

Billing and Prior Authorization (PA) Technical Assistance Guidance

Providers must review all Service Authorization's (SA) daily to ensure the information on them are correct. At the end of each week, all approved services are processed to generate a Prior Authorization number (PA#) to bill and a prior authorization letter from Conduent (PA letter) is produced. If the information on the SA is incorrect, the PA will be incorrect.

Effective October 1, 2020, all discrepancies with IDD Medicaid Waiver Billing Claims or Prior Authorizations must be submitted through the automated Billing Technical Assistance Report (BTAR). Failure to follow the automated process will prevent your issue from being resolved in a timely fashion.

[Click here](#) to access the BTAR.

If the service identified in the SA from DDA is incorrect, you do not need to submit an inquiry in the BTAR system. Please send an email to the following individuals regarding correcting the SA:

- The individual's Service Coordinator
- Service Coordination Supervisor
- Waiver Specialist identified on the Service Authorization Form
- Medicaid Waiver Supervisor, Pamela Harmon at pamela.harmon@dc.gov

Claims Processing and Denials

Claims issues unrelated to service and/or prior authorizations, should be directed to Conduent. Contact Provider Inquiry at providerinquiry@conduent.com.

Please include the following information in your email:

- Provider ID or NPI
- Beneficiary's Medicaid ID
- Dates of Service
- Billed amount
- Detailed explanation of your issue
- Contact information