

# Creating Social Service Templates

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**Batch:** A mass billing of several claims submitted at once.

**Client ID:** The client's ProviderOne ID number, 9 digits followed by WA, *ex: 123456789WA*

**Provider ID:** The provider's ID number for ProviderOne, 7 digits. This is the same as the Domain number. You will see this listed on the authorization with a 2 digit location code such as 01, *ex: 123456701*.

**TCN:** Transaction Control number; also called the claim number. This is an 18 digit number assigned to a claim for tracking purposes.

**Template:** A template is a reusable billing page that automatically fills out certain pieces of information.

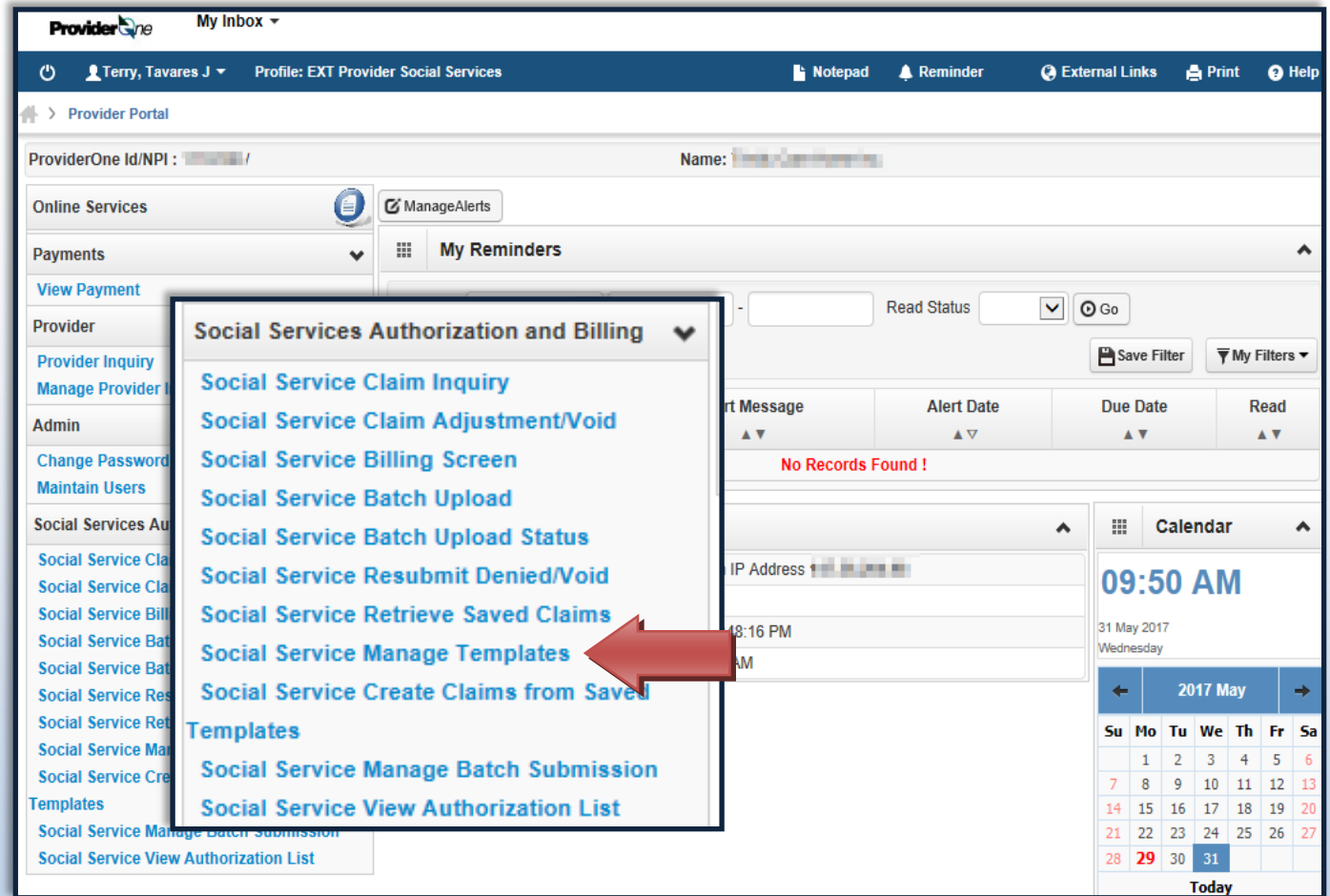
## Create a Template

Templates can be used when you have repetitive billing; where the claim is the same, or nearly the same, each time you bill. With a template, you create a billing page that is reusable.

Using templates is a great way to save time and make billing easier.

Having templates with previously saved information will help cut down on errors by reducing the amount of data entry for each claim.

To create a social service template, first log in to ProviderOne using the 'EXT Provider Social Services' profile. Then select 'Social Service Manage Templates'.



**Note:**

*Creating a template is not the same as submitting a claim.*


*Managing templates is for adding or removing templates. No claims can be submitted from the 'Manage Templates' area.*

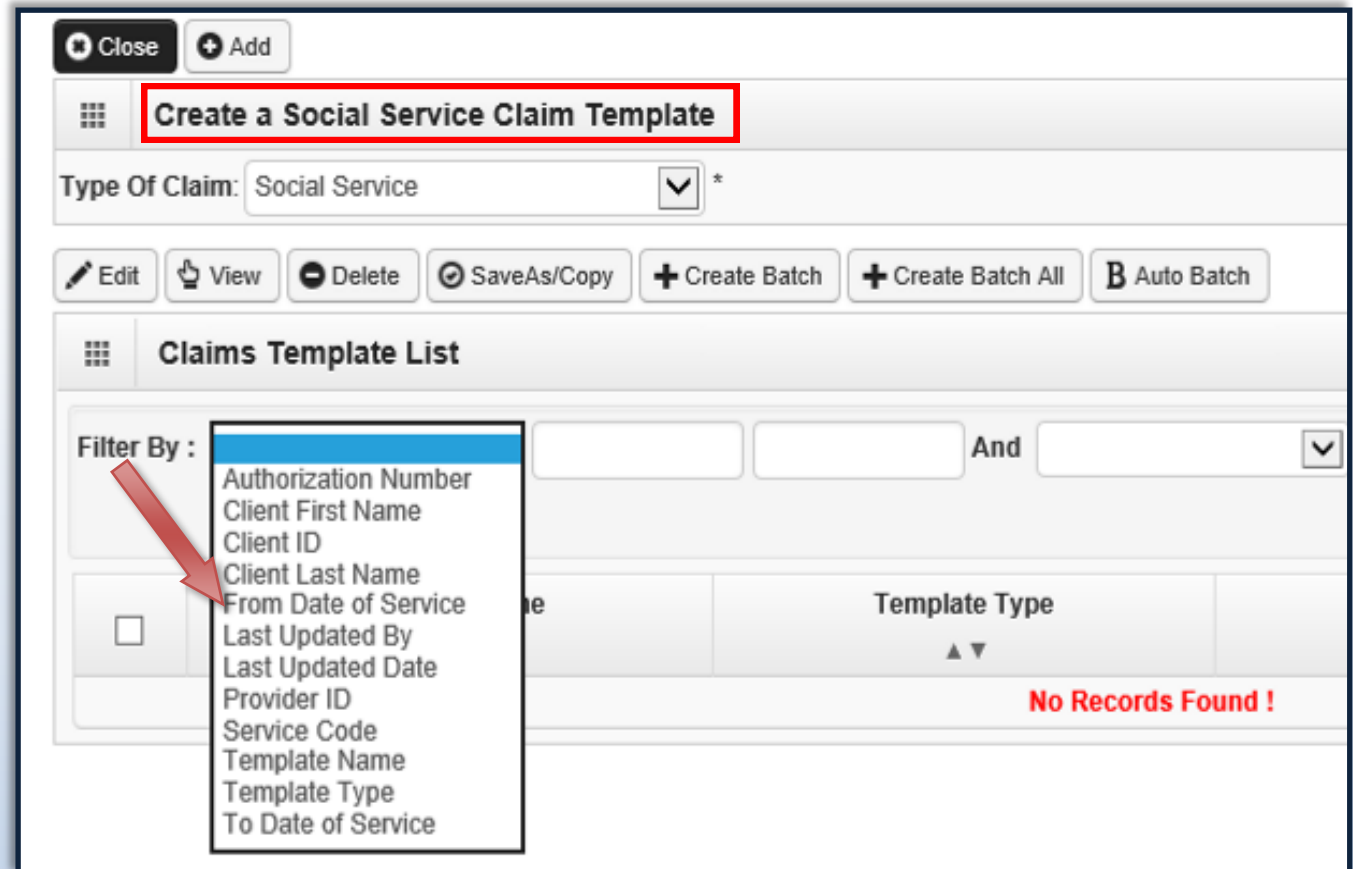
The 'Create a Social Service Claim Template' page appears.

Here you will see any previously saved templates.

When there are a large number of templates you can use the 'Filter By' function to find a template.

(Filter options show in the picture to right.)

Columns can be sorted from A-Z or Z-A by using the  controls below the name of each column.

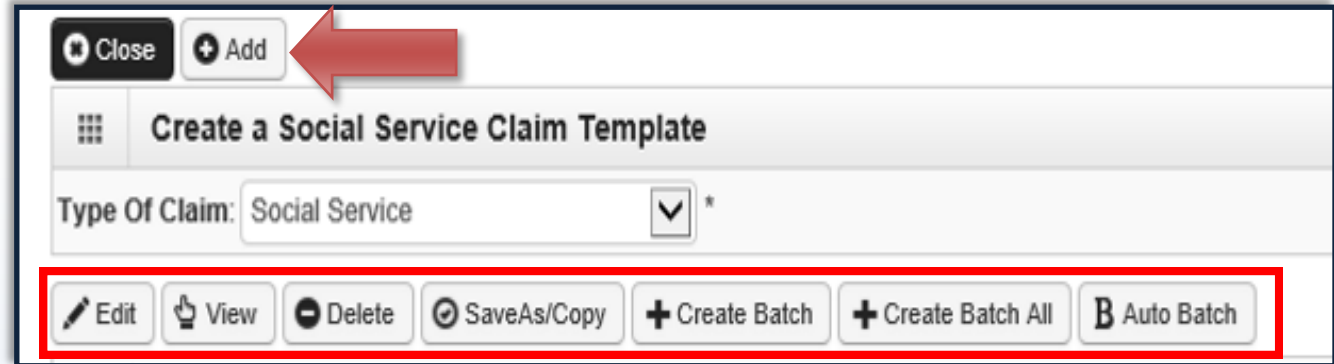


**Note:**

The default 'Type of Claim' is Social Service and should not be changed.

The 'Create a Social Service Claim Template' page can be used to do several things:

- ◆ **Add** a new template.
- ◆ **Edit** a saved template.
- ◆ **View** a saved template.
- ◆ **Delete** a saved template.
- ◆ Change template name or **SaveAs/ Copy** template.
- ◆ **Create** a template batch.
- ◆ To create a new template, click on 'Add'.

