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**FQHC Billing Manual**  
**Date: 10/05/2023**  
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## Review and Revision History

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# **1 GENERAL INFORMATION**

This section of the District of Columbia Medicaid Provider Manual presents a general overview of the purpose and organization of the manual. Information about the maintenance and distribution of the manual is also included.

## **1.1 Purpose of the Manual**

The purpose of this manual is to provide a general overview and serve as a reference guide for healthcare providers who participate in the District of Columbia (DC) Medicaid Program. Please be advised that this is not intended to be a comprehensive documentation of policies and procedures. The procedures in this manual include specific instructions to file claims for reimbursement and document medical records.

## **1.2 Policy**

Providers are responsible for adhering to the requirements set forth in this manual. The requirements are generated from Federal regulations and the interpretation of these regulations specific to the District and its policy.

## **1.3 Maintenance**

Conduent will maintain this manual with information supplied by the Department of Health Care Finance (DHCF). When a revision occurs, the updated manual will be available to the providers by Conduent via the Web Portal at [www.dc-medicaid.com](http://www.dc-medicaid.com). It is the responsibility of the DC Medicaid provider to review the revisions to the manual and ensure that the policies and procedures are followed.

## **1.4 Distribution**

This manual is available via the Web Portal at [www.dc-medicaid.com](http://www.dc-medicaid.com) to all providers who participate in the DC Medicaid Program.

## **1.5 Organization**

When a revision occurs to any part of this manual, the revised manual will be posted on the Web Portal at [www.dc-medicaid.com](http://www.dc-medicaid.com). Updates will be reflected in the Revision History table located on page two of the manual. Outdated copies of manuals should be discarded.

Other information that might be helpful when using this manual includes:

- “His” refers to both genders throughout the manual.
- Terms used throughout this manual are defined in the Glossary.
- Addresses and telephone numbers referenced throughout this manual are included in Appendix A (Address and Telephone Directory).

## **1.6 DHCF Website**

To obtain additional Medicaid provider services information, please visit the DHCF Website at [www.dhcf.dc.gov](http://www.dhcf.dc.gov).

## **1.7 Web Portal**

The DC Medicaid Web Portal is available to offer online assistance to providers on day-to-day issues. Some of the features included on the Web Portal are:

- Bi-monthly bulletins and transmittals
- Provider Type Specific Billing Tips
- Provider Type Specific FAQ (Frequently Asked Questions)
- Provider Type Specific Forms
- Provider Type Specific Policies
- Provider Training Modules and Computer Based Training (CBT)
- Latest News/What's Hot
- Online Claim and Prior Authorization submission
- Remittance Advice Retrieval
- Beneficiary Eligibility Verification

Access to the DC Web Portal is available 24 hours a day, 7 days a week, 365 days a year. Bookmark the DC Web Portal address of [www.dc-medicaid.com](http://www.dc-medicaid.com) in your browser Favorites the first time you visit the site so you can quickly return again and again.

## 1.8 Fiscal Agent

The Department of Health Care Finance (DHCF) presently works in conjunction with a contracted fiscal agent, Conduent, to provide accurate and efficient claims processing and payment. In addition, both organizations work together to offer provider support to meet the needs of the District of Columbia's Medicaid community.

The fiscal agent consists of technical and program staff. Technical staff maintains the claims processing operating system, and program staff with the processing of claims and customer service. Other functions include drug rebate analysis and utilization review. The DHCF and the fiscal agent have several systems in place to make contacting our offices easier for the provider.

### 1.8.1 Telephone Contact

The fiscal agent provides telephone access for providers as shown below. These services include lines for provider inquiries, automated eligibility verification, prior authorizations, payment statuses and assistance with electronic claim submittal. Our call centers are open Monday through Friday, 8 am-5 pm EST. The Interactive Voice Response (IVR) system is available 24 hours a day, 7 days a week, and 365 days a year. The website includes a listing with the name and telephone number of the provider representative assigned to your specific area.

Table 1: Contact List

Provider Inquiry PO Box 34734 Washington, DC 20043-4734	(202) 906-8319 (inside DC metro area) (866) 752-9233 (outside DC metro area) (202) 906-8399 (Fax) <a href="mailto:providerinquiry@conduent.com">providerinquiry@conduent.com</a> (Email)
Conduent EDI Gateway Services	(866) 407-2005 <a href="http://edisolutionsmmis.portal.conduent.com/gcro/">http://edisolutionsmmis.portal.conduent.com/gcro/</a>

### 1.8.2 Mailing Contact Information

Providers may contact the fiscal agent via the mail at the addresses listed in Appendix A. These post office boxes should be used for paper claim submittals, adjustment and void requests, provider services, and administrative correspondence.

## 2 INTRODUCTION

The following subsections provide information regarding the DC Medicaid Program.

### 2.1 District of Columbia Medicaid Program

The DC Medicaid Program is a federally assisted, publicly funded, District-operated program designed to provide comprehensive medical care and services of a high quality to all eligible residents of the District of Columbia. The DC Medicaid Program, as mandated by the United States Congress, permits eligible individuals the freedom of choice in the selection of their healthcare providers. To be eligible to receive Medicaid payment for health care services, a healthcare provider or supplier must agree to the conditions of participation in the Medicaid program by applying and being accepted as a provider of services.

### 2.2 Legal Authority

The regulations that govern the DC Medicaid Program are contained in Title XIX of the Social Security Act, 42 U.S.C. 1396, (et seq.) and authorized by enabling legislation P.L. 90-227, 12/27/67.

### 2.3 Administration

The Department of Health Care Finance (DHCF) is the single state agency responsible for administering the DC Medicaid program.

### 2.4 Covered Services

The following services, when rendered by eligible providers to eligible beneficiaries, are covered by DC Medicaid:

- Dental
- Doula
- Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)
- Emergency Services
- Family Planning
- Gender Identity Surgery
- Home and Community Based Services
- Home Health Care
- Hospice
- Inpatient Hospital
- Intermediate Care Nursing Facility (ICF)
- Intermediate Mental Disorder (IMD)
- Laboratory and X-Ray
- Lactation Consultant
- Long Term Acute Care Facility (LTAC)
- Managed Care
- Medical Clinic (hospital and free-standing)
- Medical Day Treatment
- Medical Equipment, Supplies, Prosthesis, Orthotics, and Appliances
- Non-Emergency Transportation Service
- Nurse Practitioner (Midwives, CRNA)
- Optometry
- Organ Transplant (heart, kidney, liver, lung, bone marrow, allogeneic bone marrow)
- Osteopathy
- Out-of-District Services

- Pediatric Palliative Care
- Personal Care
- Pharmacy
- Physician
- Podiatry
- Psychiatric Residential Treatment Facility
- Psychologist
- Skilled Care Nursing Facility (SNF)
- Telemedicine

The DHCF pays for covered services rendered by out-of-District providers to eligible District beneficiaries, if any of the following circumstances exist:

- The services are rendered by an enrolled provider in the DC Medicaid Program
- The beneficiary requires emergency medical care while temporarily away from home
- The beneficiary would be risking his health if he waited for the service until he returned home
- Returning to the District would endanger the beneficiary's health
- Whenever it is general practice for beneficiaries in an area of the District to use medical resources in a neighboring state
- DHCF decides, based on the attending physician's advice, that the beneficiary has better access to the type of care he needs in another state

More detailed information regarding the program, its policies and regulations is available from DHCF. Please refer to the Medicaid State Plan and State Plan Amendments available on the DHCF website at [www.dhcf.dc.gov](http://www.dhcf.dc.gov) for a complete listing of covered Medicaid services.

## 2.5 Non-Covered Services

Based on the policies established by DHCF, certain services are not covered by the DC Medicaid Program:

- Patient convenience items
- Meals for family members
- Cosmetic surgery directed primarily at improvement of appearance
- Experimental procedures
- Items or services which are furnished gratuitously, without regard to the individual's ability to pay and without expectation of payment from any source, (i.e., free health screenings)
- Abortions (exceptions include rape, incest, or danger to mother's life)
- Acupuncture
- Chiropractor
- Experimental drugs
- Infertility treatment
- Sterilizations for persons under the age of 21
- Services that are not medically necessary

This list is only an example of the services not covered and should not be considered a complete list. Please refer to the Medicaid State Plan and State Plan Amendments available on the DHCF Website at [www.dhcf.dc.gov](http://www.dhcf.dc.gov) for a complete listing of non-covered Medicaid services.

## 2.6 Inquiries

To receive information about the District of Columbia Medicaid Program, contact the DC Medicaid fiscal agent, Conduent. Addresses and telephone numbers are included in Appendix A.

### 3 HEALTH INFORMATION TECHNOLOGY (HIT) HEALTHCARE REFORM

The Health Information Technology (HIT) Program Management Office (PMO) at DHCF is aligned with the Health Care Reform & Innovation Administration (HCRIA) and is a resource for both state programs and other public and private users of health information, providing planning, coordination, policy analysis and the development of public/private partnerships for further adoption and integration of health IT in the District of Columbia.

HIT has been proven to have a measurable impact on patient health outcomes, improving provider efficiency and continuity of care delivery. The HIT PMO supports health IT policy and planning, the adoption and use of electronic health records (EHR), and the secure exchange of health information, for the benefit of health care providers, patients, and their families. Additionally, the HIT PMO supports the promotion of technology that can lead to care delivery innovation and reform.

The HIT PMO will take a lead role in identifying how electronic health information can be used to improve clinical quality by integrating it into existing program initiatives.

Key HIT goals include:

- Improving provider, patient and DHCF access to clinical information to enhance care delivery. Better information to support clinical decisions by providers increases the probability of quality outcomes for consumers while reducing costs.
- Improving health outcomes by supporting and expanding use of electronic care management tools.
- Improving data capture and analysis, clinical oversight, reporting and transparency through HIT for organizations which finance health care, including government, private employers, and managed care organizations.

#### 3.1 Health Information Exchange

Through its HIE Policy Board, DHCF is convening stakeholders to assess how DHCF can best facilitate HIE in the District. HIE infrastructure provides the technology, processes, and operations needed to facilitate exchange of health information between provider organizations, District agencies responsible for public and population health, and other stakeholders on behalf of patients. Many organizations within the District have invested in health information technology solutions to support the electronic documentation and management of patient health information. This data is increasingly captured in a structured format utilizing national standards. As patients seek and receive care at multiple organizations, HIE can support the ability to have a more comprehensive understanding of patient health to provide care more effectively.

##### 3.1.1 HIE Services

- **Direct Secure Messaging:** Direct is an easy-to-use, fast, and secure electronic communication service for clinical providers and others who regularly transmit and/or receive protected health information (PHI). Direct looks and operates like email, but with security features such as point-to-point encryption required for PHI. Direct is not a brand name or a company, Direct is a transmission standard developed by the Office of the National Coordinator for Health Information Technology (ONC). DHCF contracts with Orion Health for its Direct. Orion Health is one of the world's most widely deployed HIE companies. Direct is the primary way providers will be notified of a patient encounter.
- **Encounter Notification Service\* (ENS):** Providers can receive alerts on a selected panel of patients who are admitted, discharged, or transferred to/from acute care hospitals located in the District of Columbia and Maryland.

- **Provider Query Portal\***: Access to real time clinical information including lab results, radiology reports and discharge summaries.
- **Encounter Reporting Service\*** (ERS): Reports to hospitals on utilization trends across multiple independent facilities.

\*Offered in conjunction with CRISP, the state designated HIE in Maryland.

### **3.1.2 Partnership with Department of Health**

DHCF and the Department of Health (DOH) collaborated on a series of upgrades to DOH's public health reporting infrastructure. The purpose of these upgrades was to offer providers and hospitals the means to electronically report public health data to the city in accordance with Stage 2 Meaningful Use incentives. The types of reporting that were enabled included immunization data, cancer registry, syndromic surveillance (sometimes referred to as bio-surveillance) and electronic laboratory data reporting.

## 4 DC MEDICAID MANAGED CARE

DHCF implemented a Managed Care Program in the District to help provide quality care to DC Medicaid beneficiaries in a more economical manner. This section briefly explains this program. If you are interested in becoming a participant, contact DHCF at the address and number listed in Appendix A.

### 4.1 Program Overview

The DC Medicaid and Alliance Managed Care programs were developed to improve access to primary and preventive services while reducing the overall cost of care provided to DC Medicaid and Alliance enrollees. The reductions in cost result from changes in the behavior of patients who can develop stable and continuous relationships with primary care providers (PCP).

The services offered to all Medicaid managed care enrollees include:

- Access to consistent primary, preventive, and special care services
- 24-hour availability of nurse hotline to provide immediate access to health advice and/or access to urgent medical care.
- Freedom of choice to obtain Medicaid covered services from any in-network provider. Timely and appropriate access to services in accordance with professionally accepted standards of care
- Access to Care coordination and Case Management services that will strengthen and improve the overall health, educational, and social services; and
- Access to behavioral health, dental, vision, and transportation services (emergency and non-emergency)

The DC Medicaid and Alliance Managed Care programs seeks to optimize the investment in health care for managed care enrollees, which is particularly important in these times of fiscal austerity. Managed Care is one of the few ways of keeping costs under control and providing quality health care.

DHCF also implemented the Child and Adolescent Supplemental Security Income Program (CASSIP). CASSIP is a voluntary program for children and young adults, ages 0 thru 26 that have complex medical needs and eligible for Supplemental Security Income (SSI) or have SSI-related diagnoses that meet Social Security Administration's (SSA) medical disability criteria. Health Services for Children with Special Needs, Inc. (HSCSN) is currently the District's contractor that serves this population.

The services available to all CASSIP enrollees include, but not limited to:

- An assigned Care Manager
- Respite Care (168 hours every 6 months)
- Home Modifications (medically necessary)
- Adaptive equipment and supplies
- Orthodontic care
- Home Health/Personal Care Assistant services
- Feeding management programs
- Psychiatric Residential Treatment Facility (PRTF) and Psychiatric sub-acute care (for defined population)
- Long term medical care
- Intermediate Care Facility for Mental Retardation (ICF-MR)
- Behavioral Health rehabilitation services (day treatment programs)

Medicaid Managed Care Contacts:

AmeriHealth Caritas District of Columbia	(800) 408-7511
MedStar Family Choice DC	(888) 404-3549
Health Services for Children with Special Needs	(866) 937-4549
Amerigroup DC	(202) 548-6700

Enrollment Broker:

DC Healthy Families and Alliance Program:	(800) 620-7802
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## 4.2 Participants

The DC Medicaid Program serves an excess of 250,000 District of Columbia residents. Two-thirds of this population is enrolled in the Managed Care Program. The remaining third of the beneficiaries are enrolled in the Fee-for-Service Program. Members of eligible populations reside in all eight of the District's wards. Over half of the eligible population resides in Wards 4, 7 and 8 of the eastern part of the city. Eligible managed care enrollees shall be required to select a primary care provider within ten (10) days of becoming eligible for the program. If they do not select a primary care provider, they shall be assigned to one.

