PAGE 01 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 11/19/20
MXG9282 SC INST CLAIM ADJUSTMENT A20204DP 13:08:02
MID ██████████ TOB 138 S/LOC S B0100 OSCAR ██████████ SV: UB-FORM
NPI ██████████ TRANS HOSP PROV PROCESS NEW MID
PAT.CNTL#: B01-0130 TAX#/SUB: TAXO.CD: ██████████
STMT DATES FROM 060120 TO 060120 DAYS COV N-C CO LTR
LAST ██████████ FIRST ██████████ MI J DOB ██████████
ADDR 1 ██████████ 2 LAKE RONKONKOMA
3 NY 4 CARR:
5 6 LOC:
ZIP 11779 SEX M MS U ADMIT DATE HR TYPE 3 SRC 1 D HM STAT 01
COND CODES 01 D5 02 - 03 04 05 06 07 08 09 10
OCC CDS/DATE 01 02 03 04 05
06 07 08 09 10
SPAN CODES/DATES 01 02 03
04 05 06 07
08 09 10 FAC.ZIP 10003 4201
DCN ██████████
VALUE CODES - AMOUNTS - ANS I MSP APP IND
01 A1 198.00 PR 1 02 A2 95.95 PR 2 03 76 75.00
04 78 100034201 05 06
07 08 09
PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT PF5-SCROLL BKWD PF6-SCROLL FWD PF8-NEXT PF9-UPDT
    
```

Step 4: Submit Claim Cancellation

```

MAP1711 PAGE 01 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 11/19/20
MXG9282 SC INST CLAIM ADJUSTMENT A20204DP 13:08:02
MID ██████████ TOB 138 S/LOC S B0100 OSCAR ██████████ SV: UB-FORM
NPI ██████████ TRANS HOSP PROV PROCESS NEW MID
PAT.CNTL#: B01-0130 TAX#/SUB: TAXO.CD: ██████████
STMT DATES FROM 060120 TO 060120 DAYS COV N-C CO LTR
LAST ██████████ FIRST ██████████ MI J DOB ██████████
ADDR 1 ██████████ 2 LAKE RONKONKOMA
3 NY 4 CARR:
5 6 LOC:
ZIP 11779 SEX M MS U ADMIT DATE HR TYPE 3 SRC 1 D HM STAT 01
COND CODES 01 D5 02 - 03 04 05 06 07 08 09 10
OCC CDS/DATE 01 02 03 04 05
06 07 08 09 10
SPAN CODES/DATES 01 02 03
04 05 06 07
08 09 10 FAC.ZIP 10003 4201
DCN ██████████
VALUE CODES - AMOUNTS - ANS I MSP APP IND
01 A1 198.00 PR 1 02 A2 95.95 PR 2 03 76 75.00
04 78 100034201 05 06
07 08 09
PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT PF5-SCROLL BKWD PF6-SCROLL FWD PF8-NEXT PF9-UPDT
    