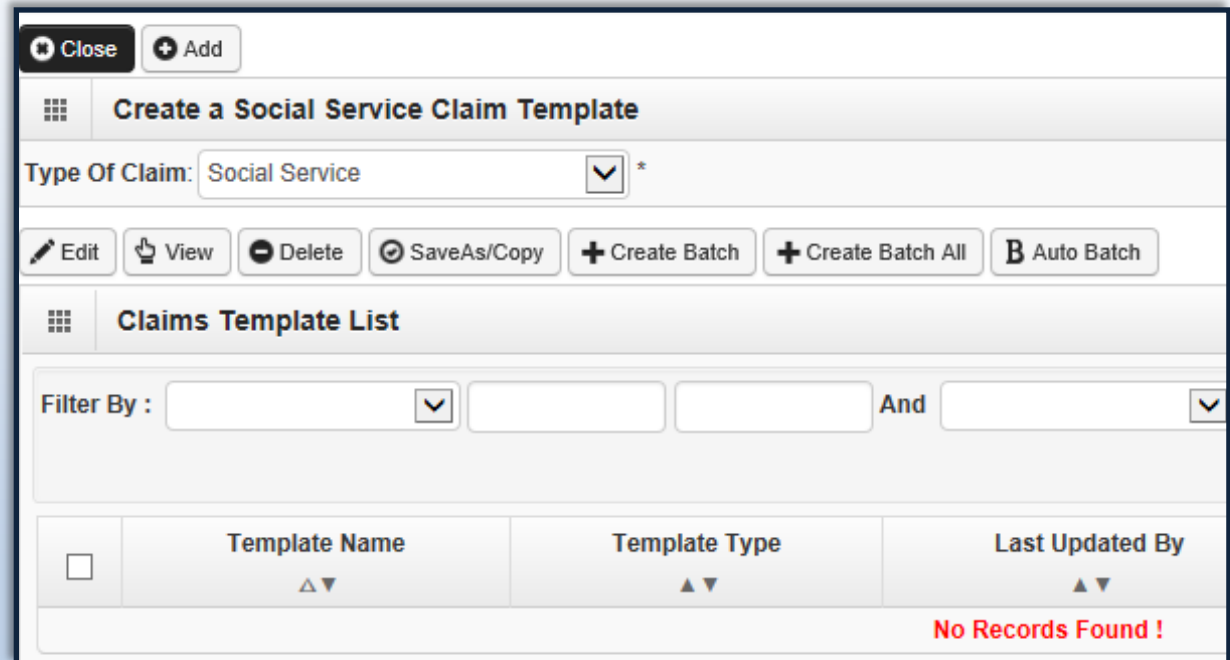


Close Add

Create a Social Service Claim Template

Type Of Claim: Social Service

Edit View Delete SaveAs/Copy Create Batch Create Batch All Auto Batch



Close Add

Create a Social Service Claim Template

Type Of Claim: Social Service

Edit View Delete SaveAs/Copy Create Batch Create Batch All Auto Batch

Claims Template List

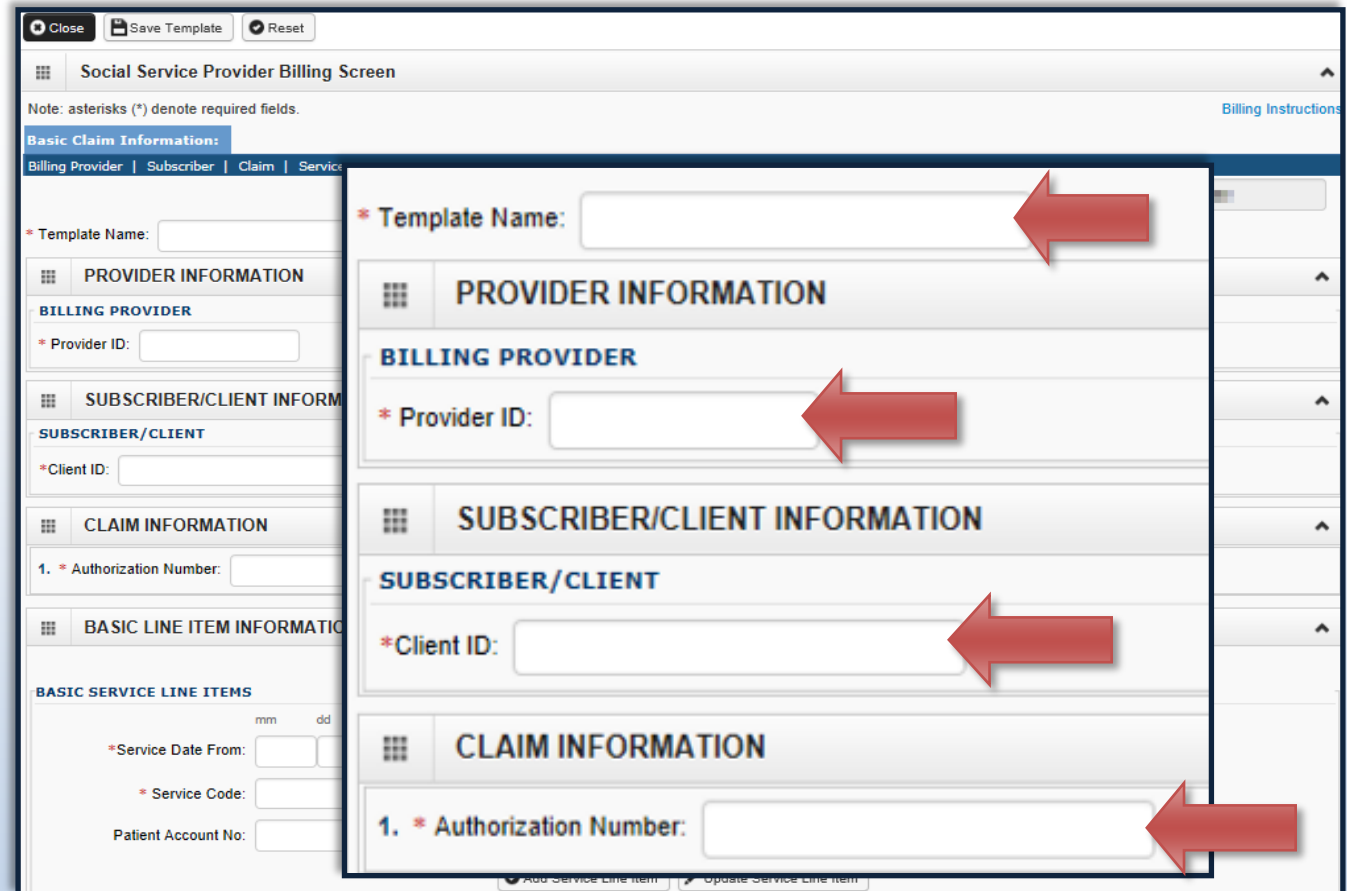
Filter By :

<input type="checkbox"/>	Template Name	Template Type	Last Updated By
No Records Found !			

The 'Social Service Provider Billing Screen' appears.

In order to save the template you must fill out these fields:

- ◆ **Template Name**.
- ◆ **Provider ID** as listed on the authorization.
- ◆ **Client ID** as listed on the authorization.
- ◆ **Authorization Number**, as listed on the authorization.
- ◆ **Basic Line Item Information**, as listed on the authorization.



The screenshot shows the 'Social Service Provider Billing Screen' with a zoomed-in view of the required fields. The zoomed-in view highlights the following fields with red arrows:

- \* Template Name:
- PROVIDER INFORMATION
- BILLING PROVIDER
- \* Provider ID:
- SUBSCRIBER/CLIENT INFORMATION
- SUBSCRIBER/CLIENT
- \* Client ID:
- CLAIM INFORMATION
- 1. \* Authorization Number:

**Note:**

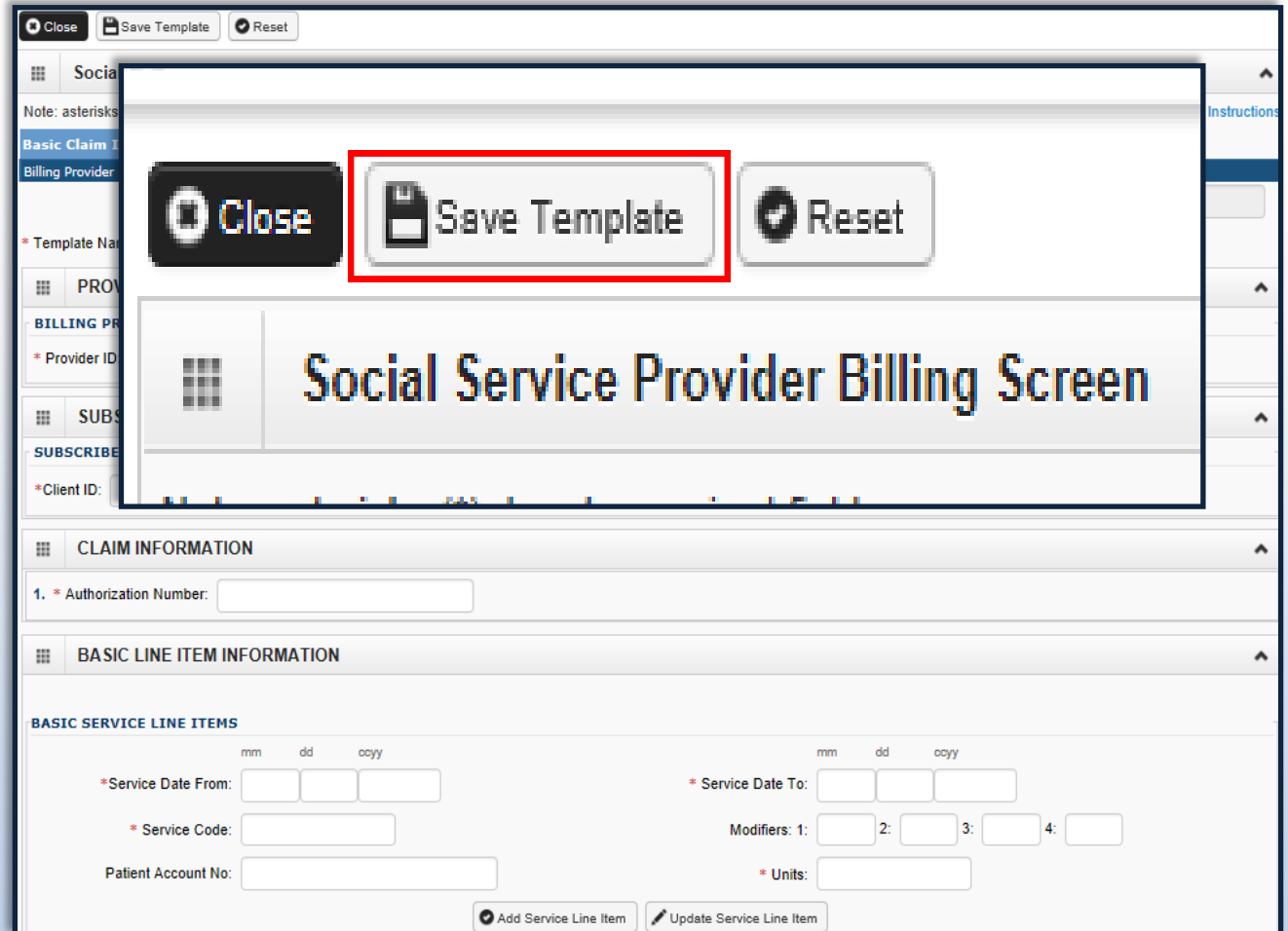
Asterisks (\*) denote required fields.