## 4.3 Providers

Eligible providers can be prepaid plans; public health clinics owned or operated by the District, hospital outpatient clinics, certain community health centers, and federally qualified health centers (FQHC) or physicians in private practice. To be eligible, a provider must agree to comply with certain federal and District requirements, must meet the district's requirements for the practice of medicine and/or for the operation of a prepaid plan or health care facility and must be enrolled as a DC Medicaid provider. Payment for services can be on a fee-for-service basis, a capitated basis for prepaid plans or alternative payment models.

## 4.4 Special Requirements for Managed Care Organizations

In addition to executing a provider application, a MCO or other pre-paid health plan must sign a contract, renewed annually, with the DC Medicaid Program to enroll Medicaid beneficiaries.

Individuals eligible to enroll in managed care fall under the following categories:

- Medicaid (TANF-TANF related),
- Children's Health Insurance Program (CHIP)
- Childless Adults
- Immigrant Children Program (ICP) and
- Alliance

## 4.5 Quality Assurance Program for DC Medicaid Managed Care

DHCF is responsible and accountable for all quality improvement activities as outlined in the department's Quality Strategy. Components of this Quality Strategy include at a minimum all requirements as outlined in The Centers for Medicare and Medicaid Services (CMS) Medicaid and CHIP Managed Care Final Rule (CMS 2390-F). DHCF is also responsible for tracking and monitoring provider utilization and quality of care standards. Providers are responsible for participating in quality improvement activities to promote improved quality of care, experience of care and decreased cost as outlined by the DHCF. DHCF is responsible for monitoring, analyzing, and distributing information related to quality improvement activities and providing support to implementation of continuous quality improvement activities.



## 5 PROVIDER PARTICIPATION INFORMATION

This section of the manual provides information regarding enrollment of providers to participate in the DC Medicaid Program.

### 5.1 Participating Provider

A participating provider is a person, institution, or organization who has an executed provider agreement with DHCF. To participate in the DC Medicaid Program, providers must adhere to the guidelines established by DHCF and outlined in the individual provider agreements.

### 5.2 Provider Types

The following types of providers qualify for Medicaid program enrollment consideration:

- Alcohol and Substance Abuse Clinic
- Ambulance Transportation
- Ambulatory Surgery Center
- Audiologist
- Birthing Center
- Clinic (Public/Private)
- Community Residential Facility
- DC Public Chartered Schools
- Dental Clinic
- Dentist
- Doula
- Durable Medical Equipment Supplier
- Federal Qualified Health Clinic
- Freestanding Radiology
- General Hospital
- Hearing Aid Dispenser
- Hemodialysis Center – Freestanding
- Home Health Agency
- Hospice
- Independent Lab/X-ray
- Licensed Independent Social Workers
- Nurse Practitioner Group
- Psychologists
- Telemedicine
- LTAC Hospital
- MCO (Managed Care Organization)
- Mental Health Clinic
- Mental Health Rehab Services (MHRS)
- Nurse Practitioner
- Nursing Facility
- Optician
- Optometrist
- Pediatric Palliative Care
- Pharmacy
- Licensed Marriage and Family Therapists
- Physician DO
- Physician MD
- Podiatrist
- Psychiatric Residential Treatment Facility
- Psychiatric Hospital Private
- Psychiatric Hospital Public
- Waiver (Elderly and Physically Disabled (EPD), Individual with Developmental Disabilities (IDD))
- Physician Group
- Personal Care Aide (PCA)
- Psychosocial Rehabilitation Services (Clubhouse)
- Physician Assistant
- Recovery Support Services

### 5.3 Provider Eligibility Requirements

Providers shall meet the following certification requirements to be considered for participation in the DC Medicaid Program. Requirements differ based on provider type and/or location as noted below:

#### 5.3.1 District Providers

Providers licensed in the District of Columbia are eligible to request consideration for participation in the DC Medicaid program if the practice address is located within the geographic boundaries of the District of Columbia.

### **5.3.2 Out-of-District Providers**

Providers whose practice address is located outside of the geographic boundaries of the District of Columbia are eligible to request consideration for participation in the DC Medicaid program if licensed in the state of the practice address.

### **5.3.3 Group Practice Providers**

Licensed, registered, and/or certified businesses that have multiple members, who are registered to do business in the District of Columbia, are eligible to request consideration for participation in the DC Medicaid through a group practice.

When a group practice has been approved for participation, the group will be assigned a provider number. Payment for services rendered by all members of the group will be made under this number. Every member in the group must also be enrolled in DC Medicaid and have signed an individual Provider Agreement. A provider number will also be assigned to each member in the group to indicate which member is rendering the service.

For each new member the group wants to add, an enrollment package must be obtained, completed, and submitted to Maximus. Conduent will notify applicants in writing whether they have been approved for participation in the DC Medicaid Program.

### **5.3.4 Health Facilities**

Licensed and certified health facilities are eligible to request consideration for participation in the DC Medicaid Program. In the case of new facilities or new services, acquisition of a certificate of need from the Department of Health, Health Regulation and Licensing Administration will also be required.

### **5.3.5 Federally Qualified Health Centers**

Federally Qualified Health Centers (FQHCs) are eligible to request enrollment as a provider in the DC Medicaid program. Each FQHC must be approved by the Centers for Medicare and Medicaid Services (CMS) and meet the requirements governing FQHCs set forth in the applicable provisions of Title XVIII of the Social Security Act and implementing regulations. All FQHCs must be screened and enrolled in the Medicaid program pursuant to the requirements set forth in Chapter 94 of Title 29 of the District of Columbia Municipal Regulations (DCMR). When applying to DC Medicaid for participation, the FQHC will need an NPI number for each site and a distinct taxonomy number for each service type rendered. In turn (once approved) a new DC provider number will be issued for each service type rendered at the FQHC location.

## **5.4 Application Procedures**

To become a DC Medicaid provider, an applicant may submit an enrollment application online at [www.dcpdms.com](http://www.dcpdms.com). Applicants also shall be subject to screening through any of the following:

- Ownership and Financial Disclosures
- Criminal Background Checks
- Fingerprinting; and/or
- Pre and Post Enrollment Site Visits

To access the online application, go to the “Provider” section of the Web Portal located in the left navigational pane and select the “Enroll Online” hyperlink.

DHCF shall revalidate all enrolled suppliers of DME/POS every three (3) years, and all other Medicaid providers every five (5) years, in accordance with 42C.F.R. § 455.414. The dates for revalidation of enrollment shall be calculated beginning on the date that the Director of DHCF, or a designee, signs the Provider Agreement.

DHCF shall review an Applicant's signed and finished Application within thirty (30) business days from the date it was received by DHCF. DHCF shall return a provider application package to the Applicant when DHCF determines the provider application package to be incomplete or to contain incorrect information. DHCF shall allow resubmission for incomplete or incorrect information a maximum of two (2) times within the same twelve (12) month period.

An Applicant shall be classified according to the following risk categories:

- High (subject to the screening requirements described in § 9404).
- Moderate (subject to the screening requirements described in § 9405); or
- Limited (subject to the screening requirements described in § 9406).

Providers or suppliers who are classified as "Moderate Risk" or "High Risk" shall be required to attend an orientation session before signing the Medicaid Provider Agreement.

#### 5.4.1 How Track the Status of Your Enrollment Application

- Log into your account in the [www.dcpdms.com](http://www.dcpdms.com) Web Portal
- On your Provider Management Home page, you can view the "status" of your application in the "My Provider" section. See example below.

My Providers									
Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	Location	Effective Date	Submit Date	Re-Enrollment Due Date
<a href="#">DC DDS</a>	Approved	IDDD Waiver			Case Management	20007 - 3717		09/22/16	
<a href="#">Dietician</a>	Approved	IDDD Waiver		111114028	Employment Readiness	20007 - 3717	09/22/16	09/22/16	09/22/19
<a href="#">Test DDS</a>	Denied	IDDD Waiver			Case Management	20007 - 3717		09/22/16	
<a href="#">Deny</a>									

- If you have any questions or concerns, please contact MAXIMUS Provider Customer Service at 844-218-9700 TTY 844-436- 8333 (Monday – Friday 8:00am- 5:00pm)

#### 5.4.2 Screening Providers or Suppliers Classified As "High Risk"

Pursuant to 42 C.F.R. § 455.450, the following provider and supplier types shall be classified within the "High Risk" category:

- Home Health Agencies ("HHAs") and
- Durable Medical Equipment, Prosthetics, Orthotics, and Supplies ("DMEPOS") suppliers.

Screening for providers or suppliers classified as "High Risk" shall include the following:

- Verification that the provider or supplier meets requirements set forth in the D.C. Health Occupations Revision Act of 1985, as amended, effective March 25, 1986 (D.C. Law 6-99; D.C. Official Code § 3-1201.01 et seq.) and implementing rules, as well as all other applicable Federal and District laws and regulations.
- Verification of appropriate licensure, including licensure in states other than the District, in accordance with 42 C.F.R. § 455.412.
- Both pre- and post-enrollment database checks to ensure the provider or supplier continues to meet the enrollment criteria that corresponds to its provider or supplier type, in accordance with 42 C.F.R. § 455.436.
- On-site visits conducted in accordance with 42 C.F.R. § 455.432.
- Criminal background checks, pursuant to 42 C.F.R. § 455.434; and
- Submission of fingerprints, pursuant to 42 C.F.R. § 455.434, for all providers or individuals who maintain a five percent (5%) or greater ownership interest in the provider or supplier.

#### 5.4.3 Screening Providers or Suppliers Classified As "Moderate Risk"

Pursuant to 42 C.F.R. § 455.450, the following provider and supplier types shall be classified within the "Moderate Risk" category:

- Community Mental Health Centers ("CMHCs").
- Hospices.
- Home and Community Based Services ("HCBS") Waiver providers.
- Intermediate Care Facilities for Individuals with Intellectual Disabilities ("ICFs/IID"); and
- Pharmacies.

Screening for providers or suppliers classified as "Moderate Risk" shall include the following:

- Verification that the provider or supplier meets requirements set forth in the D.C. Health Occupations Revision Act of 1985, as amended, effective March 25, 1986 (D.C. Law 6-99; D.C. Official Code § 3-1201.01 et seq.) and implementing rules, as well as all other applicable Federal and District laws and regulations.
- Verification of appropriate licensure, including licensure in states other than the District, in accordance with 42 C.P.R. § 455.412.
- Both pre- and post-enrollment database checks to ensure the provider or supplier continues to meet the enrollment criteria that corresponds to its provider or supplier type, in accordance with 42 C.P.R. § 455.436; and
- On-site visits conducted in accordance with 42 C.P.R. § 455.432.

#### **5.4.4 Screening Providers or Suppliers Classified As "Limited Risk"**

Pursuant to 42 C.P.R. § 455.450, any provider or supplier not designated as "Moderate Risk" or "High Risk" under §§ 9405 and 9404, shall be classified within the "Limited Risk" category. Screening for providers or suppliers classified as "Limited Risk" shall include the following:

- Verification that the provider or supplier meets requirements set forth in the D.C. Health Occupations Revision Act of 1985, as amended, effective March 25, 1986 (D.C. Law 6-99; D.C. Official Code § 3-1201.01 et seq.) and implementing rules, as well as all other applicable Federal and District laws and regulations.
- Verification of appropriate licensure, including licensure in states other than the District, in accordance with 42 C.P.R. § 455.412; and
- Both pre- and post-enrollment database checks to ensure the provider or supplier continues to meet the enrollment criteria that corresponds to its provider or supplier type, in accordance with 42 C.P.R. § 455.436.

#### **5.4.5 Crossover Only Providers**

Providers who are interested in rendering to QMB beneficiaries must enroll in the DC Medicaid program. The enrollment process involves completing a provider application and submitting all required documents, including all applicable licenses and/or certifications, a W-9 form, and the Medicaid provider agreement. Please note that participation in this program is limited to rendering services to QMB enrollees only.

#### **5.4.6 Ordered or Prescribed Services**

DC Medicaid will pay for compensable services or items prescribed or ordered by a practitioner only if they are ordered within the scope of DC Medicaid regulation and good medical practice. Items prescribed or ordered solely for the patient's convenience or that exceed medical needs are not compensable. Payment may not be made for items or services prescribed or ordered by providers who have been terminated from the DC Medicaid Program.

### **5.5 Enrollment Application Approval**

MAXIMUS will notify applicants by emailing a Welcome Letter when the provider is approved for participation in the DC Medicaid program. The Welcome Letter is issued to the provider's primary contact email address (or correspondence address, if a paper application submitted).

The Welcome Letter notifies the provider of the nine-digit Medicaid Provider ID that is used to submit claims. After the provider is approved, billing instructions and forms are available on the Medicaid Web Portal at [www.dc-medicaid.com](http://www.dc-medicaid.com).

A provider who has been approved is eligible to be reimbursed only for services furnished on or after the effective date of the enrolled provider's executed agreement with DHCF and only for eligible services. The effective date is determined by the date the application is approved except in extenuating circumstances.

## **5.6 Special Requirements for the FQHC**

When a FQHC has been approved for participation, the FQHC will be assigned a provider number. Payment for services rendered by all providers of the FQHC will be made to the FQHC. A different provider number will be assigned to each service provided by e the FQHC at each delivery site (medical, behavioral, dental) to indicate which location is rendering the service.

## **6 REGULATIONS**

The regulations that govern the DC Medicaid Program are contained in Title XIX of the Social Security Act, 42 U.S.C. 1396, (et seq.) and authorized by enabling legislation P.L. 90-227, 12/27/67. The Department of Health Care Finance (DHCF) is the single state agency responsible for administering the Medicaid program.

An overview of the regulations governing provider activities follows.

### **6.1 Beneficiary Freedom of Choice of Providers**

A beneficiary may obtain services from any institution, agency, and pharmacy, medical professional or medical organization that has an agreement with DHCF to provide those services. Therefore, there will be no direct or indirect referral arrangements between physicians and other providers of health care services, which might interfere with a beneficiary's freedom of choice. This is not intended to prohibit a physician from recommending the services of another provider, but does prohibit automatic referrals between providers, which could interfere with the beneficiary's freedom of choice.