```

Claim Adjustments and Cancels: Special Billing Instructions

How Do Claim Adjustments Relate to Timely Filing Guidelines?

- Adjustments follow CMS regulations for timely filing of claims
 - Adjustments must be submitted within one year of date of service to be considered timely
 - Inpatient claims will be considered timely if submitted within one year of claim “through” date

Timely Filing Exceptions

- Change Request 7270 exceptions to one year calendar claim filing time limit
 - Administrative error
 - Retroactive Medicare entitlement
 - Retroactive Medicare entitlement involving state Medicaid agencies
 - Retroactive disenrollment from a MA plan

Adjusting Claims to Request a Bypass to Timely Filing Guidelines

- If claim meets one of valid exceptions for timely filing, submit a claim adjustment
 - D9 claim change reason code
 - OT adjustment reason code
 - Add remarks on claim page 4 in FISS DDE
 - “Please bypass timely filing because...”
 - Add a clear and concise reason

Timeliness of MSP Adjustments

- If original claim processed as MSP claim and primary payer later takes their payment back from provider
 - You may adjust that MSP claim within one year of its process date
- If original claim processed as Medicare primary claim and primary payer later makes payment to provider
 - You may adjust that primary claim beyond one-year timely filing period since Medicare is being reimbursed
 - If liability is primary payer, refer to instructions provided in CMS IOM Publication 100-05, *Medicare Secondary Payer Manual*, Chapter 2, Section 40.2. letter E

Adjusting LCD or NCD Partially Denied Claims

- Applies to claims with a line item denial reason code of 55A00, 55A01, 52NCD, 53NCD, or **54NCD and the 59xxx series.**
- Make appropriate corrections to diagnosis code
 - Use claim change reason code D9 (add remarks)
 - Adjustment reason code LN
 - Delete and rekey denied line(s) back to covered

Adjusting Other Partially Denied Claims

- Adjustments can be made on any partially denied claim if you are not disputing line item denial
 - For example, you may adjust to add additional services and charges
- Submit adjustment
 - D9 claim change reason code
 - OT adjustment reason code
 - Remarks stating, “Not disputing medically denied line(s), adjusting to...”
 - Provide a clear and concise explanation

Adjusting Recovery Auditor Claims

- You can make changes to RA processed adjustments on FISS DDE as long as you do not change any information related to RA decision
- Submit adjustment
 - Claim change reason code D9
 - Adjustment reason code OT
 - Remarks: “Not disputing RA decision, adjusting to...”
 - Add a clear and concise explanation

Higher-Weighted DRG Adjustments

- Adjusting processed IP hospital claims may result in higher weighted DRG
- Required to be submitted within 60 days
 - Remittance advice date
- Adjustments reviewed by QIO on postpayment basis

Preadmission Services Window

- Inpatient and outpatient claims overlap because of preadmission services window policy
 - Within 72 hours (PPS) or 24 hours (non-PPS)
- Must cancel outpatient claim if all services are related to inpatient admission
 - Claim Change Reason Code D6
- Then adjust inpatient claim
 - Add all applicable diagnostic services on inpatient claim
 - Add non diagnostic services if they are related to inpatient admission

Condition Code 51

- If non diagnostic services within preadmission services window are not related to inpatient admission, adjust outpatient claim to add CC 51
- CR 7142 “Clarification of Payment Window for Outpatient Services Treated as Inpatient Services” issued 10/29/2010

References and Resources



References & Resources

- [NGS website](#)
 - Part A > Education > Manuals
 - FISS DDE Provider Online Guide
 - “Reminder on Deleting Revenue Code Lines in the Fiscal Intermediary Standard System Direct Data Entry System”

Resources and References

- [NGS website](#)
 - Part A > Resources > Claims & Appeals > Medicare Secondary Payer
 - [Prevent an MSP Rejection on a Medicare Primary Claim](#)
 - [Collect and Report Retirement Dates on Medicare Claims](#)
 - [Prepare and Submit an MSP Claim](#)
 - [Prepare and Submit an MSP Conditional Claim](#)
 - [Correct or Adjust a Claim Due to an MSP-Related Issue](#)

References & Resources

- [CR6426, “Instructions on utilizing 837 Institutional CAS segments for Medicare Secondary Payer \(MSP\) Part A Claims”](#)
- [CR7142 “Clarification of Payment Window for Outpatient Services Treated as Inpatient Services”](#)

Resources & References

- [CR7355, “Clarification of Medicare Conditional Payment Policy and Billing Procedures for Liability, No-Fault and Workers’ Compensation Medicare Secondary Payer \(MSP\) Claims”](#)
- [CR8486, “Instructions on Using the Claim Adjustment Segment \(CAS\) for Medicare Secondary Payer \(MSP\) Part A CMS-1450 Paper Claims, Direct Data Entry \(DDE\), and 837 Institutional Claims Transactions”](#)

Thank You!

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

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