ProviderOne will check that the Client and Authorizations match prior to allowing you to save the template.



Once the required data elements have been entered then you can save the template.

- ◆ To save the template, click on **'Save Template'** in the upper left corner of the screen.



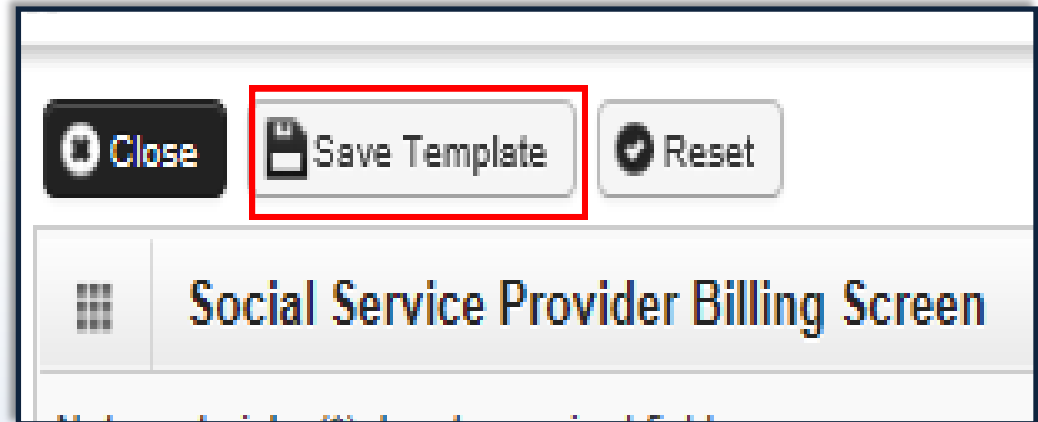
The screenshot shows the 'Social Service Provider Billing Screen' interface. At the top left, there are three buttons: 'Close', 'Save Template', and 'Reset'. The 'Save Template' button is highlighted with a red rectangular box. Below the buttons, the main title of the screen is 'Social Service Provider Billing Screen'. The interface includes several sections for data entry:

- CLAIM INFORMATION**: A field for '1. \* Authorization Number:'.
- BASIC LINE ITEM INFORMATION**: A section for 'BASIC SERVICE LINE ITEMS' with fields for:
  - \* Service Date From: (mm dd oyyy)
  - \* Service Date To: (mm dd oyyy)
  - \* Service Code:
  - Modifiers: 1: [ ] 2: [ ] 3: [ ] 4: [ ]
  - \* Units:
  - Patient Account No:

At the bottom right, there are two buttons: 'Add Service Line Item' and 'Update Service Line Item'.

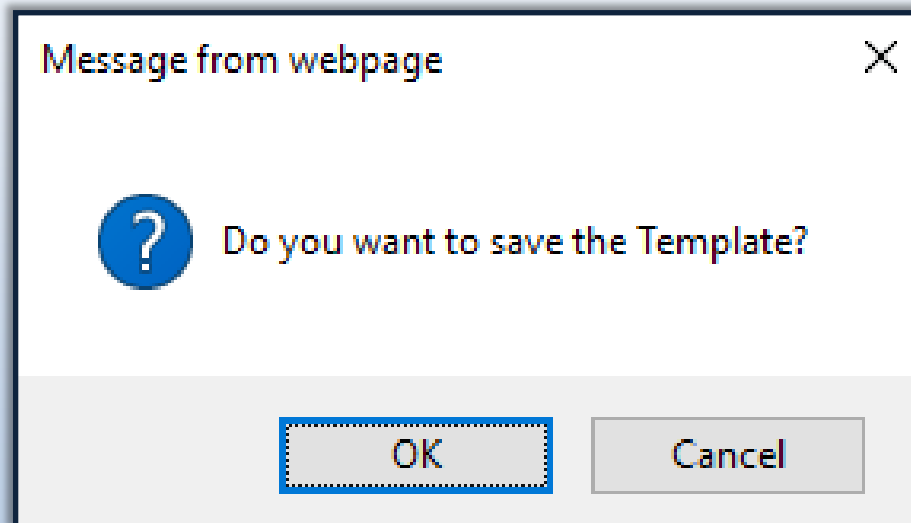
After choosing to 'Save Template', you will be asked, "Do you want to save the Template?"

Select 'OK' to confirm the save of the template. Select 'Cancel' if you are not ready to save the template or need to make changes.



**Note:**

*In ProviderOne, 'OK' signifies a YES response and 'Cancel' a NO response.*

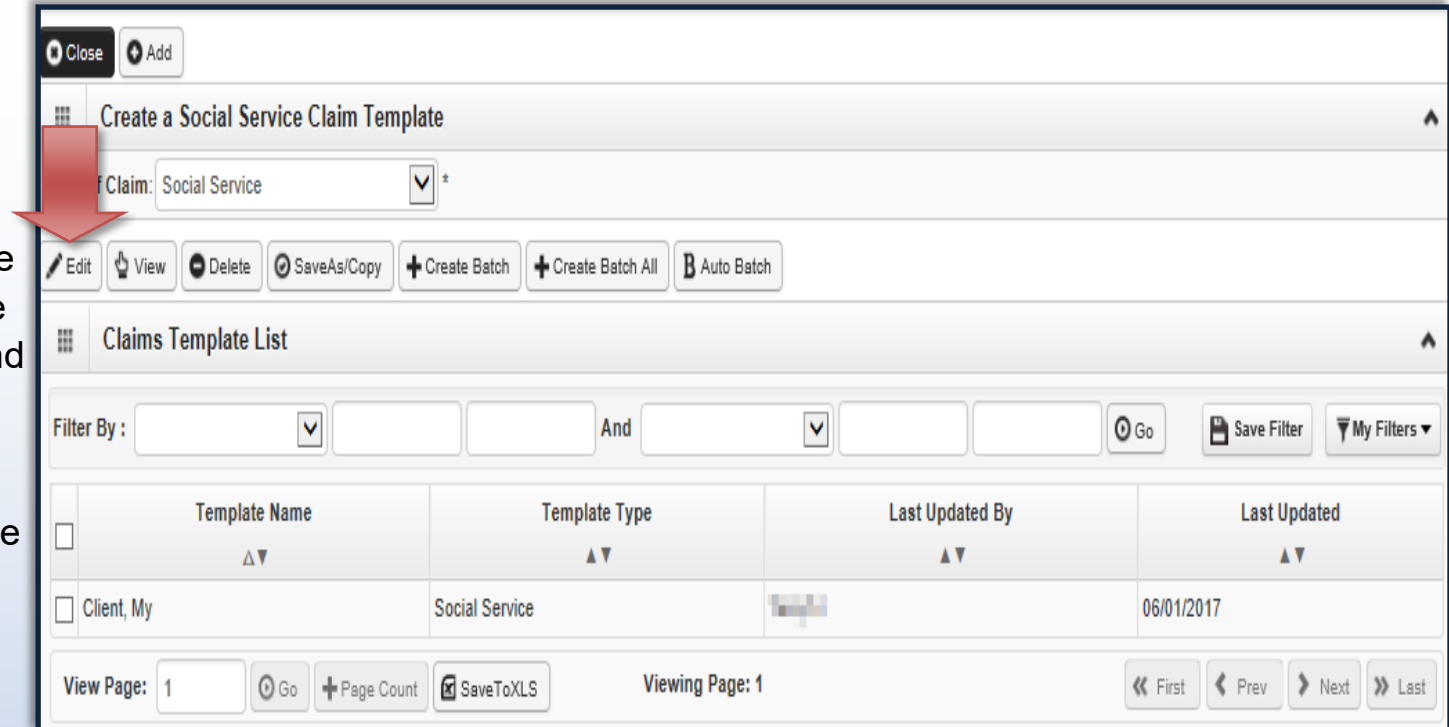


You will now be returned to the 'Create a Social Service Claim Template' page.

Here, you will see the template you have created. You can see the template name, template type, the user who made the last update and the last updated date.

To edit any information on the template, check the box next to the template name and select 'Edit'. Make the needed edits and save the template.

To view or delete the template, check the box next to the template name and choose the appropriate action button.



The screenshot shows a web interface for creating and managing social service claim templates. At the top, there are 'Close' and 'Add' buttons. Below that is a section titled 'Create a Social Service Claim Template' with a dropdown menu for 'Claim Type' set to 'Social Service'. A row of action buttons includes 'Edit', 'View', 'Delete', 'SaveAs/Copy', 'Create Batch', 'Create Batch All', and 'Auto Batch'. Below this is a 'Claims Template List' section with a filter bar and a table. The table has columns for 'Template Name', 'Template Type', 'Last Updated By', and 'Last Updated'. One row is visible with the name 'Client, My', type 'Social Service', and date '06/01/2017'. At the bottom, there are pagination controls for 'View Page: 1' and 'Viewing Page: 1'.