### **6.2 Discrimination**

Federal and District of Columbia regulations require that all programs receiving Federal and local assistance comply fully with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973 and the regulations at 45 CFR Parts 80 and 84. DHCF ensures that no individual shall be subjected to discrimination under this plan on the grounds of race, color, national origin, or handicap.

### **6.3 Interrelationship of Providers**

Providers are prohibited from referring or soliciting beneficiaries directly or indirectly to other providers for financial consideration. Providers are also prohibited from soliciting, receiving, or offering kickbacks; payments, gifts, bribes, or rebates for purchasing; leasing, ordering, arranging for, recommending purchasing, leasing; ordering for goods, facilities, or items for which payment is made through the DC Medicaid Program. This does not preclude discounts or other reductions in charges by a provider to a practitioner for services such as laboratory and X-ray, if the price is properly disclosed and appropriately reflected in the costs claimed or charges made by a practitioner.

### **6.4 Record Keeping**

Providers shall retain for a minimum of ten (10) years (unless otherwise specified), medical and fiscal records that fully disclose the nature and extent of the services rendered to beneficiaries. These records must meet all the criteria established by federal and District regulations. Providers shall make such records readily available for review and copying by District and Federal officials or their duly authorized agents. The term "readily available" means that the records must be made available at the provider's place of business. If it is impractical to review records at the provider's place of business, upon written request, the provider must forward without charge, the original records, or facsimiles. If DHCF terminates an agreement with a provider, the records relating to services rendered up to the effective date of the termination remain subject to the requirements stated in this manual.

#### **6.4.1 Medical Records**

Providers who have examined, diagnosed, and treated a beneficiary, shall maintain individual beneficiary records that include, but are not limited to the following:

- Are legible throughout and written at the time services are rendered
- Identify the beneficiary on every page

- Are signed and dated by the responsible licensed provider. Stamped signatures will not be accepted. All care by ancillary personnel must be countersigned by the responsible licensed provider. Any alterations to the record must be signed and dated
- Contain a preliminary working diagnosis as well as final diagnosis, including elements of a history and physical examination upon which the diagnosis is based
- Document in compliance with the service definitions and descriptions found in Physicians' Current Procedural Terminology (CPT), ICD-9/10, HCPS, CTD, Axis I
- Reflect treatments as well as the treatment plan
- List quantities and dosages of drugs or supplies prescribed as part of the treatment and wellbeing of the patient
- Indicate the progress of the beneficiary at every visit, the change of the diagnosis, the change of treatment, and the response to the treatment
- Contain summaries of all referrals, hospitalizations, and reports of operative procedures
- Contain the results of all diagnostic tests and reports of all consultations
- Reflect the disposition of the case

#### **6.4.2 Cost Reporting**

Each participating facility shall submit an annual cost report to the Medicaid Program within ninety (90) days of the close of the provider's cost reporting period, which shall be concurrent with its fiscal year used for all other financial reporting purposes. The following provider types participating in the DC Medicaid program must submit annual cost reports.

- Intermediate Care Facilities
- DC Public Schools
- DC Chartered Schools
- Federally Qualified Health Centers
- Hospitals
- Long Term Care Facilities

A delinquency notice shall be issued if the provider does not submit the cost report on time and has not received an extension of the deadline for good cause. If the cost report is not submitted within thirty (30) days of the date of the notice of delinquency, twenty percent (20%) of the facility's regular monthly payment shall be withheld each month until the cost report is received.

Cost reports shall be properly completed in accordance with program instructions and forms and accompanied by supporting documentation required by the Medicaid Program. All cost reports shall cover a twelve (12) month cost reporting period, which shall be the same as the facility's fiscal year, unless the Medicaid Program has approved an exception.

Each facility shall maintain sufficient financial records and statistical data for proper determination of allowable costs.

Each facility's accounting and related records including the general ledger and books of original entry, and all transaction documents and statistical data, are permanent records and shall be retained for a period of not less than five (5) years after the filing of a cost report or until the Notice of Final Program Reimbursement is received, whichever is later.

#### **6.4.3 Fiscal Records**

Providers shall retain for a minimum of 10 years all fiscal records relating to services rendered to and not limited to DC Medicaid beneficiaries. This may include, but is not limited to, purchase invoices, prescriptions, the pricing system used for services rendered to patients who are Medicaid eligible, and payments made by third-party payers.

#### **6.4.4 Disclosure of Information**

Records and information acquired in the administration of any part of the Social Security Act are confidential and may be disclosed only under the conditions prescribed in the rules and regulations of the Department of Health and Human Services and the DC Medicaid program.

#### **6.4.5 Penalties for Non-Compliance**

DHCF may terminate agreements with providers who fail to maintain and provide medical and fiscal records as described in the Provider Agreement. If a District or Federal review shows that DHCF paid for services that a provider failed to document as required by the provider's agreement, said provider can be subject to termination pursuant to DC Medicaid rules and regulations.

If DHCF finds, prior to paying a claim, that service is not fully documented by the provider (cited in provider's medical records), payment shall not be made.

### **6.5 Division of Program Integrity**

DHCF ensures the integrity of the Medicaid program and seeks to identify and reduce waste, fraud, and abuse in the use of Medicaid funds through the activities carried out by the Division of Program Integrity (DPI). The purposes of program oversight are to safeguard against unnecessary, inappropriate, and/or fraudulent use of Medicaid services, identify excessive or inaccurate payments to providers, and ensure compliance with the applicable Medicaid laws, regulations, and policies. The two primary branches of the DPI are the Investigations Branch and the Surveillance/Utilization Branch.

The Investigations Branch is responsible for conducting investigations of alleged violations of policies, procedures, rules, or laws. Complaints may originate from the Office of the Inspector General, the Fraud Hotline, Agency staff, facilities and/or health care practitioners, the public, data analysis, or other sources. Allegations of a criminal nature are referred to the appropriate law enforcement entity. When necessary, the Investigations Section works closely with the District of Columbia Medicaid Fraud Control Unit (MFCU) and other federal or local law enforcement.

The Surveillance/Utilization Branch reviews providers' patterns of care delivery and billing, reviews patterns of beneficiary resource utilization, undertakes corrective actions when needed, and educates providers on relevant laws, regulations, and other program requirements. Specifically, the Surveillance/Utilization Branch conducts audits and reviews of providers suspected of abnormal utilization or billing patterns within the District of Columbia's Medicaid program, recovers overpayments, issues administrative sanctions, and refer cases of suspected fraud for criminal investigation.

Pursuant to the authority set forth in §1902(a) (30) of the Social Security Act, 42 C.F.R. § 455, and 42 C.F.R. § 456, and in conjunction with 29 DCMR § 1300, et seq. and 1900, et seq., the DHCF has established procedures for reviewing the utilization of, and payment for, all Medicaid services. Accordingly, providers are required, upon request, to provide DHCF, designated DHCF agents, the Department of Justice, or the Secretary of Department of Health and Human Services with medical records. In addition, providers must fully cooperate with audits and reviews made by DHCF or their designee to determine validity of claims or the medical necessity of services rendered by the provider. Any of the above entities have the right to request complete information about the ownership of any contractor with whom the provider has had business transactions. In addition, requests may be made about significant business transactions between the provider and any wholly owned supplier, or subcontractor, during the ten (10) year period from the date of the request. This information must be supplied within 35 days of request.

The reviews involve the utilization of, and payment for, all Medicaid services and may include, but are not limited to the following:



- **Desk Audit-Review** – An audit or review conducted at the Division of Program Integrity. A notification letter with a request for records may be sent to the provider and requires the provider to submit copies of the requested records, if necessary. Audit staff may conduct provider and/or provider personnel interviews by phone. Some examples of desk audits and reviews are clinical reviews, pharmacy third party liability (TPL) audits; hospital outpatient claims audits, hospital credit balance reviews, unit of service limitation reviews, and audits of claims submission patterns.
- **Onsite/Field Audit** – An audit conducted at a provider's place of business. A letter of "intent to audit" or a notification letter can be provided by the Division of Program Integrity auditor(s) to the provider prior to the onsite visit, or when the auditor(s) arrives at the place of business, giving the provider information concerning the audit. Audit staff will make copies of the provider's records when onsite, review provider's billing protocols, and interview the provider and/or provider personnel.

Provider audits may be announced or unannounced. If announced, the Division of Program Integrity will send intent to audit/notification letter to the provider announcing the audit and the time frame of the audit.

When possible, the Division of Program Integrity will coordinate with the provider to minimize inconvenience and disruption of health care delivery during the audit. Providers can prepare by doing the following:

- Provide a temporary workspace for the auditor(s) within reasonable proximity to the office staff and records. Since many of the original documents and records the auditor(s) will need to examine are located at the local department level, the auditor(s) will need a temporary work area with adequate space and lighting. The amount of time needed for the auditor(s) to be physically present at the provider's location will vary from audit to audit.
- Provide a current organization chart of the provider's area of responsibility. This and other information will assist the auditor(s) in gaining an understanding of the provider's administrative structure, nature of its operations and familiarity with its employees.
- Have a designated individual (Clinical Manager, Clinical Administrator, or Administrative Staff Person) available to assist the auditor(s).
- Have all documentation to support billing and reimbursement readily available for the reviewer.
- Have copies of current business license(s) and professional healthcare licenses of all pertinent staff available for the auditor(s).

The auditor(s) analysis of the provider's operation may require that several of the provider's employees at various levels be asked to explain the organization process. In addition to examining hard copy records, it may be necessary for the auditor(s) to make photocopies, and/or obtain samples, of key documents of the provider's files. The confidentiality of records reviewed during the audit (i.e.: payroll data, personnel record details and contractor agreement details, etc.) will be maintained by the auditor(s).

Once the review of provider information and records is completed, the provider is mailed a draft audit report/preliminary clinical review notice. The provider is given 30 days to respond to the draft audit report/preliminary clinical review notice. Once the draft audit/preliminary clinical review notice response time is expired or dispute process is completed, a final audit report/clinical overpayment notice is sent to the provider. This audit report/notice contains the final overpayment amount and additional directives for the provider.

Some audits, specifically those audits which do not require obtaining records from a provider may result only in an overpayment notice being issued to the provider. This notice contains the overpayment amount and additional directives to the provider.

Providers will normally have 30 days (depending on the category of service being delivered and the specific regulations that govern that service) from receipt of the draft audit report or preliminary clinical review notice to dispute the draft audit or preliminary clinical review findings. Providers must submit the

dispute in writing, include what findings they are contesting, and supply documentation to support their position.

Providers have 15 days from receipt of the final audit report/clinical review overpayment notice to request an administrative hearing/appeal of the final audit findings. Providers must submit the request in writing, including the basis for contesting the audit, and including a copy of the final audit report. The written request must be served in a manner which provides proof of receipt and must be sent to:

Office of Administrative Hearings  
441 4<sup>th</sup> Street, NW  
Suite 450 - North  
Washington, DC 20001-2714

There are several Federal government audit/review and program integrity initiatives administered by the Centers for Medicare and Medicaid Services (CMS) or CMS contractors and may include the Office of Inspector General (OIG). District of Columbia's Medicaid providers may receive notification letters and record requests from CMS contractors advising them they have been selected for an audit or review. These audits or reviews could involve the following programs or contractors:

- Payment Error Rate Measurement (PERM) measures improper payments (errors) in Medicaid and the Children's Health Insurance Program (CHIP). The PERM program measures improper payments in Medicaid and CHIP and produces error rates for each program. The error rates are based on reviews of the fee-for-service (FFS), managed care, and eligibility components of Medicaid and CHIP in the fiscal year (FY) under review. It is important to note that the error rate is not a "fraud rate" but simply a measurement of payments made that did not meet statutory, regulatory, or administrative requirements.
- Audit Medicaid Integrity Contractors are entities with which CMS has contracted to conduct post-payment audits of Medicaid providers. The overall goal of the provider audits is to identify overpayments and to ultimately decrease the payment of inappropriate Medicaid claims. At the direction of CMS, the Audit MICs audit Medicaid providers throughout the country. The audits ensure that Medicaid payments are for covered services that were provided and properly billed and documented. Audit MICs perform field audits and desk audits.
- Recovery Audit Contractors are entities which are required by Section 6411(a) of the Affordable Care Act and contracted through the State Medicaid Agency to audit claims for services furnished by Medicaid providers. These Medicaid RACs must identify overpayments and underpayments.

## **6.6 Consequences of Misutilization and Abuse**

If routine utilization review procedures indicate that services have been billed for are unnecessary, inappropriate, contrary to customary standards of practice, or violate Medicaid regulations, the provider will be notified in writing. The provider may need to explain billing practices and provide records for review. Providers will be required to refund payments made by Medicaid if the services are found to have been billed and been paid by Medicaid contrary to policy, the provider has failed to maintain adequate documentation to support their claims or billed for medically unnecessary services.

## **6.7 Consequences of Fraud**

If an investigation by DHCF indicates that a provider intentionally submitted false claims for services not rendered or aided another in submitting false claims for services not rendered, DHCF will initiate payment suspension and/or termination proceedings pursuant to DC Medicaid regulations. In addition to administrative action, the case record will be referred to the Medicaid Fraud Control Unit (MFCU) for further review and criminal or civil prosecution under District and Federal law. Sanctions for criminal and civil violations will be imposed pursuant to District and Federal law.

## 6.8 Reporting Fraud, Waste, and Abuse

DHCF is committed to the investigation, prevention, and detection of provider and beneficiary fraud and/or abuse in the Medicaid program. Any related allegations, information, or concerns can be reported to DHCF, Division of Program Integrity at the following contacts:

Department of Health Care Finance

Division of Program Integrity

441 Fourth Street, NW

Washington, DC 20001

Telephone Number: 202 698-1718

Hotline Phone Number: 1-877-632-2873

<https://www.dc-medicaid.com/dcwebportal/nonsecure/reportFraud>

## 7 LANGUAGE ACCESS

The Language Access Program is housed under the District of Columbia Office of Human Rights (OHR). It exists to eliminate language-based discrimination, enabling DC residents, workers, and visitors to receive equivalent information and services from the DC government, regardless of what language they speak. The Program's scope includes all District agencies that encounter the public, and it supports these agencies in providing translation and interpretation services for customers who are limited or non-English proficient (LEP/NEP). The Language Access Program organizes its work into four areas: enforcement, compliance monitoring, technical assistance, and community engagement.

- **Enforcement:** Individuals who believe their language access rights have been violated may file a complaint with OHR. The Program Director personally manages language access complaints and issues written findings after the investigations. The Program Director also works with agencies found in non-compliance to implement corrective actions.
- **Compliance Monitoring:** While the Program covers all District agencies that engage residents, workers, and visitors, it provides additional support to those agencies with major public contact (see "Laws and regulations" for more information on this distinction). With more potential exposure to the LEP/NEP population, agencies with major public contact have extensive language access responsibilities, which are reflected in the applicable laws and regulations. Program staff hold agencies accountable to these directives by monitoring each agency's compliance with them. Staff builds agency capacity for compliance through the development of attainable two-year action plans known as Biennial Language Access Plans (BLAPs). Agencies report quarterly on their BLAPs' progress, and Program staff review these reports. Program staff summarize their findings at the end of each fiscal year in the Annual Compliance Report.
- **Technical Assistance:** Program staff support all District agencies that offer language access services as needed. In addition to responding to individual inquiries from agency members, Program staff regularly provides training on compliance requirements and cultural competency. Staff additionally engage in issue-specific consultations and perform supplemental functions as necessary.
- **Community Engagement:** To ensure that LEP/NEP residents, workers, and visitors are aware of their language access rights, the Language Access Program conducts outreach in conjunction with community-based organizations that serve immigrant needs. In addition to tabling at events, Program staff regularly deliver "Know Your Rights" trainings. Staff also work closely with members of the DC Language Access Coalition as well as the Consultative Agencies to disseminate information about the Program and create platforms for feedback on the District's translation and interpretation services. Staff also respond directly to inquiries from members of the public on matters related to language access.

### 7.1 Laws and Regulations

DC's Language Access Program began with the passage of the Language Access Act of 2004. This Act established the Program at the Office of Human Rights, identified covered entities, and enumerated their responsibilities, stipulated requirements for meeting these responsibilities, and outlined mechanisms for compliance monitoring and enforcement. You can view the full text of the Language Access Act of 2004, as updated in 2014, below.

- **DC Language Access Act of 2004 -**  
<https://ohr.dc.gov/sites/default/files/dc/sites/ohr/publication/attachments/LanguageAccessActof2004-English.pdf>
- **Language Access Regulations -**  
<https://ohr.dc.gov/sites/default/files/dc/sites/ohr/publication/attachments/FINAL%20REGULATION%20-%20October%202014.pdf>

The provider network supports DHCF in this effort by adhering to their contractual agreement as specified in section R3. R3 states the following:

Title VI of the Civil Rights Act of 1964 and 45 CFR 84.52(5)(d) requires that all patients receive the same level of care and service regardless of limited or no English proficiency (LEP) or limited or no hearing ability. All providers serving Medicaid beneficiaries are responsible for ensuring interpreter services are available for patients who need them. Federally Qualified Health Centers (FQHCs), hospitals, and other inpatient facilities must have their own interpreter services available for LEP or hearing impaired/deaf patients. Smaller, independent providers with no direct affiliation with such facilities may be eligible to request an interpreter through the Department.

## **7.2 Coordinating Translation Services**

All providers serving Medicaid beneficiaries are responsible for ensuring translations and interpreter services are available for patients who need them. Effective April 7, 2022, Department of Health Care Finance (DHCF) has a new language access and interpretive services contractor, ContextGlobal, Inc.

### **7.2.1 Interpreter/Communication Access Real-Time (CART) Services Request Form**

Please complete and submit the Interpreter Services request form for face-to-face interpretive services to DHCF via fax at 202-722-5685.

Please allow 5-7 business days for approval. If your request is outside of this timeframe, there is no guarantee that an interpreter will be available. However, urgent requests may be fulfilled depending on an interpreter's availability

For MCO Enrollees: Providers should follow the guidelines established by the enrollee's managed care organization (MCO) for receiving authorization for interpretive services. Please contact below the appropriate MCO for more information:

- AmeriHealth Caritas DC Provider Services: 202-408-2237 or 1-888-656-2383
- Amerigroup DC Provider Services: 202-548-6700
- Health Services for Children with Special Needs (HSCSN) Provider Services: 202-467-2737
- MedStar Family Choice DC Provider Services: 1-855-798-4244
- UnitedHealthcare Community Plan DC Provider Services: 1-888-350-5608

## 8 ADMINISTRATIVE ACTIONS

The following administrative actions can be taken in response to provider misutilization or fraud and abuse (additional information is available at 29 DCMR § 1300, *et seq.*):

### 8.1 Recoupment

If a provider has billed and been paid for undocumented or unnecessary medical services, DHCF will review the claims and determine the amount of improper payment. The provider will be required to either submit payment or provide repayment through future claims. An appeal by a provider is not a sufficient reason to postpone restitution procedures. In addition, the provider is prohibited from billing the beneficiary for amounts the provider is required to repay.

### 8.2 Termination

A Provider Agreement can be terminated due to, but not limited to, the following:

- Non-compliance with promulgated regulations of DC Medicaid
- Demonstrated ability to provide services, conduct business, and operate a financially viable entity
- Suspension or termination from Medicare or Medicaid programs within the United States
- Conviction of a Medicaid-related criminal offense
- Disciplinary action entered on the records of the state or District licensing or certifying agency
- Has had a controlled drug license withdrawn
- Has refused to permit duly authorized District or Federal representatives to examine medical or fiscal records
- Has dispensed items or services to excess that could be harmful, grossly inferior in quality, or delivered in an unsanitary manner in an unsanitary environment
- Has falsified information related to a request for payment
- Has knowingly accepted Medicaid reimbursement for services provided to beneficiaries who have borrowed or stolen Medicaid identification cards

#### 8.2.1 Notification

When a Provider Agreement is terminated, the provider will receive a Notice of Termination from DHCF. The notice will include the reason for the action, the effective date of the action, and the repercussions for the action. Upon notification of termination, the provider may submit all outstanding claims for allowable services rendered prior to the date of termination. These claims must be submitted within 45 days of the effective date of the termination.

In addition, upon termination of the Provider Agreement, Medicaid may release all pertinent information to:

- The Centers for Medicaid and Medicare Services
- District, State, and local agencies involved in providing health care
- Medicaid agencies located in other states
- State and county professional societies
- General public

#### 8.2.2 Consequences of Termination

Upon termination, the provider will be prohibited from receiving payment, either directly or indirectly, from DC Medicaid. This includes payment for professional or administrative services through any group practice, medical, clinic, medical center, individual provider, or other facility.

## 8.3 Appeal Process

A provider may request a formal review if he disagrees with a decision made by DHCF. 29 DCMR 1300 governing appeals filed by providers are cited in the Provisions for Fair Hearings, DC Code Title 4-210.1 - 4-210.18. Areas that may be appealed include, but are not limited to, the following:

1. Appeals regarding denial of payment for unauthorized services
2. Appeals regarding termination of a provider agreement
3. Appeals regarding denial of enrollment as a provider in the DC Medicaid or Waiver Programs.

Written requests for appeals must be sent to the address in Appendix A. Appeals regarding termination of the Provider Agreement must be sent in writing to the address listed in Appendix A. A copy of all appeals must be sent to DHCF at the address in Appendix A.

## 8.4 Reinstatement

The provider must send a written request to the DHCF to be considered for reinstatement. This written request should include statements from peer review personnel, probation officers (where applicable), or professional associates on the provider's behalf. In addition, the provider should include an individual statement of request for reinstatement. All documentation must be sent to DHCF at the address listed in Appendix A.

### 8.4.1 Criteria for Reinstatement

The DHCF will take the following into consideration when a provider has made a request for reinstatement:

- Severity of the offense
- Negative licensure action
- Court convictions that are Medicaid-related
- Pending, unfulfilled claims or penalties

## 9 BENEFICIARY ELIGIBILITY

This subsection provides an overview of beneficiary eligibility.

### 9.1 Eligibility Determination

The Department of Health Care Finance Medicaid Branch (DHCF) determines beneficiary eligibility for the DC Medicaid Program.

The Office of Information Systems (OIS) operates the District of Columbia Access System (DCAS), which determines and tracks eligibility, providing integrated automated support for several District of Columbia programs, including Medicaid. The DCAS eligibility information is directly linked to the Interactive Voice Response (IVR), making it readily available to providers.

### 9.2 Individual Eligibility

Individuals may be eligible for DC Medicaid by either qualifying under a “categorically needy” program or by meeting the conditions to be considered “medically needy”. Categorically needy programs include Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI), and refugee programs. Medically needy beneficiaries are those who do not qualify for cash benefits under a categorical program but meet the criteria to qualify as a medically indigent Medicaid beneficiary. The DC Medicaid Program does not cover medically indigent persons who are not eligible under a category that entitles receipt of federal financial participation. Following is a more specific list of groups eligible in the DC Medicaid Program:

1. Persons determined to be eligible for a grant through the TANF program
2. Pregnant (medically determined) women who would be eligible for TANF if the child were born and living with the mother
3. Pregnant women and infants up to one year of age with family incomes up to 185% of the federal poverty level
4. Persons who are age sixty-five or over, blind, or disabled, and who receive Supplemental Security Income (SSI) grants
5. Person who are sixty-five or over, or disabled and who meet more restrictive requirements than SSI
6. Persons who would qualify for SSI except for certain Social Security cost-of-living increases
7. Persons in medical facilities who, if they left such facilities, would qualify for SSI except for income
8. Persons who have become ineligible for Medicaid who are enrolled in an HMO that is qualified under Title XIII of the Public Health Service Act
9. Persons who would be eligible for TANF if their work-related childcare costs were paid from earnings rather than by a government agency
10. Children in licensed foster care homes or private childcare institutions for whom public agencies are assuming financial responsibility
11. Children receiving subsidized adoption payments
12. Persons who receive only a supplemental payment from the District
13. Certain disabled children aged eighteen (18) or under who live at home, but would be eligible if they lived in a medical institution
14. Pregnant women and children up to age five who are under 100% of the federal poverty level

### 9.3 Eligibility Identification

It is the responsibility of the provider to always verify that the patient is eligible for Medicaid before rendering services.



### 9.3.1 Medical Assistance Card

When first determined eligible, each Medicaid beneficiary receives a paper Medical Assistance Card from the Economic Security Administration containing his name, social security number, date of birth, sex, and an eight-digit identification number, which may include two leading zeroes.

If the beneficiary has provided this information to the eligibility-determining agency, a provider should ask the beneficiary if he has other health insurance coverage not shown on the card. The provider is obligated to determine that the person to whom care is being rendered is the same individual listed on the eligibility card.

Figure 1: Medical Assistance Card – Front Image

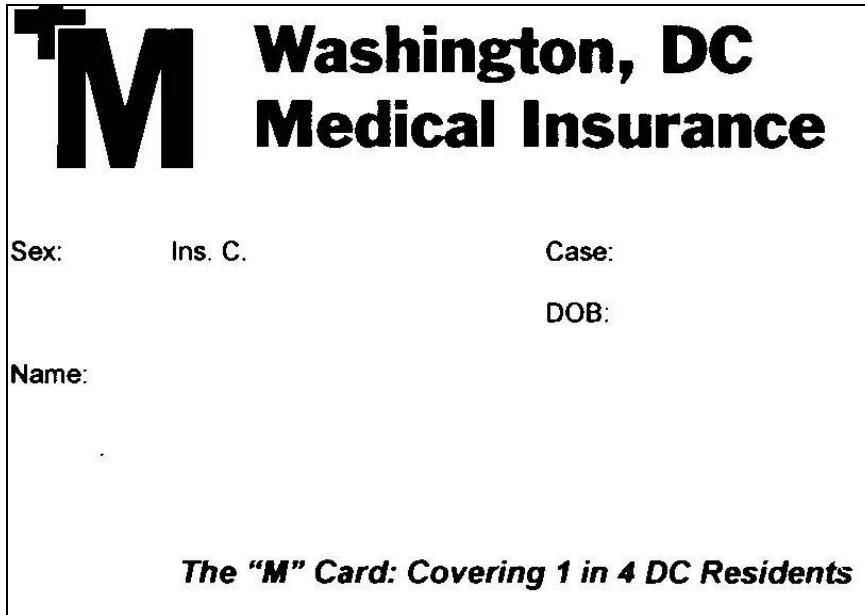
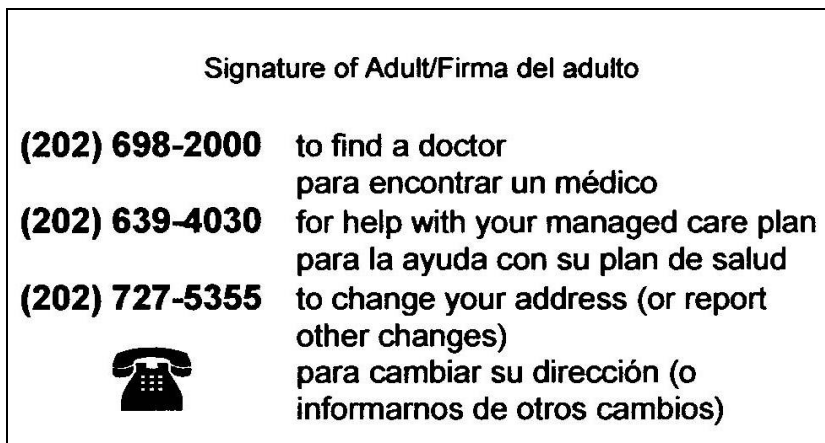


Figure 2: Medical Assistance Card – Back Image



The back of the Medical Assistance Card provides information to the beneficiary that gives specific information relevant to its use.

### 9.3.2 Notice of Presumptive Eligibility

To encourage greater participation in obtaining prenatal care, DHS FQHCs, and Federally Qualified Health Centers (FQHCs) are authorized to determine pregnant women temporarily (presumptively)

eligible for Medicaid while DCAS determines her ongoing Medicaid eligibility. The temporary eligibility will allow immediate receipt of all Medicaid-covered ambulatory services that are related to pregnancy and the patient will be issued a dated Notice of Presumptive Eligibility, a copy of which follows.

A District of Columbia Identification Number (DC ID#) will be established / issued no later than fourteen days from the date of the Notice by ESA. The Interactive Voice Response (IVR) will then respond, "Medicaid Eligible," and claims may be submitted to Conduent. The address is listed in Appendix A.