## Copy a Template

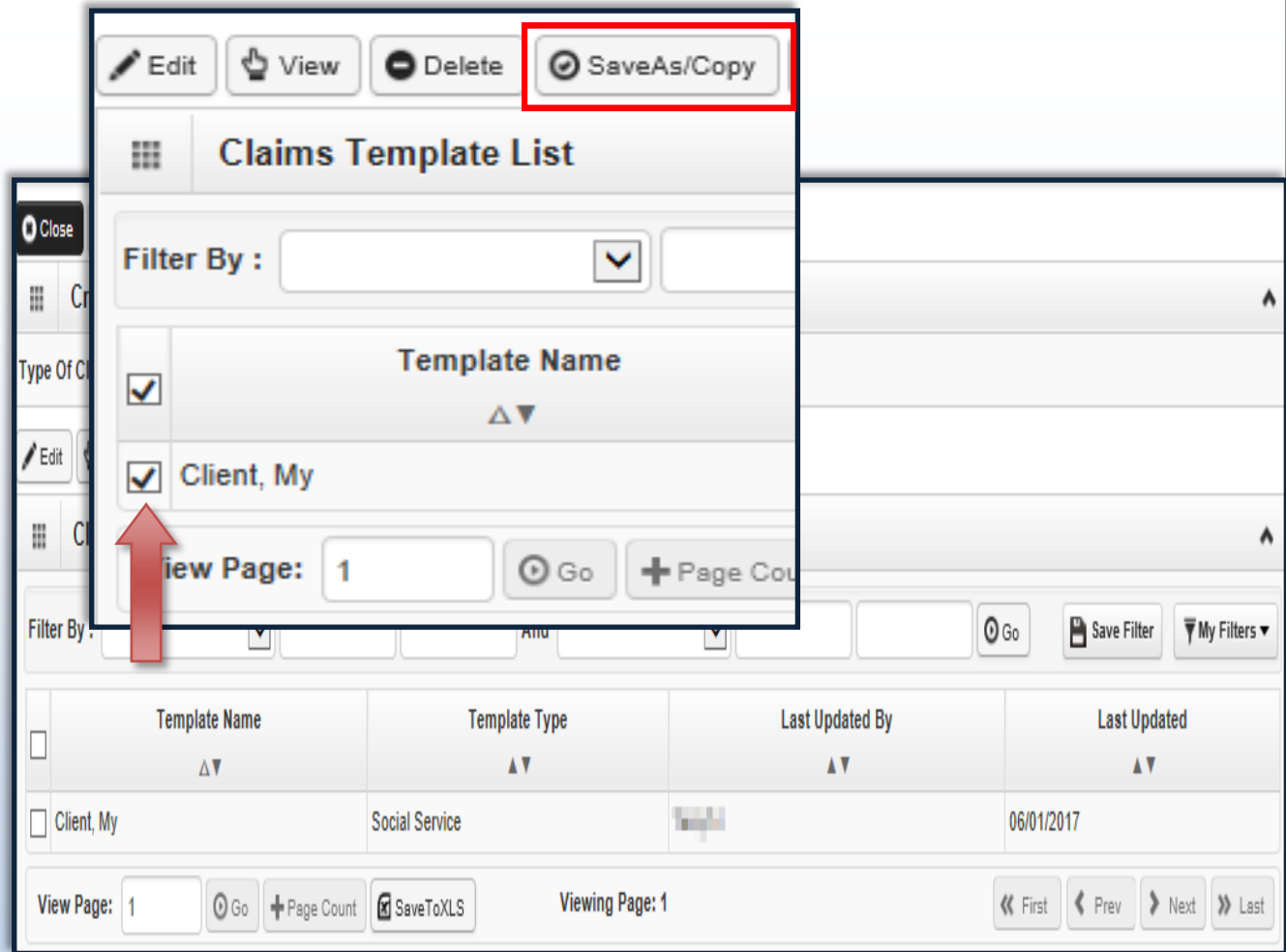
# Copy a Template

As a way to save time, you can use the template you have just created to make similar templates for other clients.

To do this, you can make a copy of an existing template, change the client information, rename the template, and save.

## To Copy a Template:

- ◆ Check the box next to the desired template name, then
- ◆ Select **'SaveAs/Copy'**.



The screenshot shows the 'Claims Template List' interface. At the top, there is a toolbar with buttons for 'Edit', 'View', 'Delete', and 'SaveAs/Copy'. The 'SaveAs/Copy' button is highlighted with a red box. Below the toolbar is a 'Filter By' dropdown menu. The main area displays a list of templates. The first template is 'Client, My', which has a checked checkbox next to its name. A red arrow points to this checkbox. Below the list, there is a 'View Page: 1' field and a 'Go' button. At the bottom, there is a table with columns for 'Template Name', 'Template Type', 'Last Updated By', and 'Last Updated'. The table contains one row with the template 'Client, My' and type 'Social Service', last updated on '06/01/2017'. At the bottom of the interface, there are navigation buttons for 'View Page: 1', 'Go', '+ Page Count', 'SaveToXLS', and 'Viewing Page: 1', along with 'First', 'Prev', 'Next', and 'Last' buttons.

### Note:

*Creating new templates from a previously saved template can save you time. However, be mindful of the information being entered.*

*Incorrect authorization numbers, provider IDs or Client IDs will prevent the template from being saved.*

# Copy a Template

After choosing 'SaveAs/Copy', the original saved template appears.

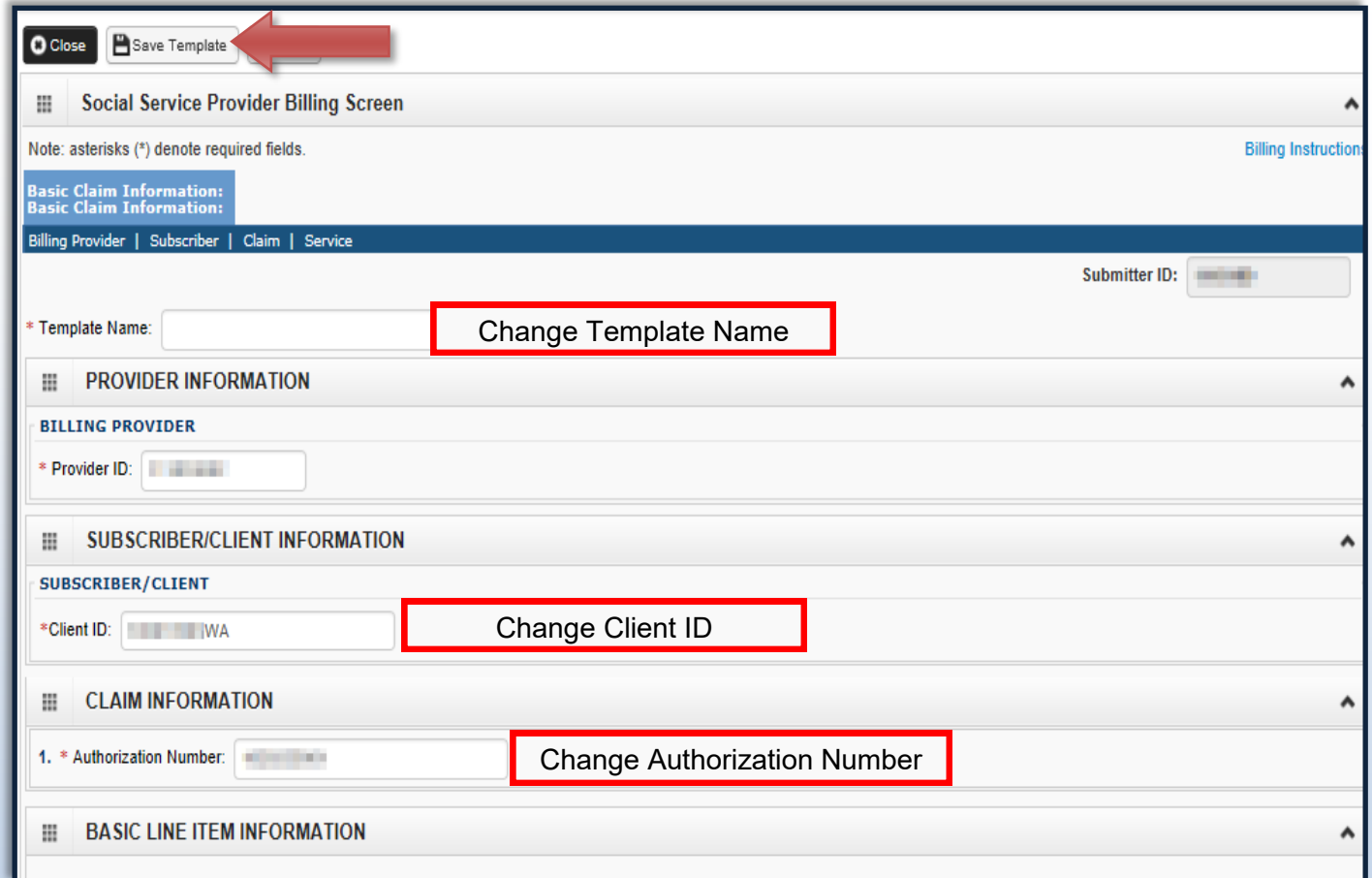
## To Update the Template:

Change the **Template Name**,

Change the **Client ID**,

Change the **Authorization Number**,

To save the template, click on 'Save Template'.



The screenshot shows the 'Social Service Provider Billing Screen' interface. At the top, there are 'Close' and 'Save Template' buttons, with a red arrow pointing to 'Save Template'. Below the title bar, there is a note: 'Note: asterisks (\*) denote required fields.' and a 'Billing Instructions' link. The main content area is divided into several sections:

- Basic Claim Information:** Includes a 'Submitter ID' field.
- PROVIDER INFORMATION:** Includes a 'BILLING PROVIDER' section with a '\* Provider ID' field.
- SUBSCRIBER/CLIENT INFORMATION:** Includes a 'SUBSCRIBER/CLIENT' section with a '\* Client ID' field.
- CLAIM INFORMATION:** Includes a '\* Authorization Number' field.
- BASIC LINE ITEM INFORMATION:** (Partially visible at the bottom).

Red boxes and labels highlight the following fields:

- '\* Template Name:' with the label 'Change Template Name'.
- '\* Client ID:' with the label 'Change Client ID'.
- '\* Authorization Number:' with the label 'Change Authorization Number'.

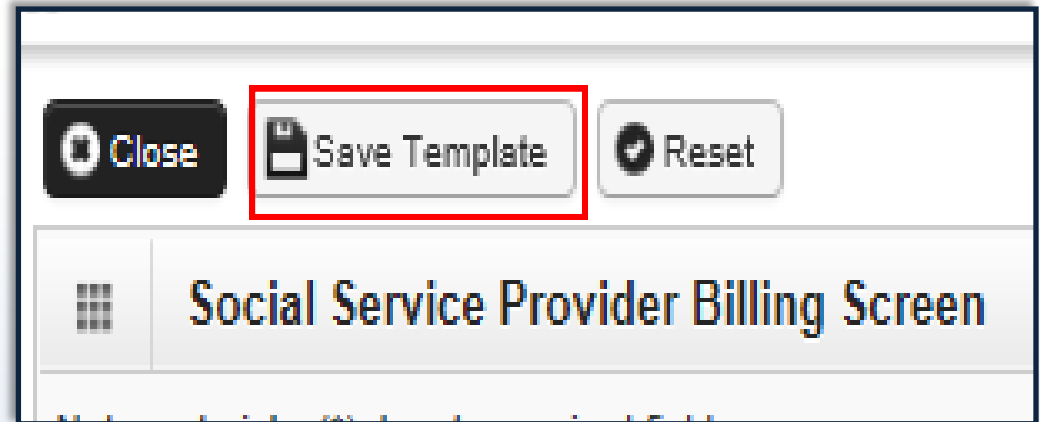
### Note:

The **Provider ID** will remain the same when copying a template.

# Copy a Template

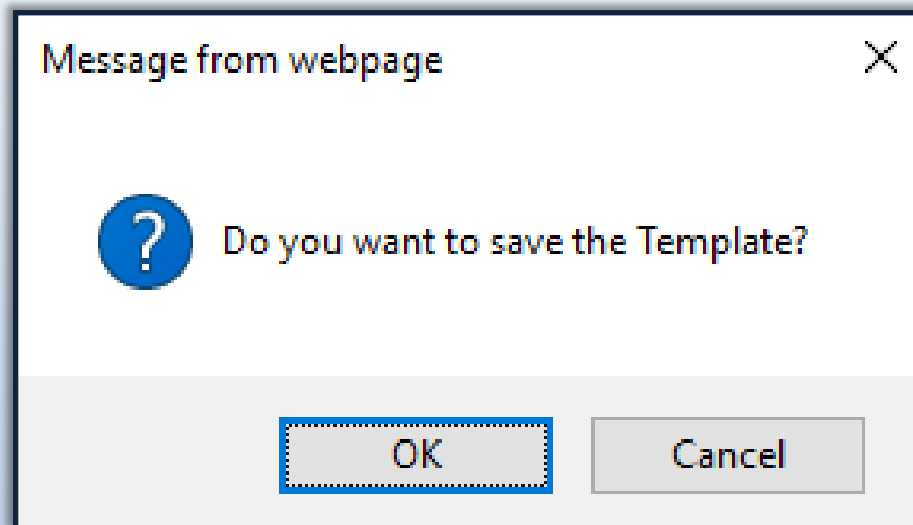
After choosing to 'Save Template', you will be asked, "Do you want to save the Template?"