If you have questions concerning claim submission, please contact the Provider Inquiry Department at Conduent; questions regarding eligibility determinations should be directed to the Economic Security Administration. The addresses and telephone numbers are included in Appendix A.

### **9.3.3 Office of the Health Care Ombudsman and Bill of Rights**

An "ombudsman" is a person who investigates problems, makes recommendations for solutions, and helps solve the problem. The District of Columbia's Office of the Health Care Ombudsman and Bill of Rights is here to:

- Help beneficiaries understand their healthcare rights and responsibilities
- Help solve problems with healthcare coverage, access to healthcare and issues regarding healthcare bills
- Advocate for beneficiaries until their healthcare needs are addressed and fixed
- Guide beneficiaries towards the appropriate private and government agencies when needed
- Help beneficiaries in the appeals process
- Track healthcare problems and report patterns in order improve what is causing the problems

The Office of the Health Care Ombudsman and Bill of Rights is an important source of help for any Medicaid beneficiary. In fact, it can help any DC resident with health insurance issues, including people with Medicare, or health insurance. The Office of Health Care Ombudsman and Bill of Rights may be contacted at (877) 685-6391.

## **9.4 Provider Responsibility**

The provider is responsible for the following eligibility verification activities.

### **9.4.1 Eligibility Verification**

It is the responsibility of the provider to ensure the patient is DC Medicaid eligible on the date of service. If a provider supplies services to an ineligible beneficiary, the provider cannot collect payment from DC Medicaid. The provider should verify:

- Beneficiary's name and identification number
- Effective dates of eligibility
- Services restricted to specified providers
- Third-party liability

The provider must verify the beneficiary's eligibility by calling the Interactive Voice Response (IVR) using a touch-tone telephone (telephone number included in Appendix A) and supplying the beneficiary identification number found on the beneficiary's ID card. Beneficiary eligibility may also be verified online via the Web Portal at [www.dc-medicaid.com](http://www.dc-medicaid.com). The IVR and Web Portal receive eligibility information from DCAS, which is operated by the Office of Information Systems.

### **9.4.2 Third-Party Liability**

Since DC Medicaid is a payer of last resort, the provider must bill other resources first. Third-party liability (TPL) identifies primary payer resources outside of DC Medicaid who should be billed for the services

(i.e., Workmen's Compensation, CHAMPUS, Medicare, private insurance carriers, etc.). Some Third-Party Liability terms are defined as:

- Lien - is put in place to protect Medicaid's interest in the beneficiary's former home and its rights to recover Medicaid spending that result in settlements from inquiries that involve lawsuits
- Subrogation – notice sent out of intent to collect a debt
- Notice of other insurance – is sent when the beneficiary has an insurance policy other than Medicaid. This will not result in loss of Medicaid benefits
- Estate – property owned by a Medicaid beneficiary that can result in Medicaid placing a lien against it to insure the reimbursement of Medicaid funds after the beneficiary's death

When payment or denial of payment from the third party has been received, all documentation related to the action must be attached to the claim when billing DC Medicaid for a service. It is incumbent on the provider to discover if the beneficiary has other resources. Information about TPL must be entered on the claim form and should be kept in the patient's records.

In subrogation cases, DHCF should be notified. All recoveries should be turned over to DHCF immediately to offset payments already made by DHCF on behalf of the beneficiary.

### **9.4.3 Medicaid Beneficiary Restriction Program**

DHCF may restrict a DC Medicaid beneficiary to one designated primary care provider and to one designated pharmacy, when there is documented evidence of abuse or misutilization of services. For the purposes of this program, a primary care provider is a health care practitioner who takes responsibility for the continuous care of a patient, preventive as well as curative. Primary care providers are internists, family practitioners, general practitioners, pediatricians, health maintenance organizations, comprehensive neighborhood health centers, etc.

Medicaid Beneficiary Restriction is a corrective process by which a beneficiary is locked in for one year or more to the services of one designated pharmacy and one designated primary care provider who will be responsible for the management of the beneficiary's total health care. This restriction will not apply when there is need for a second opinion or when there is a medical emergency.

### **9.4.4 Qualified Medicare Beneficiary (QMB)**

Qualified Medicare Beneficiaries (QMBs) are persons who are entitled to Medicare Part A, are eligible for Medicare Part B, and have an income below 100% of the federal poverty level are determined to be eligible for QMB status by their state Medicaid agency. Medicaid pays only the Medicare Part A and B premiums, deductibles, co-insurance, and co-payments for QMBs. Medicaid does not cover dental services or non-covered Medicare services.

#### **9.4.4.1 Qualified Medicare Beneficiary Program**

The Qualified Medicare Beneficiary (QMB) Program is a Federal benefit administered at the State level. The District of Columbia reimburses providers for Medicare part A and Part B deductibles and coinsurance payments up to the Medicaid allowed amount for clients enrolled in the QMB program.

Figure 3: QMB Medical Assistance Card – Front Image

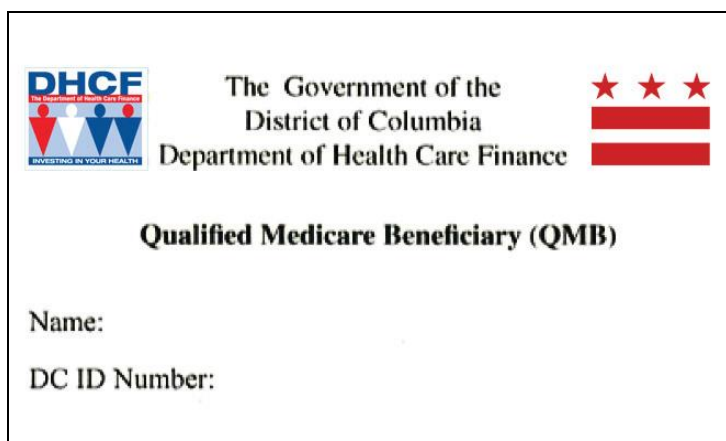
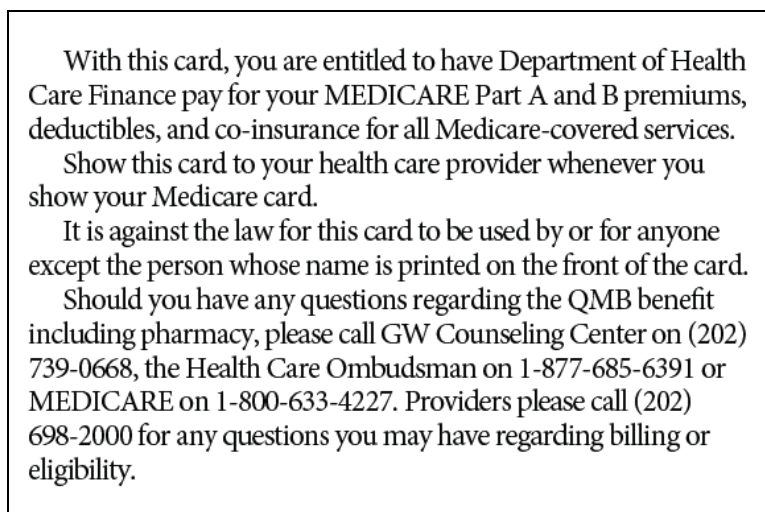


Figure 4: QMB Medical Assistance Card – Back Image

**9.4.4.2 Billing for Services Provided to QMB's**

All Medicare physicians, providers, and suppliers who offer services and supplies to QMBs must be aware that they may not bill QMBs for Medicare cost-sharing. This includes deductible, coinsurance, and copayments, known as "balance billing." Section 1902(n)(3)(B) of the Social Security Act, as modified by Section 4714 of the Balanced Budget Act of 1997, prohibits Medicare providers from balance billing QMBs for Medicare cost sharing. QMBs have no legal obligation to make further payment to a provider or Medicare managed care plan for Part A or Part B cost sharing.

Providers who inappropriately bill QMBs for Medicare cost-sharing are subject to sanctions.

**9.4.4.3 Balance Billing of QMBs is prohibited by Federal Law**

Under current law, Medicare providers cannot balance bill a QMB. Section 1902(n)(3)(B) of the Social Security Act, as modified by Section 4714 of the Balanced Budget Act of 1997, prohibits Medicare providers from balance billing QMBs for Medicare cost-sharing. Refer to <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1128.pdf> for additional information.

Specifically, the statute provides that the Medicare payment and any Medicaid payment are considered payment in full to the provider for services rendered to a QMB.

## 10 CLAIMS PROCESSING PROCEDURES

To ensure that the DC Medicaid claim is processed according to DC Medicaid policy, an advanced Medicaid Management Information System (MMIS) has been developed to adjudicate and price claims. This chapter outlines the claims process.

### 10.1 Receive and Record

Claims are received by Conduent in one of two media types: paper or electronic. Paper claims are handwritten or generated by computer. Standardized forms have been developed for the submission of services for payment. Standardization ensures appropriate entry and formatting of claims. For information regarding obtaining claim forms refer to section 9.1.

DC providers have the option of billing via Web Portal, EDI (Electronic Data Interchange) or paper. WINASAP is software that has been developed by Conduent to give DC Medicaid providers the capability for accelerated submission of Medicaid claims. DC providers may also submit electronic claims by utilizing billing agents, clearinghouses, or other third-party billing software. Submitting claims electronically drastically reduces the time required for Medicaid claims to be prepared for the Medicaid Management Information System (MMIS). Electronic submission eliminates the process of document preparation, mailing, claims receipt, and data entry. Using electronic submission, claims are transmitted directly to EDI or received in electronic format, then uploaded to the MMIS the same day of receipt.

Hard copy claims are received in the mailroom where they will undergo a review process.

### 10.2 Review

After hard copy claims have been received, they are reviewed for essential data. If essential data is missing, the claims will be returned to the provider (RTP). A claim will be rejected if any of the following situations occur:

- Original provider signature is missing (stamped signatures are not acceptable)
- Provider Medicaid identification number is missing
- Beneficiary Medicaid identification number is missing
- Claim submitted on an unaccepted claim form (older claim form version). [Note: DC Medicaid accepts CMS1500 (08/05), ADA Dental, and UB04 claim forms.]
- Writing not legible

Any claim that is RTP'd will be accompanied by an RTP letter. If the claim was submitted as a paper, the original claim can be corrected. If the claim was originally submitted electronically, it can be resubmitted electronically or be transferred to paper for resubmission.

### 10.3 Transaction Control Number

The transaction control number (TCN) is a unique tracking number assigned to each accepted claim. Rejected claims, submitted hard copy (Refer to the above Section 8.2 for list of reasons for claim rejection reasons) or electronically are not assigned a TCN until all errors have been corrected and resubmitted. If the claim was submitted as a hard copy, the original claim can be corrected. If the claim was originally submitted electronically, it can be resubmitted electronically or transferred to paper for resubmission.

The TCN consists of 17 numeric digits. The TCN structure is as follows:

Figure 5: TCN Structure

17021	1	0123	000001	7
Julian Date (YYDDD)	Media Type (By Value)	Batch Number (By Position)	Document Number	TCN Type (By Value)
	1 = Web 2 = Electronic Crossover 3 = Electronic Submitted Claim 4 = System Generated 5 = Web w/attachment 6 = Special Batch 7 = Retro-rate 8 = Paper 9 = Paper w/attachment 0 = Encounter	1 = Machine number 2 - 4 = Assigned batch		0 – 4 = PBM 5 - 6 = Available 7 = Original 8 = Credit (void) 9 = Debit (adjustment)

## 10.4 Input

Claims that have been accepted and have received a TCN are sent to data entry. After data entry operators have keyed these claims, the MMIS starts the editing process. If edits appear, the resolutions unit then works them. Edits give operators the opportunity to correct errors. The claims are then entered into the MMIS for processing.

## 10.5 Edits

When the claim data has been entered into the MMIS, it is edited to ensure compliance with the following DC Medicaid requirements:

- Provider eligibility
- Beneficiary eligibility
- Valid and appropriate procedure, diagnosis, and drug codes
- Reasonable charges
- Duplicate claims
- Conflicting services
- Valid dates
- Other Medicaid requirements

The status that is assigned to each claim is dependent on compliance with the requirements. The assigned status of each claim will be paid, denied, or suspended.

The Remittance Advice (RA) document sent to providers shows the status of each claim submitted by the provider and entered the MMIS. The claims information is sorted on the RA in the following order:

- Paid original claims
- Paid adjustment claims
- Denied original claims
- Denied adjustment claims
- Suspended claims (in process)
- Paid claims MTD
- Denied claims MTD
- Adjusted claims MTD
- Paid claims YTD
- Denied claims YTD

### 10.5.1 Approval Notification

Claims that meet all requirements and edits are paid during the next payment cycle. The provider will receive a Remittance Advice (RA) weekly listing all paid, denied, and suspended claims in the system. The provider will also receive a reimbursement check or direct deposit for paid claims. The RA will include claim amounts that have been processed and a total of all paid claims.

Claims previously paid incorrectly may be adjusted or voided. Voids will appear as credits; adjustments will appear as two transactions, debit, and credit.

Adjustments/voids must be initiated by the provider since the provider can only correct errors after the claim has been paid and appears on the RA. It is the responsibility of the provider to make corrections when errors are made.

The following examples show the importance of adjusting or voiding a previously adjudicated claim on which errors have occurred:

- The provider treated John Smith, but inadvertently coded a Beneficiary Identification Number of Jane Smith who may or may not be the provider's patient. The provider will need to void the claim for Jane Smith and submit an original claim for John Smith giving the correct identification number.
- On the original claim the provider entered the incorrect charge for accommodation. The provider will need to adjust (correct) the claim to obtain the correct reimbursement.
- The provider submits a claim in which an incorrect procedure code was used. In this case, the code was for removal of an appendix. This was not the procedure performed but the claim was paid according to the procedure listed. The provider will need to adjust (correct) this claim via an adjustment and enter the correct code for the procedure performed. This is an important step because should the patient ever require an appendectomy, that claim would otherwise be denied because the record reflects that the appendix had previously been removed.

The provider will be paid by check or direct deposit for all paid claims in accordance with current guidelines. Payments to providers may be increased or decreased by DHCF to accommodate previous overpayments, underpayments, or an audit.