Select 'OK' to confirm the save of the template. Select 'Cancel' if you are not ready to save the template or need to make changes.



**Note:**

*In ProviderOne, 'OK' signifies a YES response and 'Cancel' a NO response.*



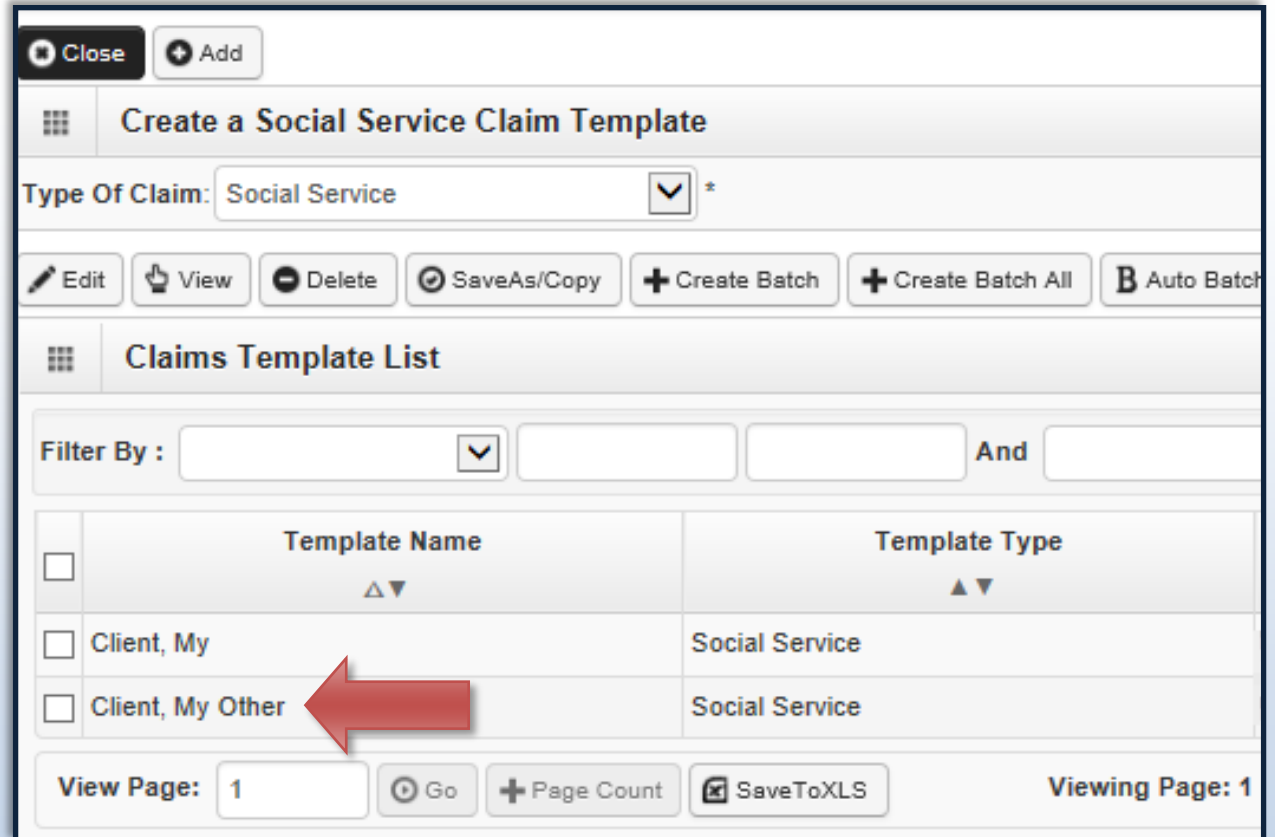
You will now be returned to the 'Create a Social Service Claim Template' page.

The new, saved, template will be show along with the original template.

Repeat the process as many times as needed.

To edit any information on the template, check the box next to the template name and select 'Edit'. Make the needed edits and save the template.

To view or delete the template, check the box next to the template name and choose the appropriate action button.



Close Add

## Create a Social Service Claim Template

Type Of Claim: Social Service

Edit View Delete SaveAs/Copy Create Batch Create Batch All Auto Batch

### Claims Template List

Filter By :

	Template Name	Template Type
<input type="checkbox"/>	Client, My	Social Service
<input type="checkbox"/>	Client, My Other	Social Service

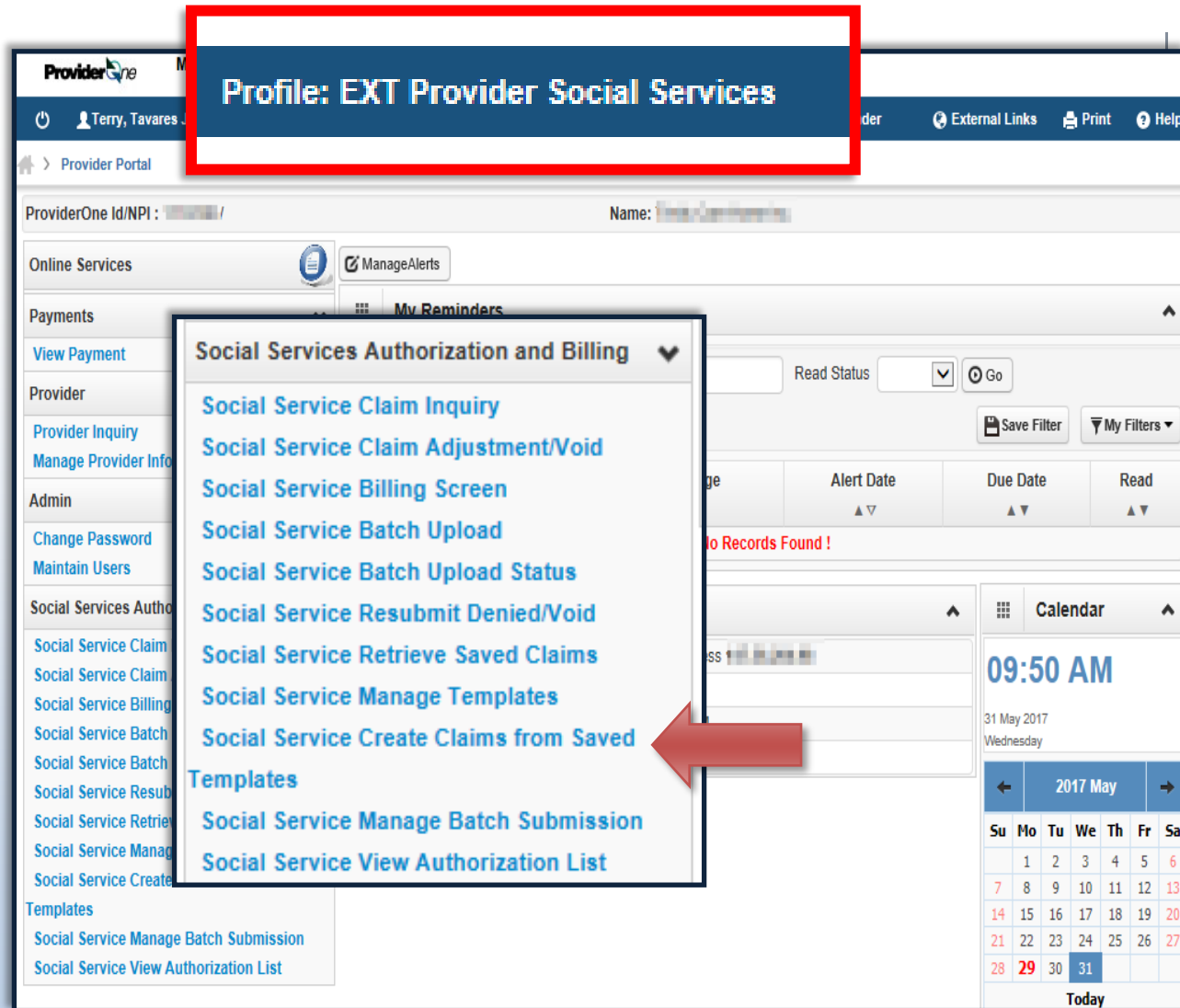
View Page: 1 Go + Page Count SaveToXLS Viewing Page: 1



## Submitting Claims from Saved Templates

As previously mentioned, claims cannot be submitted from the 'Social Service Manage Templates' field.

To submit claims using the templates you have saved, first log in to ProviderOne using the 'EXT Provider Social Services' profile. Then select 'Social Service Create Claims from Saved Templates'.



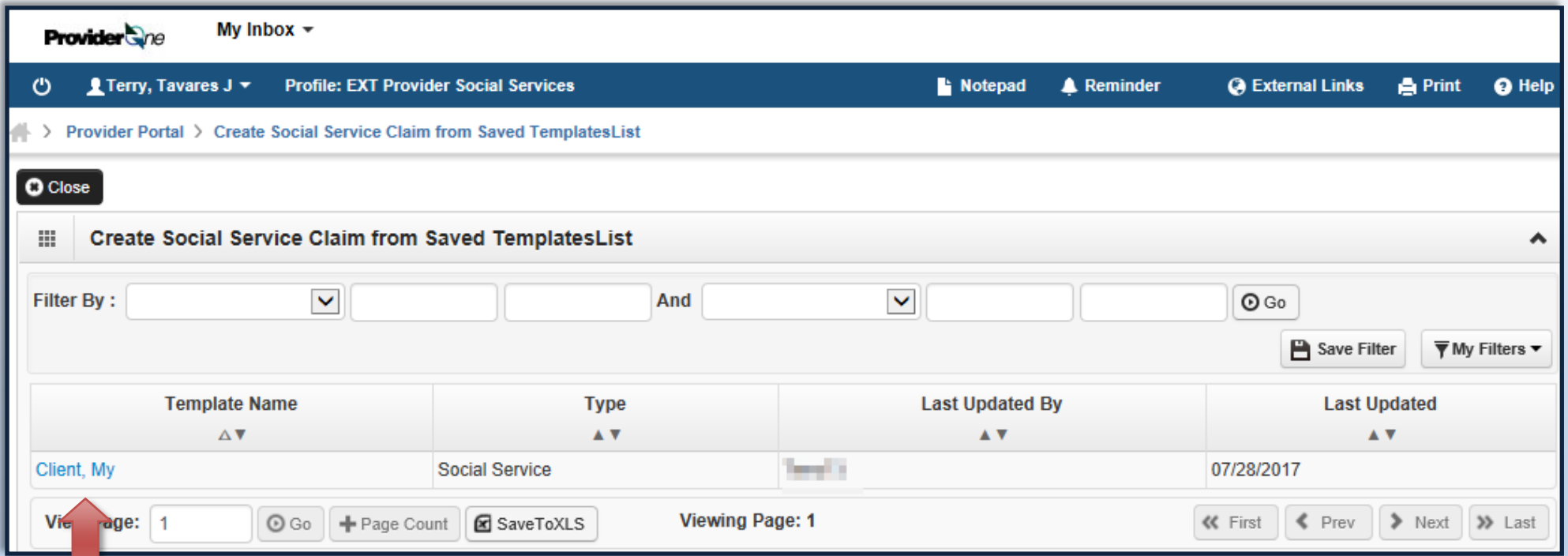
The screenshot shows the ProviderOne user interface. At the top, a blue header bar displays the profile name "Profile: EXT Provider Social Services" in white text, which is highlighted with a red rectangular box. Below the header, the main content area is divided into several sections. On the left, there is a navigation menu with categories like "Online Services", "Payments", "Provider", "Admin", and "Social Services Autho". The "Social Services Autho" section is expanded, showing a list of options. A dropdown menu is open over this list, showing a list of options under the heading "Social Services Authorization and Billing". A red arrow points to the option "Social Service Create Claims from Saved Templates".

Other visible elements in the interface include a "Provider Portal" breadcrumb, a "Name:" field, a "Read Status" dropdown, a "Go" button, a "Save Filter" button, and a "My Filters" dropdown. A calendar widget is visible in the bottom right corner, showing the date "31 May 2017 Wednesday" and the time "09:50 AM".

The **'Create Social Service Claim from Saved Templates List'** appears.

Here you will see the names of all your templates. Take note that the template names are blue hyperlinks. When selected, they will load the information of the saved template.

To continue, click the blue hyperlinked template name.



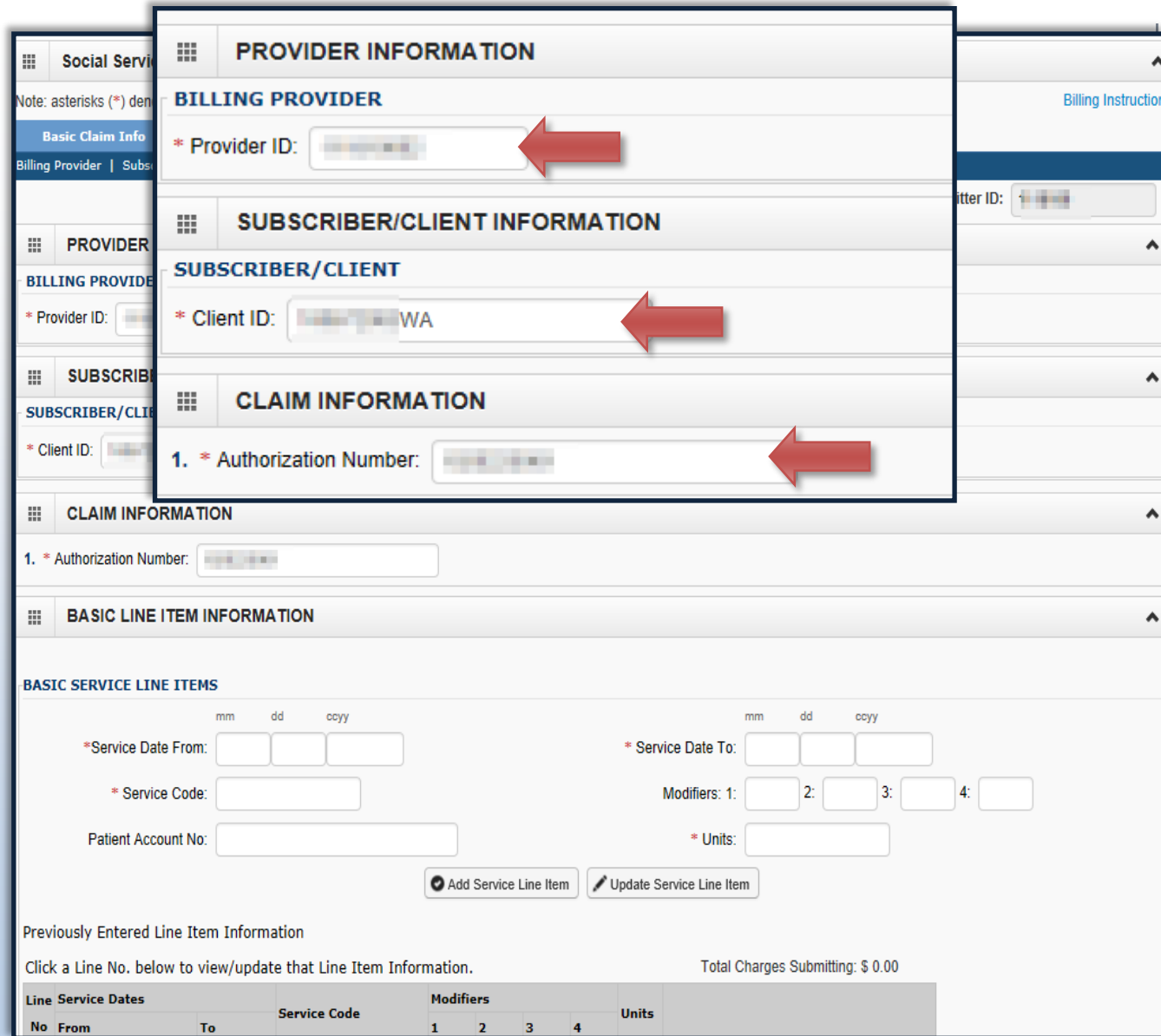
The screenshot shows the ProviderOne web application interface. At the top, there is a navigation bar with the ProviderOne logo and 'My Inbox'. Below this is a user profile bar for 'Terry, Tavares J' with a profile icon and the text 'Profile: EXT Provider Social Services'. To the right of the profile bar are several utility icons: Notepad, Reminder, External Links, Print, and Help. Below the navigation bar is a breadcrumb trail: 'Provider Portal > Create Social Service Claim from Saved TemplatesList'. A 'Close' button is visible in the top left corner of the main content area. The main content area has a title 'Create Social Service Claim from Saved TemplatesList' and a filter section with 'Filter By:' followed by two dropdown menus, an 'And' connector, and a 'Go' button. There are also 'Save Filter' and 'My Filters' buttons. Below the filter section is a table with the following columns: 'Template Name', 'Type', 'Last Updated By', and 'Last Updated'. The table contains one row with the following data: 'Client, My' (a blue hyperlink), 'Social Service', a blurred name, and '07/28/2017'. At the bottom of the table is a pagination section with 'View Page: 1', a 'Go' button, a '+ Page Count' button, a 'SaveToXLS' button, and the text 'Viewing Page: 1'. To the right of the pagination section are navigation buttons: '<< First', '< Prev', '> Next', and '>> Last'. A red arrow points to the 'Client, My' link in the table.

You will now see the saved information the corresponds to the chosen template.

This will include:

- ◆ **Provider ID,**
- ◆ **Client ID,**
- ◆ **Authorization Number.**

Next, enter the 'Basic Line Item Information' data the same as if submitting a basic bill. (see next pg.)



The screenshot shows a web application interface for submitting claims. A central pop-up window displays the following information:

- PROVIDER INFORMATION**
  - BILLING PROVIDER**
    - \* Provider ID: [Redacted]
  - SUBSCRIBER/CLIENT INFORMATION**
    - SUBSCRIBER/CLIENT**
      - \* Client ID: [Redacted] WA
    - CLAIM INFORMATION**
      - 1. \* Authorization Number: [Redacted]

Red arrows point to the Provider ID, Client ID, and Authorization Number fields. The background shows the main form with sections for 'PROVIDER INFORMATION', 'SUBSCRIBER/CLIENT INFORMATION', 'CLAIM INFORMATION', and 'BASIC LINE ITEM INFORMATION'. The 'BASIC SERVICE LINE ITEMS' section includes fields for Service Date From, Service Date To, Service Code, Modifiers (1-4), Patient Account No, and Units. At the bottom, there is a table for 'Previously Entered Line Item Information' and a 'Total Charges Submitting: \$ 0.00'.

Line No	Service Dates		Service Code	Modifiers				Units
	From	To		1	2	3	4	

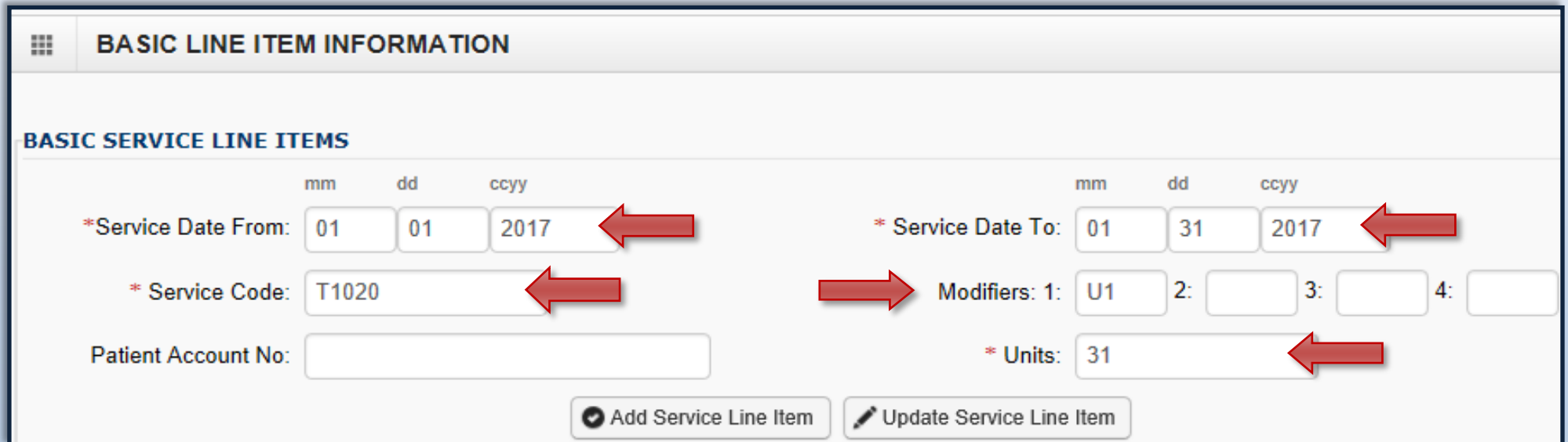
Under 'Basic Line Item Information' fill out the following information:

- ◆ Enter 'Service Date From',
- ◆ Enter 'Service Date To',
- ◆ Enter 'Service Code',
- ◆ Enter 'Modifier' (if applicable),
- ◆ Enter 'Units'.

**Note:**

You must turn off your pop-up blocker before you begin billing.

Asterisks (\*) denote required fields.