### 10.5.2 Denied

Claims that do not meet DC Medicaid editing requirements will not be paid. All denied claims are listed on the RA in alphabetical order by beneficiary last name. Denial reasons are listed on the RA as well. Listed below are some examples of denial reasons:

- Beneficiary not eligible on date of service
- Provider not eligible on date of service
- Duplicate claim
- Claim exceeds filing limit

### 10.5.3 Suspended

Claims that do not meet the editing requirements cannot be paid until discrepancies have been resolved. To verify that the claim is in error, the MMIS assigns a status of "Suspend" which will outline the problem to resolve the issue. Claims will suspend for a variety of reasons; however, the most common reasons for claims to suspend are due to beneficiary eligibility, provider eligibility or the claim must be manually priced. Claims that suspend should not be re-submitted. If a second claim is submitted while the initial claim is in a suspended status, both claims will be suspended. Please allow the suspended claim to be processed and to be reported on the RA as paid or denied before additional action is taken.

Conduent and DHCF resolve all pended claims. The RA will only state that the claim is suspended and will not give a reason.

## 10.6 Timely Filing

All services to be reimbursed must be billed on the appropriate form, signed, and submitted to Conduent or in the case of presumptive eligibility, DHCF. All hard copy claims must be mailed to their respective P.O. Box, unless otherwise instructed.

The Department of Health Care Finance (DHCF) received approval from the Department of Health & Human Services Center for Medicare and Medicaid Services (CMS) to amend the Medicaid State Plan regarding timely filing of Medicaid claims. Effective October 1, 2012, the timely filing period for Medicaid claims is 365 days from date of service.

Secondary and tertiary Medicaid claims submitted for payment must be submitted within 180 days from the payment date from Medicare or the third-party payer. The Explanation of Benefits (EOB) statement must be attached to the claim.

For claims submitted on or after October 1, 2012, DHCF will not pay any claim with a date of service that is greater than three hundred and sixty-five (365) days prior to the date of submission. All claims for services submitted after 365 days from the date of service will not be eligible for payment. In addition, the amendment outlines the following exceptions to the 365-day timely filing requirement:

- When a claim is filed for a service that has been provided to a beneficiary whose eligibility has been determined retroactively, the timely filing period begins on the date of the eligibility determination.
- Where an initial claim is submitted within the timely filing period but is denied and resubmitted after the end of the timely filing period, the resubmitted claim shall be considered timely filed provided it is received within 365 days of the denial of the initial claim.
- If a claim for payment under Medicare or third-party payer has been filed in a timely manner, DHCF may pay a Medicaid claim relating to the same services within 180 days of a Medicare or third-party payer's payment.

This amendment to the State Plan applies to all DC Medicaid public, private and out of state providers who submit claims to DHCF.

To avoid denial, all hard copy and electronically submitted claims must be received within 365 days of the date of service.



## 11 BILLING INFORMATION

This section provides general billing information for use by providers when submitting claims.

### 11.1 Billing Procedures

Providers must supply their own standard claim form for the services provided. Conduent distributes Prior Authorization (719A) and Medicaid Laboratory Invoice for Ophthalmic Dispensing forms upon request.

The following claim forms are approved for filing claims utilizing the national standards for claim completion for goods or services provided to Medicaid beneficiaries:

- CMS-1500
- ADA Dental Form
- UB-04

FQHCs will bill using the CMS 1500 claim form ONLY or electronically using 837P.

#### 11.1.1 Form Availability

Original red CMS1500 and UB04 claim forms may be obtained from office supply stores (i.e., Staples, Office Depot, etc.) and Government Printing Office. The ADA Dental claim form must be obtained from the American Dental Association.

Note: All paper CMS1500 and UB04 claims received on and after May 1, 2010, must be submitted on the original red and white claim form. Red claims forms may be purchased from any office supply store or the Government Printing Office. Black and white versions of the claim forms will not be accepted and will be returned to the providers (RTP) with a request to resubmit on the proper claim form.

#### 11.1.2 Procedure and Diagnosis Code Sources

The procedure coding system recognized by the Medicaid Program is the Health Care Financing Administration's (HCFA) Common Procedural Coding System (HCPCS) as adopted by DHCF. The HCPCS consists of current year CPT-4 codes and HCFA codes.

Diagnosis numerical coding is required based on the International Classification of Diseases, Tenth Revision, Modification (ICD-10-CM). Refer to Appendix A for address and contact information.

## 11.2 Electronic Billing

DC Medicaid encourages transmission of claims electronically. Currently, DC Medicaid receives claims in the following media types:

- Web Portal
- EDI
- WINASAP

To ensure timely processing of payments, electronic claims must be received by Conduent no later than noon every Thursday for processing in the weekly payment cycle.

Conduent has implemented a Web Portal to provide tools and resources to help healthcare providers conduct their business electronically. Electronic claim submission provides for timely submission and processing of claims. It also reduces the rate of pending and denied claims.

Providers who are interested in receiving electronic billing instructions should indicate this interest on their EDI Enrollment application. Procedures specific to electronic billing are sent to providers approved to submit claims in this manner. The EDI X12N companion guides are available for download on the Web Portal. If you are already enrolled in the program and would like information on electronic claims billing, please contact Conduent at the number and address listed in Appendix A.

### **11.3 Medicare/Medicaid Crossover Billing**

When a beneficiary has been determined as dual-eligible (Medicare and Medicaid), Medicare should always be billed first. The Medicare claim must include both the patient's Medicare and Medicaid identification number. After Medicare processes the claim, the claim will be transmitted to Conduent for processing electronically. The claim must be received by Conduent no later than 180 days after the Medicare paid date as indicated on the Explanation of Medical Benefits (EOMB) statement.

If Medicare is billed for services for a beneficiary who is later identified as having Medicaid coverage, the provider should submit a copy of the Medicare claim to DC Medicaid. Again, the Medicare claim must include the patient's DC Medicaid identification number. The Explanation of Medical Benefits (EOMB) from Medicare must be attached to the claim as proof of payment or denial of payment by Medicare and submitted to Conduent for processing. Refer to Appendix A for the address to submit these claims.

The crossover amount paid will be the difference of the amount paid by Medicare and the PPS/APM rate. For additional information on Medicare billing, go to [www.cms.gov/Medicare/Medicare.html](http://www.cms.gov/Medicare/Medicare.html) or call Medicare at 800.633.4227.

### **11.4 Medicare Coinsurance and Deductibles**

When billing for a Medicaid patient who is also covered by Medicare for a service that is covered by Medicare, Medicare must be billed first. After Medicare processes the claim, submit a Medicare Crossover claim to Medicaid using the UB-04 or CMS-1500 claim form. Attach the Medicare Explanation of Medical Benefits (EOMB) including the Medicare payment date to the Medicare residuals claim as proof of payment or denial by Medicare.

When billing for Part A coinsurance, you must submit: 1) A UB-04 claim form with all required fields completed; and 2) The Medicare EOMB attached, or the claim will be returned. This will allow Medicaid to utilize all diagnosis and procedure code information to determine Medicaid's payment obligation in accordance with the District's State Plan.

### **11.5 Medicaid Claims with Third Party Payments**

Medicaid is always the payer of last resort. When a beneficiary has insurance from another source, employer or private policy, the provider must bill this source first before submitting to Conduent.

To bill Medicaid, the provider must submit an original claim with a copy of the third-party payers' EOMB attached indicating payment or denial within 180 days of the processing/payment date. When interviewing the patient, the provider should always question the patient about third party resources available to the patient, regardless of the information supplied through the Web Portal and IVR.

In accordance with the DC Medicaid State Plan Amendment, the reimbursement for TPL claims is the difference between the third-party payer's payment and the Medicaid allowed amount, not just the deductible and coinsurance.

### **11.6 Resubmission of Denied Claims**

If a claim has been denied due to reasons other than violations of good medical practice or Medicaid regulations, the claim may be resubmitted. An original claim must be submitted; copies will not be accepted. Only claims, which have appeared on your remittance advice as, denied, can be resubmitted.

Claims that are still in a Pend status cannot be resubmitted until they have been denied. Resubmission of a pended claim will result in claims denying for duplicate.

Telephone and/or written claim inquiries regarding non-payment of claims should be made after 45 days from the date the claims were initially submitted to DC Medicaid. Please be certain that the claim in question has not appeared on any subsequent remittance advice before making an inquiry.

Instructions for resubmitting a denied claim are as follows:

- Claims must be received within 365 days after the date of service or in the case of inpatient hospital services, 365 days after the date of discharge. Claims must be resubmitted within 365 days of the RA date on which the claim denied for any reason(s) other than timely filing.
- Complete a new red claim form. A copy of the original claim form will be accepted if it is clear, legible and has been resigned (a copied or stamped signature will not be accepted).
- Correct any errors that caused the original claim to be denied.
- Do not write anything on the claim except what is requested. Any additional information should be submitted in writing and attached to the claim.
- Attach a copy of the Remittance Advice without staples, paper clips or colored highlighting on which the denied claim appears and any other documentation necessary to have the claim paid (e.g., consent form, isolation form). If more than one resubmitted claim appears on a page of the remittance, a copy of that page should be attached to each claim being submitted.
- Forward all resubmitted claims to the appropriate P.O. Box listed in Appendix A.

If you have any questions regarding these procedures, contact Conduent Provider Inquiry at (866) 752-9233 (outside DC metro area) or (202) 906-8319 (inside DC metro area).

## **11.7 Claim Appeals**

A Medicaid claim may be denied for several reasons. It could be due to services not being covered under the plan, the provider submitting a claim for a much higher amount than what Medicaid pays for the service or retro eligibility for a beneficiary. Providers may appeal any decision made by Medicaid if you believe your claim was inappropriately denied.

Do not submit medical records with your appeal unless requested by DHCF. Requests for claim appeals should be sent to the address indicated in Appendix A.

## **11.8 Wrap Payment Process**

FQHCs will submit their wrap payment requests as they would a regular FFS claim where Medicaid is the secondary payer with the addition of procedure code T1015-SE. When submitting the 837P transaction the provider must submit the claim with T1015-SE on the first line, along with applicable procedure codes in subsequent service lines. When the FQHC submits their wrap payment request in the new process it will be an 837P file that includes the MCO paid amount in the COB/TPL segment of the 837P record. We will treat each claim as a wrap payment if the following occurs:

- The beneficiary is active and enrolled in an MCO
- There is an encounter for the same NPI and date of service
- The MCO paid amount from the encounter matches the third-party liability (COB) amount on the wrap request. If the system does not find a match on the second two bullets, the claim will pend for 30 days and then the request will be denied. Wrap payment related claims will be reported on the FQHCs remittance advice with an indicator of (W) to flag the wrap requests.

The wrap payment rate allows full reimbursement to the FQHC for covered services rendered.

## 12 REIMBURSEMENT

Payment for primary care, behavioral health, and dental services furnished by an FQHC shall be made under:

- (a) A Prospective Payment System (PPS) as described in Section 4502 of Title 29 of the DCMR of the Emergency and Proposed Rulemaking: or
- (b) An Alternative Payment Methodology (APM) as described in Sections 4503 through 4506 of Title 29 of the DCMR.

### 12.1 Reimbursement Fees or Rates

Reimbursement for services furnished by a new provider shall be determined in accordance with the PPS/APM methodology set forth under Chapter 45 of Title 29 of the DCMR. The PPS/APM rate for services furnished during the first year of operation shall be equal to the average of the PPS/APM rates paid to other FQHC's located in the same geographical area with similar caseload. After the first year of operation, the FQHC shall submit a cost report to DHCF. DHCF shall audit the cost report in accordance with the standards set forth in Sections 4510 and 4511 of Title 29 of the DCMR and establish a PPS/APM for each of the following four categories:

- (a) Primary care services as described in section 4507 of the rule
- (b) Behavioral health services as described in Section 4508 of the rule
- (c) Preventive and diagnostic dental services as described in Subsection 4505.7 of the rule: and
- (d) Comprehensive dental services as described in Subsection 4506.8 of the rule.

The PPS/APM shall be calculated for each category described in Subsections 4512.4 (a) through 4512.4 (d) by taking the sum of the FQHC's audited allowable cost for the applicable category, and administrative and capital costs and dividing it by the total number of eligible encounters for that category. Administrative costs shall not exceed twenty (20%) of the total allowable costs. The PPS/APM rate will remain in effect until all provider rates are rebased.

### 12.2 Payment Inquiries

Providers may inquire regarding payment of claims. Inquiries must include the TCN, the RA payment date, the provider's DC Medicaid identification number or NPI (this information appears on the provider's RA). Providers should address payment inquiries to the address listed in Appendix A. Telephone inquiries will be directed to Conduent (the telephone number is included in Appendix A).

### 12.3 Coordination of Benefits

The DC Medicaid Program is a "payer of last resort" program. DC Medicaid benefits will be reduced to the extent that benefits may be available through other Federal, State, or local programs or third-party liability to which the beneficiary may otherwise be entitled. Verify eligibility before rendering services to ensure proper coordination of benefits. Instructions for billing DC Medicaid after the other source has made payment are contained in this manual.

#### 12.3.1 Benefit Programs

Providers must make reasonable efforts to obtain sufficient information from the beneficiary regarding primary coverage. Medical resources that are primary third parties to DC Medicaid include Medicare, Civilian Health and Medical Program of the Uniformed Services (CHAMPUS), Blue Cross & Blue Shield, commercial insurance, VA benefits, and Workman's Compensation.

### **12.3.2 Coordination of Payment**

The provider must obtain the following information to bill a third party:

- Insurer's name and address
- Policy or Group identification number
- Patient and/or patient's employer's address.

If the District of Columbia Medicaid fee rate is more than the third-party fee or rate, the provider can bill DC Medicaid for the difference by submitting a claim and attaching all documentation relating to the payment. If a third-party resource refuses to reimburse the provider, DC Medicaid can be billed by receiving a claim with attached documentation relating to the refusal.

If a Medicaid beneficiary has Medicare coverage, DC Medicaid can be billed for charges that Medicare applied to the deductible and/or co-insurance. Payment will be made in accordance with the patient liability amount adjudicated by DC Medicaid.

### **12.3.3 Capitated Arrangements**

FQHCs who receive capitated or other PMPM reimbursement will be required to report those payments to DHCF with their wrap payment submissions. These payments will be used as an offset to the wrap payment which would include capitated encounters.

## **12.4 Levies**

The Office of Tax and Revenue (OTR) has implemented a program that automatically intercepts payments to collect outstanding tax debts owed by contractors, providers and vendors doing business with the District of Columbia. The Department of Health Care Finance works with the Office of Tax and Revenue to ensure provider payments are offset until a payment agreement is in place with the Office of Tax and Revenue.