BASIC LINE ITEM INFORMATION													
BASIC SERVICE LINE ITEMS													
	mm	dd	ccyy		mm	dd	ccyy						
*Service Date From:	01	01	2017	←	* Service Date To:	01	31	2017	←				
* Service Code:	T1020			←	→	Modifiers: 1:	U1	2:		3:		4:	
Patient Account No:					* Units:	31			←				
<input type="button" value="Add Service Line Item"/>					<input type="button" value="Update Service Line Item"/>								

## Electronic Visit Verification (EVV) Items:

If you are billing for a Home Care Agency or Consumer Directed Employer providing personal care services to independent living clients then EVV information is required to be submitted with your claims. Click on the red + to expand this section.

**Note:**

*If you are not billing for a Home Care Agency or Consumer Directed Employer providing personal care services to independent living clients, please refer skip pages 22, 23, and 24 then resume on page 25.*

**BASIC SERVICE LINE ITEMS**


mm    dd    ccyy

\*Service Date From:

\* Service Code:

Patient Account No:

+ **ELECTRONIC VISIT VERIFICATION (EVV) ITEMS**



+ **ELECTRONIC VISIT VERIFICATION (EVV) ITEMS**

SS Servicing Only ProviderOne ID:

Service Start Time:  Hours  Minutes  Seconds

Service End Time:  Hours  Minutes  Seconds

Service Start Time Geo-Data:  Longitude (+/-00.00000 to 180.00000)  Latitude (+/-00.00000 to 90.00000)

Service End Time Geo-Data:  Longitude (+/-00.00000 to 180.00000)  Latitude (+/-00.00000 to 90.00000)

Client-Provider Proximity for Start Time:  Yes  No

Client-Provider Proximity for End Time:  Yes  No

Client Verification for End Time:  Yes  No

- ◆ In order to meet the Cures Act requirements, these fields are required:
  - ⇒ **SS Servicing Only ProviderOne ID**,
  - ⇒ **Service Start/End Time**,
  - ⇒ **Service Start/End Time Geo-Data**.
- ◆ These fields are optional at this time:
  - ⇒ **Client-Provider Proximity for Start/End Time**, this refers to if your EVV solution verifies that the provider and the client are nearby at the time the service starts/ends, such as through location technology or an affixed electronic device at the client's location.
  - ⇒ **Client Verification for End Time**, this refers to if your EVV solution includes having the client verify that the service was performed at the end of the service episode.

**ELECTRONIC VISIT VERIFICATION (EVV) ITEMS**

SS Servicing Only ProviderOne ID:

Service Start Time: Hours:  Minutes:  Seconds:

Service End Time: Hours:  Minutes:  Seconds:

Service Start Time Geo-Data: Longitude (+/-000.00000 to 180.00000):  Latitude (+/-00.00000 to 90.00000):

Service End Time Geo-Data: Longitude (+/-000.00000 to 180.00000):  Latitude (+/-00.00000 to 90.00000):

Client-Provider Proximity for Start Time:  Yes  No

Client-Provider Proximity for End Time:  Yes  No

Client Verification for End Time:  Yes  No

*Note: Red arrows in the image point to the ProviderOne ID, Service Start Time, Service End Time, and both Service Start and End Time Geo-Data fields.*

## Notes about Geo-Data:

- ◆ All Geo-Data entries must be entered to at least 4 decimal places.
- ◆ Geo-Data is required if the **Service Start/End Time** is at the client's home.
- ◆ Geo-Data is optional if the **Service Start/End Time** is in the community, however, your claim will be denied if either of these fields are left blank.
  - ⇒ Please include the generic Longitude/Latitude values of 000.0000 and 00.0000 if you do not capture Geo-Data in the community.

**ELECTRONIC VISIT VERIFICATION (EVV) ITEMS**

SS Servicing Only ProviderOne ID: 1234567

Hours Minutes Seconds  
Service Start Time: 10 10 10

Hours Minutes Seconds  
Service End Time: 11 11 11

Longitude (+/-000.00000 to 180.00000) Latitude (+/-00.00000 to 90.00000)  
Service Start Time Geo-Data: 000.0000 00.0000


Longitude (+/-000.00000 to 180.00000) Latitude (+/-00.00000 to 90.00000)  
Service End Time Geo-Data: 000.0000 00.0000

Client-Provider Proximity for End Time:  Yes  No

Client Verification for End Time:  Yes  No



Once all billing information is entered, select 'Add Service Line Item'.

 **BASIC LINE ITEM INFORMATION**

**BASIC SERVICE LINE ITEMS**

*Service Date From:	mm	dd	ccyy		* Service Date To:	mm	dd	ccyy				
	01	01	2017			01	31	2017				
* Service Code:	T1020				Modifiers: 1:	U1	2:		3:		4:	
Patient Account No:					* Units:	31						

ProviderOne will display a message in **red** that says:

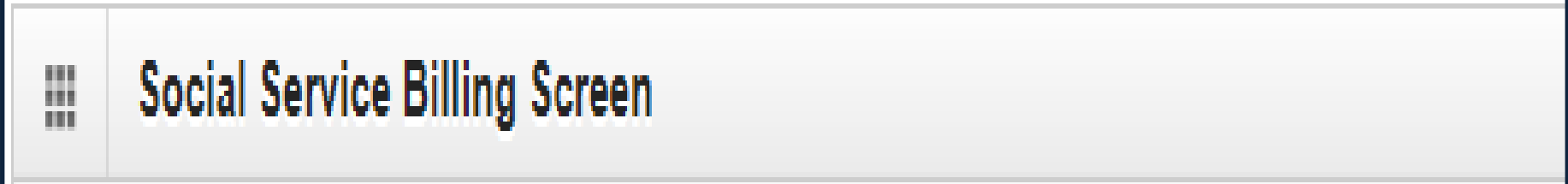
**The service line will be split into separate service lines; one for each day within the span you have entered.** (This is only applicable when submitting more than one Date of Service for service codes with the **DAILY** unit type.)

**Note:**

ProviderOne will display instructional information before this message if any data entered is incorrect, i.e., **Provider ID**, **Client ID**, **Authorization Number**; or if **Service Date To** is earlier than **Service Date From**. Correct data per the message and continue.



**The service line will be split into separate service lines one for each day within the span you have entered.**



The 'Basic Service Line Items' section clears. This allows entry of any subsequent service lines before submitting your claim, i.e., billing for multiple months.

**Additional service lines must be for the same authorization. Different service codes are allowed if they are from the same authorization.**

A claim service line appears under 'Previously Entered Line Item Information'. The claim service line will show service dates, service code and modifier, as well as units entered. The total charges submitted will also be available to view.

**Check the line information for accuracy.**

**BASIC SERVICE LINE ITEMS**

\*Service Date From:         \* Service Date To:

\* Service Code:       Modifiers: 1:  2:  3:  4:


Patient Account No:       \* Units:

Previously Entered Line Item Information

Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$ 5398.03

Line No	Service Dates		Service Code	Modifiers				Units	
	From	To		1	2	3	4		
1	01/01/2017	01/31/2017	T1020	U1				31	Delete



To enter additional service lines there are two options.

## Option 1:

- ◆ Enter basic service line information in the cleared fields

- ⇒ Service Date From/To,
- ⇒ Service Code,
- ⇒ Modifier,
- ⇒ Units.

### Note:

Each line must be for the **same authorization number**. Different service codes can be used as long as they are from the same authorization number.

You can add up to **31** service lines per claim.

- ◆ Click on 'Add Service Line Item'. (The new service line appears; shown below as line #2.)

### BASIC SERVICE LINE ITEMS

<b>*Service Date From:</b>	mm	dd	ccyy	←	<b>* Service Date To:</b>	mm	dd	ccyy	←
	02	01	2017			02	28	2017	
<b>* Service Code:</b>	←			→	<b>Modifiers:</b>	1:	2:	3:	4:
	T1020					U1	2:	3:	4:
<b>Patient Account No:</b>					<b>* Units:</b>	←			
						28			

➤ Add Service Line Item
✎ Update Service Line Item

Previously Entered Line Item Information

Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$ 10273.67

Line No	Service Dates		Service Code	Modifiers				Units	
	From	To		1	2	3	4		
1	01/01/2017	01/31/2017	T1020	U1				31	<a href="#">Delete</a>
2	02/01/2017	02/28/2017	T1020	U1				28	<a href="#">Delete</a>

## Option 2:

- ◆ Click on a **service line number**,
- ◆ The entered service line information populates,
- ◆ Enter **new data**,
- ◆ Click on 'Add Service Line Item'.
- ◆ New service line appears. (Shown below as line #3.)

**BASIC SERVICE LINE ITEMS**

\*Service Date From: mm dd ccy: 03 01 2017      \*Service Date To: mm dd ccy: 03 31 2017  
 \* Service Code: T1020      Modifiers: 1: U1 2: 3: 4:  
 Patient Account No:      \* Units: 31

↑

Previously Entered Line Item Information

Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$ 15671.70

Line No	Service Dates		Service Code	Modifiers				Units	
	From	To		1	2	3	4		
1	01/01/2017	01/31/2017	T1020	U1				31	Delete
2	02/01/2017	02/28/2017	T1020	U1				28	Delete
3	03/01/2017	03/31/2017	T1020	U1				31	Delete

## Editing a Service Line:

You may see the information previously entered has an error. To correct the data so that the service line is correct:

- ◆ Select the line number you wish to edit,
- ◆ The service line data appears,
- ◆ Make the needed correction to the service line data,
- ◆ Now select 'Update Service Line Item'.

**Note:**  
*The new data you have entered will now be shown on the chosen line. (Shown below as line #2.)*

**BASIC SERVICE LINE ITEMS**

\*Service Date From: mm dd ccy 03 01 2017      \* Service Date To: mm dd ccy 03 31 2017  
 \* Service Code: T1020      Modifiers: 1: U1 2: 3: 4:  
 Patient Account No:      \* Units: 31

↑

Previously Entered Line Item Information

Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$ 15671.70

Line No	Service Dates		Service Code	Modifiers				Units	
	From	To		1	2	3	4		
1	01/01/2017	01/31/2017	T1020	U1				31	Delete
2	02/01/2017	02/28/2017	T1020	U1				28	Delete
3	03/01/2017	03/31/2017	T1020	U1				31	Delete

## Deleting a Service Line:


You may have need to remove a previously added service line. To remove the service line:

- ◆ Determine which line needs to be deleted in the 'Previously Entered Line Item Information' section,
- ◆ Click 'Delete' at the end of the line you wish to remove,

Previously Entered Line Item Information

Click a Line No. below to view/update that Line Item Information.