## **12.5 Paid-in-Full**

Compensable service and item payments made from the DC Medicaid Program to providers are considered paid-in-full. A provider who seeks or accepts supplementary payment of any kind from the DC Medicaid Program, the beneficiary, or any other person will be required to return the supplementary payment. The provider may, however, seek supplemental payment from beneficiaries who are required to pay part of the cost (co-payment). For example, beneficiaries must pay \$1.00 for generic and \$3.00 for brand name for each prescription (original and refills) for patients who are 21 years of age or older. However, a provider may bill a Medicaid beneficiary for non-compensable service or item if the beneficiary has been notified by the provider prior to dispensing the service or item that it will not be covered by DC Medicaid.

Some charges are the beneficiary's responsibility and may be billed. The following list is not all-inclusive.

- The beneficiary is responsible for all expenses for non-covered services, such as services that are not covered under the scope of the Medicaid program, or services received more than program benefit limitations. The beneficiary is responsible for services received during a period of ineligibility. Before rendering non-covered services, the beneficiary must be informed of the pending charges.
- Any applicable cost-sharing amount applied by the Medicaid program is the responsibility of the beneficiary.
- Beneficiaries enrolled in managed care programs that insist upon receiving services that are not authorized by the primary care provider (PCP) may be required to pay for such services.
- The beneficiary, or responsible adult, is held accountable and responsible for knowingly allowing or continuing to allow an unauthorized person to use a Medicaid card or beneficiary's identity to obtain benefits otherwise not allowed. Any charges to or payments by DHCF for services requested and/or received to defraud the provider of services and/or Medicaid are billable to the cardholder or his/her responsible party, or the imposter.

Crossover claims pay at the lesser amount based upon the formulas listed below by claim type:

Table 2: Crossover Pricing Logic

Claim Type	Pricing Logic	Example
Medicare Part-B (CMS1500)	Reimbursement amount will equal the lesser of (MEDICARE COINSURANCE + MEDICARE DEDUCTIBLE) OR (MEDICAID ALLOWED AMOUNT – MEDICARE PAID)	Coinsurance: \$29.60 Medicare Deductible: \$0.00  Medicaid allowed charges: \$138.98 Medicare Paid: \$118.38 Difference: \$20.60 Provider payment = \$20.60
Medicare Part-B (CMS1500) Other	Reimbursement amount will equal the lesser of (MEDICARE COINSURANCE + MEDICARE DEDUCTIBLE) OR (MEDICAID ALLOWED AMOUNT – MEDICARE-PAID)	Coinsurance: \$22.10 Medicare Deductible: \$0.00  Medicaid allowed charges: \$22.00 Medicare Paid: \$27.90 Difference: -\$5.90. Claim denies for 5318 - calculated ALLOWED AMOUNT is zero or the calculated ALLOWED AMOUNT less TPL is zero
FQHC Medicare Part B (CMS-1500) QMB Beneficiaries Only	Reimbursement amount will be full coinsurance and deductible	
FQHC Dual Eligible Beneficiaries	Reimbursement will be the difference of the Medicare paid amount and the PPS/APM rate	
Outpatient Crossover	Reimbursement-amount will equal the lesser of (MEDICARE COINSURANCE + MEDICARE DEDUCTIBLE) OR (MEDICAID ALLOWED AMOUNT – MEDICARE PAID)	Coinsurance: \$18.57 Medicare Deductible: \$0.00  Medicaid allowed charges: \$137.01 Medicare Paid: \$74.25 Difference: \$62.76 Provider payment = \$18.57
LTC/Inpatient Crossover	Lesser than amount rules do not apply. Reimbursement amount will be full coinsurance and deductible.	

Providers are prohibited from billing for any patient responsibility for a beneficiary dually enrolled in Medicare and Medicaid.

## 12.6 Method of Payment

The DC Medicaid Program makes direct payments to eligible providers for compensable medical care and related items dispensed to eligible beneficiaries. To be reimbursed for an item or service, the provider must be eligible to provide the item or service on the date it is dispensed, and the beneficiary must be eligible to receive the item or service on the date the item or service was furnished. Payment shall not be made to a provider directly or by power of attorney.

### 12.6.1 Reassignment

DC Medicaid will not make payment to a collection agency or a service bureau to which a provider has assigned his accounts receivable; however, payment may be made if the provider has reassigned his claim to a government agency or if the reassignment has been ordered by a court.

**12.6.2 Business Agents**

DC Medicaid will not make payment to a billing service or accounting firm that receives payment in the name of or for the provider.

**12.6.3 Employers**

DC Medicaid will pay a practitioner through his employer if he is required, as a condition of his employment, to turn over his fees. Payment may also be made to a facility or other entity operating an organized health care delivery system if a practitioner has a contract under which the facility or entity submits the claim.

## 13 MEDICAL REVIEW

The Office of the Medical Director's mission is to continuously improve the safety, effectiveness, patient-centeredness, timeliness, efficiency, and equality of health care received by individuals served by DHCF programs. The Department of Health Care Finance conducts medical necessity, prior authorization reviews, and individual consideration determinations. The Medical Director's office is responsible for prior authorization procedures for organ transplantations which include:

- Liver transplantation
- Heart transplantation
- Kidney transplantation
- Allogeneic bone marrow transplantation
- Lung transplantation
- Autologous hematopoietic stem cell transplantation
- Left ventricular assist device (LVAD)

### 13.1 Consent for Sterilization

The Consent for Sterilization form is required of all providers involved in the sterilization procedure. The Consent for Sterilization form has four parts (listed below) that should be completed and submitted with the claim when billing for reimbursement.

- Consent to Sterilization
- Interpreter's Statement (if applicable)
- Statement of person Obtaining Consent
- Physician's Statement

Some general guidelines when filing sterilization claims:

- The beneficiary must be 21 years old when the consent form is signed.
- The consent form is valid for 180 days from the date it was signed by the patient.
- There must be at least a 30-day waiting period between the date the beneficiary signs the form and the date of surgery. If an emergency arises, the sterilization may be performed after 72 hours have elapsed from the time the beneficiary signed the form.

If information is incorrect or if the most current sterilization form is not completed the claim will be denied.

The most current consent form is available at CMS (<https://www.hhs.gov/opa/sites/default/files/consent-for-sterilization-english-updated.pdf>) or on the Web Portal at [www.dc-medicaid.com](http://www.dc-medicaid.com) under Provider Information and Forms.



## **14 PRIOR AUTHORIZATION**

Procedures to follow for prior authorization are described in this section.

### **14.1 Written Request**

DHCF requires written prior authorization for some medical services. If a service or item requires prior authorization, the provider must submit a Prior Authorization Request/Approval to DHCF. If DHCF approves the request, the provider will receive a prior authorization number. If DHCF denies the request, the service or item will not be considered for reimbursement.

Written prior authorization is required for the following:

- Services provided by an out-of-District non-participating DME vendor
- Durable medical equipment more than \$500.00
- Medical supplies more than specific limitations
- Inpatient hospitalizations for medically necessary dental procedures (cosmetic procedures are not covered services)
- Prosthetic or orthotic appliances more than specific limitations

### **14.2 Verbal Request**

DHCF will give verbal prior authorization for some medical services. If DHCF grants a verbal prior authorization, the provider will be given a prior authorization number. If DHCF denies a verbal prior authorization, the service or item will not be considered for reimbursement. Non-emergency transportation services are referred to the DHCF transportation broker. (Refer to Appendix A for contact information.)

### **14.3 Authorization Waiver**

All prior authorization requirements are temporarily waived in emergency situations. A situation is considered an emergency if an item or service is critical to the health, or required to sustain the life, of the beneficiary. When the emergency ends, the provider must adhere to prior authorization requirements.

### **14.4 Authorization Procedures**

After the Prior Authorization Request/Approval form has been completed, the form should be mailed to the address listed in Appendix A.

If DHCF has reviewed and approved the request, a prior authorization number will be assigned to the respective service or item. This number must be included in the appropriate block on the claim form. The completed claim form should be submitted through regular procedures to Conduent as listed in Appendix A.

## 15 TELEMEDICINE SERVICES

The D.C. Telehealth Reimbursement Act of 2013 directs Medicaid to "cover and reimburse for healthcare services appropriately delivered through telehealth if the same services would be covered when delivered in person." Per the Act, telehealth is defined as the delivery of healthcare services using interactive audio, video, or other electronic media used for the purpose of diagnosis, consultation, or treatment, provided, that services delivered through audio-only telephones, electronic mail messages, or facsimile transmissions are not included. For the purposes of coverage by the Department of Health Care Finance (DHCF), telehealth and telemedicine shall be deemed synonymous.

The purpose of providing Medicaid reimbursement for medically necessary services via telemedicine is to improve beneficiaries':

1. Access to healthcare services, with the aim of reducing preventable hospitalizations and emergency department utilization.
2. Compliance with treatment plans.
3. Health outcomes through timely disease detection and review of treatment options; and
4. Choice for care treatment in underserved areas.

Effective June 23, 2016 (for services rendered on or after that date), the District of Columbia Medical Assistance Program ("the Program") will reimburse eligible providers for eligible healthcare services rendered to Program participants via telemedicine in the District of Columbia. The Program will implement this telemedicine service for both providers and participants in the fee-for-service program.

Providers must be enrolled in the Program and licensed, by the applicable Board, to practice in the jurisdiction where services are rendered. For services rendered outside of the District, providers shall meet any licensure requirements of the jurisdiction where he/she is physically located and the jurisdiction where the patient is physically located.

### 15.1 Telemedicine Service Model

Telemedicine is a service delivery model that delivers healthcare services through a two-way, real time interactive video-audio communication for the purpose of evaluation, diagnosis, consultation, or treatment. Eligible services can be delivered via telemedicine when the beneficiary is at the originating site with an eligible provider at the originating site/ while the eligible "distant" provider renders services via the audio/video connection. The Program will not reimburse for service delivery using audio-only telephones, e-mail messages, or facsimile transmissions.

Pursuant to the D.C. Telehealth Reimbursement Act of 2013, the Program will not reimburse for service delivery using e-mail messages or facsimile transmissions.

### 15.2 Participant Eligibility

The program shall reimburse approved telemedicine providers only if participants meet the following criteria:

1. Participants must be enrolled in the District of Columbia Medical Assistance Program.
2. Participants must be physically present at the originating site at the time the telemedicine service is rendered: and
3. Participants must provide written or verbal consent to receive telemedicine services in lieu of in-person healthcare services, consistent with all applicable District laws.

A provider shall document the beneficiary's consent to receive telemedicine services. Written consent includes any method that documents in writing the beneficiary's agreement to receive the service via telemedicine, including but not limited to an e-mail, text message, or signed PDF. If verbal consent is obtained, a detailed service note that describes the beneficiary's verbal consent is required.

## 15.3 Provider Site Eligibility

An originating site shall include the following provider types and settings:

- Hospital
- Nursing Facility
- Federally Qualified Health Center
- Clinic
- Physician Group/Office
- Nurse Practitioner Group/Office
- District of Columbia Public Schools (DCPS)
- District of Columbia Public Charter Schools (DCPCS)
- Mental Health Rehabilitation Service (MHRS) provider, Adult Substance Abuse Rehabilitation Service (ASARS) provider, and Adolescent Substance Abuse Treatment Expansion Program (ASTEP) provider
- The beneficiary's home or other settings identified in guidance published on the DHCF website at dhcf.dc.gov.

A distant site provider shall include, but is not limited to, the following provider types, including any distant site provider staff rendering services remotely:

- Hospital
- Nursing Facility
- Federally Qualified Health Center
- Clinic
- Physician Group/Office
- Nurse Practitioner Group/Office
- DCPS
- DCPCS
- MHRS provider, ASARS provider, and ASTEP provider

At the discretion of the rendering provider, personnel delivering telemedicine services may work remotely, if all other requirements in the rule are met

## 15.4 Provider Reimbursement

D.C. Medicaid enrolled providers are eligible to deliver telemedicine services, using fee-for-service reimbursement, at the same rate as in-person consultations. All reimbursement rates for services delivered via telemedicine are consistent with the District's Medical State Plan and implementing regulations.

Telemedicine providers will submit claims in the same manner the provider uses for in person services.

When billing for services delivered via video-audio telemedicine, distant site providers shall enter the "GT" procedure modifier on the claim.

When billing for any audio-only telemedicine services, distant site providers shall enter the "93" procedure modifier on the claim.

Additionally, the distant site provider must appropriately specify the place of service (POS) using the following POS codes:

- In the event the beneficiary's home is the originating site, the distant site provider must specify the place of service "10" which is defined as "telehealth provided in patient's home".
- In the event a DCPS or a DCPCS is the originating site, the distant site provider must specify the place of service "03" which is defined as "school".

- In the event the beneficiary is at any other eligible originating site (see section IV above), the distant site provider must specify the place of service “02” which is defined as “telehealth provided other than in patient’s home”. When utilizing place of service “02”, the distant site provider must also report the National Provider Identifier (NPI) of the originating site provider in the “referring provider” portion of the claim.

Services billed where telemedicine is the mode of service delivery, but the claim form and/or service documentation do not indicate telemedicine (using the appropriate procedure modifiers and appropriate POS codes) are subject to disallowances during an audit.

Effective March 1, 2023, District health care providers rendering services to beneficiaries in Medicaid fee-for-service, Medicaid managed care, Health Care Alliance, and Immigrant Children’s programs must comply with these revised billing requirements.

Refer to **Transmittal #23-11** for additional information.

## **15.5 Federally Qualified Health Center (FQHC) Reimbursement for Telemedicine**

In accordance with the District's Prospective Payment System (PPS) or Alternative Payment Methodology (APM) for FQHCs, the following reimbursement parameters will be established for the purposes of telemedicine in the District:

- **Originating Site:** An FQHC provider must deliver an FQHC-eligible service to be reimbursed the appropriate PPS, APM, or fee-for-service (FFS) rate at the originating site.
- **Distant Site:** An FQHC provider must deliver an FQHC-eligible service to be reimbursed the appropriate PPS, APM, or FFS rate; and
- **Originating and Distant Site:** In instances where the originating site is an FQHC, the distance site is an FQHC, and both sites deliver a service eligible for the same FQHC visit/encounter all-inclusive PPS or APM code, only the distance site will be eligible to be reimbursed for the appropriate PPS rate for an FQHC-eligible service.

## **15.6 Education-Related Services Reimbursement**

The scope of covered Medicaid telemedicine services includes individual fee-for-service providers that deliver services under the Office of the State Superintendent of Education (OSSE) through the Strong Start DC Early Intervention Program (DC EIP). OSSE shall only bill for distant site services that are allowable healthcare services to be delivered by the individual fee-for-service providers delivering DC EIP services under them and can be delivered at the standard of care via telemedicine.