Line No	Service Dates		Service Code	Modifiers				Units	
	From	To		1	2	3	4		
1	09/21/2019	09/21/2019	T1019					1	Delete
2	09/22/2019	09/22/2019	T1019					1	Delete



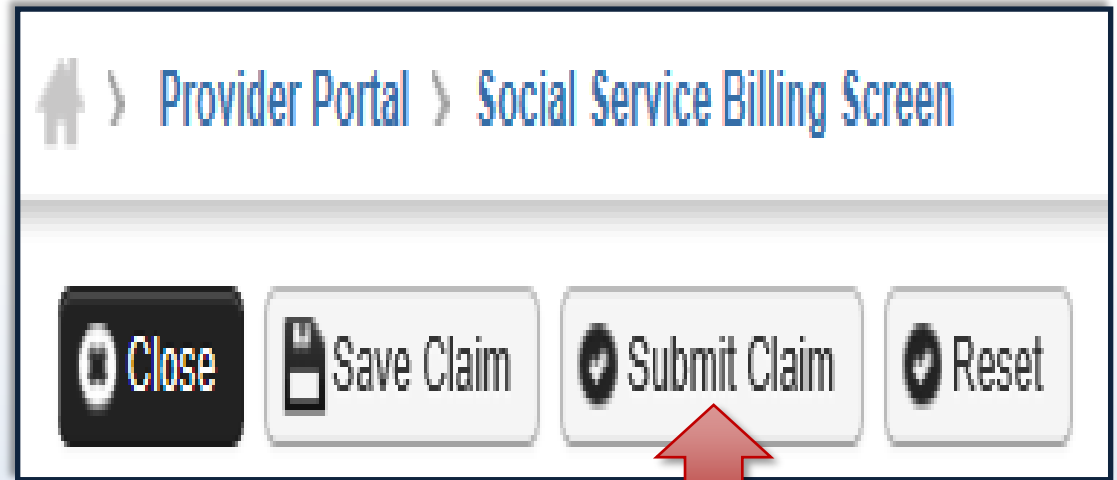
- ◆ The line disappears from the claim.

Line No	Service Dates		Service Code	Modifiers				Units	
	From	To		1	2	3	4		
1	09/21/2019	09/21/2019	T1019					1	Delete

Once all service line information is entered and checked for accuracy, click **'Submit Claim'** at the top of the screen.

Your pop-up blockers must be turned off to allow the Claim Detail screen to appear.

If the pop-up blockers are not turned off the screen will flash and no pop-up will appear, making it impossible to complete billing.



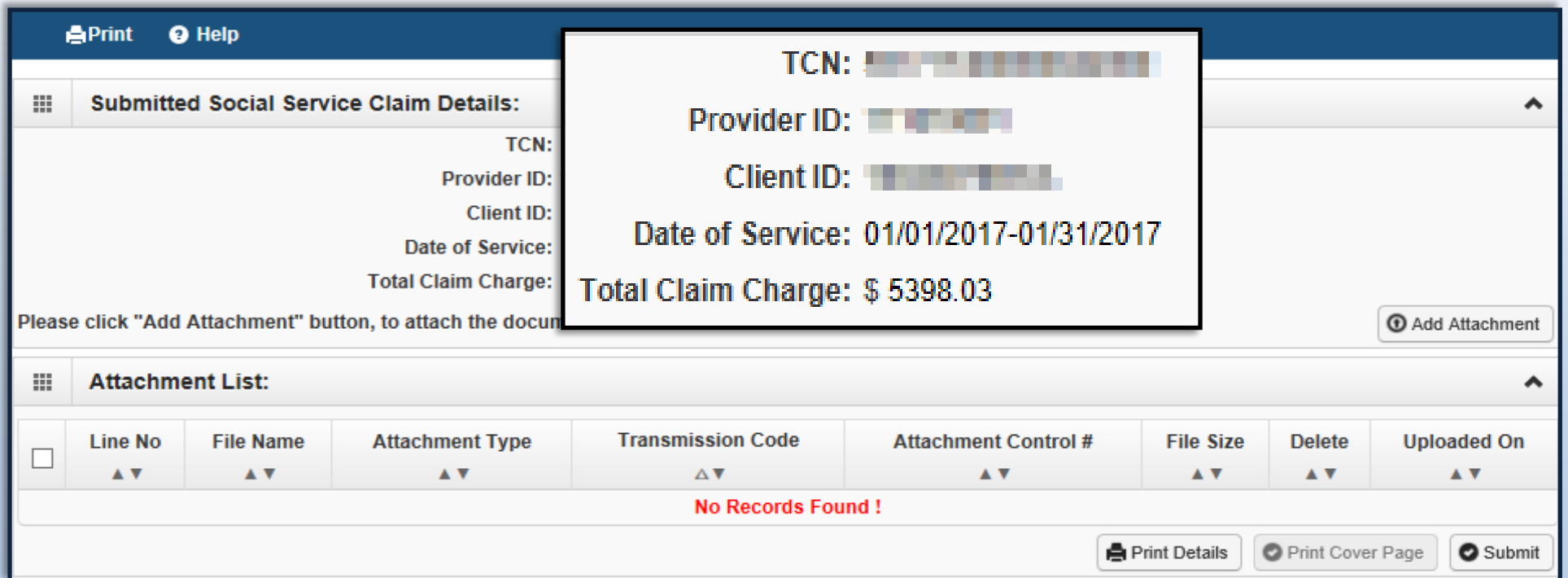


With the pop-up blockers turned off, select **'Submit Claim'**. The **'Submitted Social Service Claim Details'** screen appears.

Here you will see the **TCN**, **Provider ID**, **Client ID**, **Date of Service** and **Total Claim Charge**.

**Note:**

**'No Records Found!'** refers to attachments such as backup documentation. Social Service providers will not add attachments.



Submitted Social Service Claim Details:

TCN: [REDACTED]  
 Provider ID: [REDACTED]  
 Client ID: [REDACTED]  
 Date of Service: 01/01/2017-01/31/2017  
 Total Claim Charge: \$ 5398.03

Please click "Add Attachment" button, to attach the document.

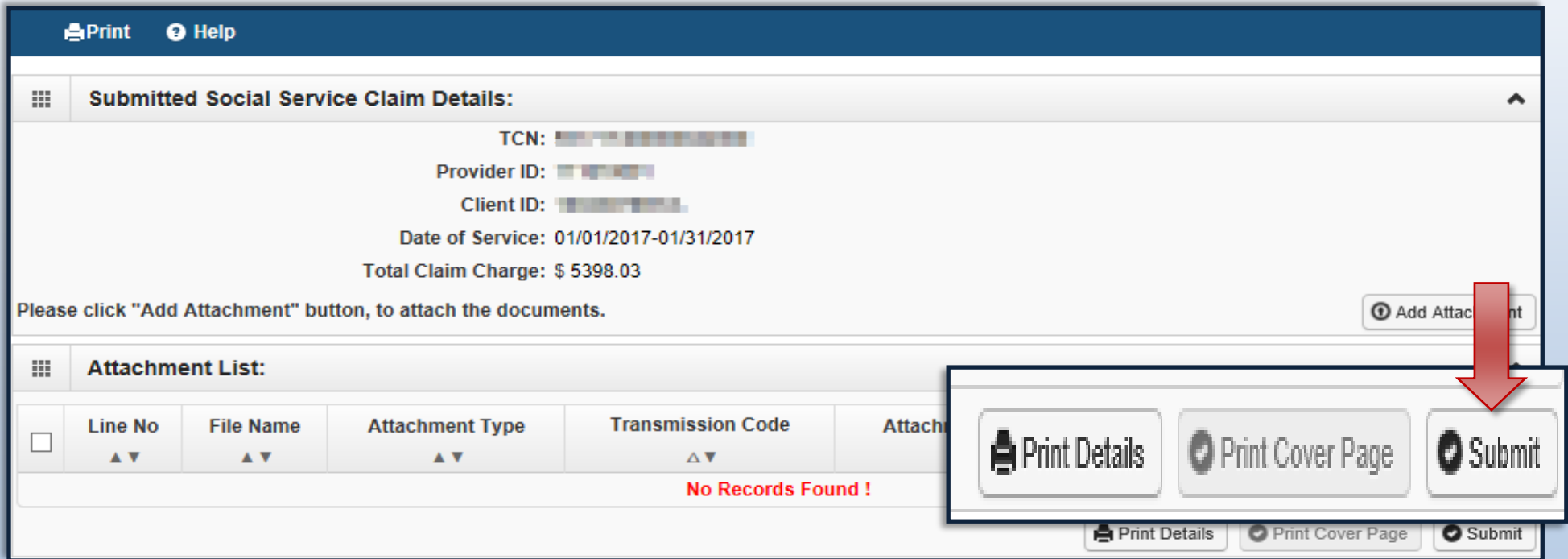
Attachment List:

Line No	File Name	Attachment Type	Transmission Code	Attachment Control #	File Size	Delete	Uploaded On
No Records Found !							

When you see the '**Submitted Social Service Claim Details**' screen you may want to record the information. You may print, print to a file on your machine or record this information in another manner.

**\*\*\*However, your claim has not yet been submitted\*\*\***

To submit the claim, you must click on the '**Submit**' button (*located in the bottom right corner of the page*) to complete the claims submission and send the claim to ProviderOne for processing.



Print Help

**Submitted Social Service Claim Details:**

TCN: [REDACTED]  
Provider ID: [REDACTED]  
Client ID: [REDACTED]  
Date of Service: 01/01/2017-01/31/2017  
Total Claim Charge: \$ 5398.03

Please click "Add Attachment" button, to attach the documents. Add Attachment

**Attachment List:**

<input type="checkbox"/>	Line No ▲▼	File Name ▲▼	Attachment Type ▲▼	Transmission Code ▲▼	Attachment
No Records Found !					

Print Details Print Cover Page **Submit**

Print Details Print Cover Page Submit

Below is a short list of common Adjustment Reason and Remarks Codes you may find on your Remittance Advice (RA)

RA adjustment reason/remark code/description	Possible causes	Provider action
142- Monthly Medicaid patient liability amount.	Client responsibility (participation) applied to the claim	You must collect this amount from the client
198- Precertification/authorization exceeded	Social Service Authorization Approved Units have already been claimed	Contact your case worker if you question the number of units authorized
16-Claim/service lacks information or has submission/billing error(s) which is needed for adjudication	<ol style="list-style-type: none"> <li>1. Claimed dates of service are not within the authorization period</li> <li>2. The authorization line is in error</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact your case worker if you have questions about the authorization dates</li> <li>2. Contact your case worker if you have questions about authorization errors</li> </ol>
18- Exact duplicate claim/service	<ol style="list-style-type: none"> <li>1. Claimed the same units on two different lines for the same day, or</li> <li>2. Claim is an exact duplicate of one already submitted</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the claim and report the number of units on a single claim line</li> <li>2. No action is needed if duplication was unintended.</li> </ol>
177-Patient has not met the required eligibility requirements	The client is not financially eligible	Contact your case worker if you have questions
A1-Claim/Service denied	The authorization is in cancelled status	Contact your case worker if you have questions
B7-This provider was not certified/eligible to be paid for this procedure/service on this date of service	Your contract may be expired.	Contact your contract manager or case worker if you have questions
N54-Claim information is inconsistent with pre-certified/authorized services	Authorization line is in error	Contact your case worker if you have questions
N63-Rebill services on separate claim lines	A separate claim line is required for each date of service for the service/procedure code entered	If you are billing quarter hour units or for each unit types, do not use a date span (example: 1/1/2015 to 1/31/2015) to bill. Adjust the claim to reflect separate claim lines for the date of service for each service provided and resubmit claim
N362 : The number of Days or Units of Service exceeds our acceptable maximum	Too many units claimed. Example: Provider billed two units on monthly units or provider billed two units on daily units with one day date span	Change the number of units to the correct amount and resubmit your claim