In accordance with the DCPS/DCPCS Medicaid payment methodology, the following reimbursement parameters will be established for the purposes of telemedicine in the District:

- The LEA shall only bill for distant site services that are allowable healthcare services to be delivered at DCPS/DCPCS and can be delivered at the standard of care via telemedicine.
- The LEA shall provide an appropriate primary support professional to attend the medical encounter with the member at the originating site. In instances where it is clinically indicated, an appropriate healthcare professional shall attend the encounter with the member at the originating site.

### **15.6.1 Covered Services**

Services that can be delivered via telemedicine include:

- Evaluation and management.
- Consultation of an evaluation and management of a specific healthcare problem requested by an originating site provider.

- Behavioral healthcare services including, but not limited to, psychiatric evaluation and treatment, psychotherapies, and counseling; and,
- Speech therapy.

The provider shall determine if the service can reasonably be delivered at the standard of care via telemedicine.

### **15.6.2 Excluded Services**

The Program will not reimburse telemedicine providers for the following:

- Incomplete delivery of services via telemedicine, including technical interruptions that result in partial service delivery
- When a provider is only assisting the beneficiary with technology and not delivering a clinical service
- For a telemedicine transaction fee and/or facility fee
- For store and forward and remote patient monitoring

## **15.7 Technical Requirements**

Providers delivering healthcare services through telemedicine shall adopt and implement technology in a manner that supports the standard of care to deliver the required service. Equipment utilized for telemedicine must be of sufficient audio quality and visual clarity as to be functionally equivalent to a face-to-face encounter for professional medical services.

Providers shall, at a minimum, meet the following technology requirements:

- A telemedicine provider that utilizes audio-only communication methods shall use audio equipment that ensures clear communication and includes echo cancellation
- A telemedicine provider that utilizes video-audio communication methods shall:
  - Use a camera that can manually, or, under remote control, provide multiple views of a patient with the capability of altering the resolution, focus, and zoom requirements according to the consultation.
  - Use audio equipment that ensures clear communication and includes echo cancellation.
  - Ensure internet bandwidth speeds sufficient to provide quality video to meet or exceed 15 frames per second.
  - Use a display monitor size sufficient to support diagnostic needs used in the telemedicine service; and
  - Use technology that creates video and audio transmission with less than 300 milliseconds.
  - When a beneficiary's home is the originating site, the distant site provider shall ensure the technology in use meets the minimum requirements set forth in Subsection 910.13.

## **15.8 Medical Records**

The originating and distant site providers shall maintain documentation in the same manner as during an in-person visit or consultation, using either electronic or paper medical records, which shall be retained for a period of ten (10) years or until all audits are completed, whichever is longer.

## **15.9 Confidentiality**

A telemedicine provider shall develop a confidentiality compliance plan in accordance with guidance from the Department of Health and Human Services, Office of Civil Rights, available at: <http://www.hhs.gov/sites/default/files/hipaa-simplification-201303.pdf> to incorporate appropriate administrative, physical, and technical safeguards around data encryption (both in transit and at rest) and to protect the privacy of telemedicine participants and ensure compliance with the Health Insurance,

Portability, and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009.

## **16 FQHC TYPE SPECIFIC BILLING INSTRUCTIONS**

### **16.1 FQHC Eligibility Criteria**

To provide quality care to Medicaid beneficiaries in the District of Columbia, the Department of Health Care Finance (DHCF) will reimburse certain FQHCs. The FQHC must sign a provider agreement with DHCF to participate and be reimbursed for the services they provide to Medicaid beneficiaries.

The FQHCs must follow any applicable licensure provision required in the jurisdiction in which they operate. In addition, they must maintain an occupancy permit if required. Each FQHC must be approved and certified based on the findings of the survey performed by DHCF. DHCF reserves the right to incorporate whatever requirements are deemed necessary to protect the health and welfare of clients utilizing the services of the FQHC.

FQHC reimbursement is only granted to corporate entities when DHCF agrees that the corporate entity is responsible for the medical care provided and the individuals providing the service must be captured on the 837 transaction. FQHCs must enroll or re-enroll using the institutional application and indicate provider type of FQHC.

### **16.2 Coverage for Noninvasive Prenatal Testing (NIPT)**

The Department of Health Care Finance (DHCF) is committed to ensure pregnant women in the District have access to state-of-the-art prenatal screening as recommended by the American College of Obstetricians and Gynecologists (ACOG) in the professional setting. Transmittal #22-19 provided notice of coverage and reimbursement of cell-free DNA-based non-invasive prenatal laboratory testing that looks for genetic abnormalities during pregnancy.

These tests are collectively referred to as non-invasive prenatal testing (NIPT) and are commonly billed with codes such as 81420 (fetal chromosomal aneuploidy) and/or 81507 (fetal aneuploidy trisomy risk) in the professional fee schedule. For other billing codes associated with NIPT, see the professional fee schedule. The reimbursement rates for these laboratory tests are based on the published guidance by CMS and in accordance with District of Columbia payment policy established at 29 DCMR §§ 988 (Medicaid Fee Schedule) and 991 (Other Laboratory and X-Ray Services). This is applicable for fee-for-service providers that bill procedure codes on CMS-1500 claim forms and for providers enrolled in Medicaid Managed Care Organization (MCO) networks.

#### **16.2.1 Background**

In accordance with ACOG recommendations, NIPT has been approved effective March 1, 2022. NIPT is an advanced screening technology that uses fetal DNA from a pregnant woman's blood sample to identify a range of fetal chromosomal abnormalities with greater predictability as compared to traditional screening tests. ACOG recommends this screening for all pregnant women, regardless of maternal age or risk of chromosomal abnormality. NIPT is the most sensitive and specific screen for common fetal abnormalities, supported by both diagnostic testing and genetic counseling.

Providers should discern medical necessity for ordering NIPT for each pregnant woman on an individual basis and follow the ACOG recommendations for when the pregnancy is a single, twin, or multiple gestation. Providers should also conduct proper counseling about the screening and diagnostic testing options when the decision is made to order the test and follow through with a treatment plan for when genetic counseling is necessary including the outcome of a positive, negative, or inclusive result. DHCF believes that access to comprehensive perinatal services, including NIPT, enables all pregnant women to engage in their care and prepare for various outcomes identified by NIPT in coordination with their providers.

## 16.2.2 Non-invasive Prenatal Testing Procedure Codes

Providers may bill for NIPT using the below procedure codes. The NIPT codes do not require prior authorization.

<b>81329</b>	SMN1 (survival of motor neuron 1, telomeric) (eg, spinal muscular atrophy) gene analysis; dosage/deletion analysis (eg, carrier testing), includes SMN2 (survival of motor neuron 2, centromeric) analysis, if performed
<b>81336</b>	SMN1 (survival of motor neuron 1, telomeric) (eg, spinal muscular atrophy) gene analysis; full gene sequence
<b>81337</b>	SMN1 (survival of motor neuron 1, telomeric) (eg, spinal muscular atrophy) gene analysis; known familial sequence variant(s)
<b>81420</b>	Fetal chromosomal aneuploidy (eg, trisomy 21, monosomy X) genomic sequence analysis panel, circulating cell-free fetal DNA in maternal blood, must include analysis of chromosomes 13, 18, and 21
<b>81422</b>	Fetal chromosomal microdeletion(s) genomic sequence analysis (eg, DiGeorge syndrome, Cri-du-chat syndrome), circulating cell-free fetal DNA in maternal blood
<b>81479</b>	Unlisted molecular pathology procedure
<b>81507</b>	Fetal aneuploidy (trisomy 21, 18, and 13) DNA sequence analysis of selected regions using maternal plasma, algorithm reported as a risk score for each trisomy

For MCO beneficiaries: Providers should follow instructions provided by the beneficiary's MCO for billing for NIPT. MCOs are required to reimburse providers at or above the rates published in this transmittal. Contact the appropriate MCO for more information.

## 16.3 Lactation Services

Lactation services are covered under Medicaid to promote breastfeeding of infants, including lactation consultation education and support, breast pumps and lactation supplies, and banked donor milk. These lactation services are included in "pregnancy-related services" under 42 CFR § 440.210, durable medical equipment under Section 2110(a)(12) of the Social Security Act, and Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services pursuant to Section 1905(a)(4)(B) of the Social Security Act, respectively. Extensive research studies have documented many short-term and long-term benefits of breastfeeding for both the nursing infant and mother, and the Centers for Medicare and Medicaid Services (CMS) encourage States to increase access to lactation services. The U.S. Preventive Services Task Force (USPSTF) specifically recommends coordinated interventions throughout pregnancy, birth, and infancy to increase breastfeeding initiation, duration, and exclusivity. This rule supports breastfeeding as the optimal way to feed infants. Additionally, this rule sets standards for Medicaid participation and identifies health care practitioners eligible for reimbursement of lactation services.

### 16.3.1 Lactation Consultation, Education and Support

Lactation consultation, education, and support shall mean evaluation of the mother and infant's overall breastfeeding readiness, education on proper breastfeeding techniques, education on the proper use of a breast pump, and delivery of other necessary information and assistance to enhance breastfeeding.

Lactation consultation, education, and support shall be reimbursed by the Department of Health Care Finance (DHCF) under the "pregnancy-related services" benefit, subject to any requirements set forth in the State Plan, implementing rules, and any subsequent amendments thereto.

Lactation consultation, education, and support shall be covered for Medicaid eligible women as follows:

- One (1) prenatal visit; and
- Up to six (6) visits during the sixty (60) day postpartum period. The sixty (60) day postpartum period shall be defined as beginning on the last day of pregnancy and extending through the end of the calendar month in which the sixtieth (60th) day after the end of the pregnancy falls.



Reimbursable lactation consultation, education, and support may be provided in a clinic, physician's office, freestanding birth center, or in the home, by the following practitioners:

- A certified nurse mid-wife, licensed pursuant to the District of Columbia Health Occupations Revision Act of 1985 (HORA), effective March 25, 1986 (D.C. Law 6-99; D.C. Official Code §§ 3-1201 et seq. (2012 Repl. & 2015 Supp.)), Chapter 58 (Nurse-Midwives) of Title 17 of the District of Columbia Municipal Regulations (DCMR), and who demonstrates current certification by the International Board of Lactation Consultant Examiners (IBLCE) to deliver lactation consultation, education, and support; or
- A registered lactation consultant, who demonstrates current certification by the IBLCE to deliver lactation consultation, education, and support.

For a provider to receive Medicaid reimbursement, each provider shall comply with all provider screening and enrollment requirements set forth under Chapter 94 (Medicaid Provider and Supplier Screening, Enrollment, and Termination) of Title 29 DCMR. Additionally, a registered lactation consultant shall meet the following requirements:

- Deliver lactation consultation, education, and support only when the services are ordered and/or prescribed by a physician, nurse practitioner, or certified nurse midwife who is licensed pursuant to HORA and corresponding rules and is screened and enrolled in accordance with Chapter 94 of Title 29 DCMR.
- Submit a copy of the order or prescription for lactation consultation, education and support with each claim that is submitted for Medicaid reimbursement; and
- Complete an orientation session on billing provided by DHCF or its agent.

If a registered lactation consultant who meets the qualifications is employed by or has a contract with a Federally Qualified Health Center (FQHC) to deliver lactation consultation, education, and support, and the FQHC submits claims for reimbursement to DHCF for those services in accordance with Chapter 45 (Medicaid Reimbursement for Federally Qualified Health Centers) of Title 29 DCMR, the registered lactation consultants shall not bill DHCF separately for those services.

### **16.3.2 Breast Pumps and Lactation Supplies**

Breast pumps and lactation supplies described under Subsection 10002.4 are reimbursable for mothers with infants under "durable medical equipment," subject to any requirements set forth in the District of Columbia State Plan for Medical Assistance (State Plan), § 996 of Title 29 DCMR, and any subsequent amendments thereto.

Breast pumps and lactation supplies shall be reimbursable if:

- The above criteria set forth are met.
- Prescribed by one of the following providers that has been screened and enrolled pursuant to Chapter 94 (Medicaid Provider and Supplier Screening, Enrollment, and Termination) of Title 29 DCMR and has a treatment relationship with the beneficiary or infant:
  - A physician licensed pursuant to HORA and corresponding rules.
  - A nurse practitioner licensed as an advanced practice registered nurse pursuant to HORA and corresponding rules; or
  - A certified nurse mid-wife licensed as an advanced practice registered nurse pursuant to HORA and corresponding rules; and
- The infant is between the age of zero (0) and twelve (12) months, unless DHCF or its agent grants prior authorization when an infant is older than twelve (12) months.

The following breast pumps are available to beneficiaries in accordance subject to the following additional requirements:

- Hospital grade, or multi-user, electric pump only available for rental through prior authorization under the following circumstances:
  - A mother and infant are separated due to illness.

- A mother is unable to feed directly from the breast due to congenital anomalies.
- A mother is unable to feed directly from the breast due to the prematurity of the baby.
- A mother requires induced lactation.
- A mother requires re-lactation.
- An infant is adopted; or
- A mother or infant has other medical or psychological conditions that preclude effective feeding at the breast.
- Individual electric breast pump for a mother who needs to maintain lactation because of separation from the infant on a regular basis, such as being employed.
- Manual breast pump for a mother who needs to occasionally express milk.

The following lactation supplies shall be reimbursed by DHCF:

- A maximum of two (2) breast pump kits, including tubing, valves, flanges, and collection bottles.
- Nipple shields; and
- Supplemental feeding tubes/devices and syringes.

### 16.3.3 Banked Donor Milk

Medicaid-reimbursable banked donor milk shall be provided on an outpatient basis for Medicaid-eligible mothers with infants, and shall be provided in accordance with the following requirements:

- The infant is between the age of zero (0) and twelve (12) months, unless DHCF or its agent grants prior authorization when an infant is older than twelve (12) months.
- The infant requires banked donor milk due to the following reasons:
  - Banked donor milk is necessary for the infant to thrive because the infant is fragile, preterm, or is medically compromised, such as having a diagnosis of formula intolerance, metabolic conditions, or genetic conditions requiring human milk; and
  - The mother cannot breastfeed due to illness, death, surgery, chronic condition, or drug or medication use that is contraindicated for breastfeeding.
- The requesting physician is the infant's treating physician and has documented medical
- The requesting physician has discussed with the parent or guardian the benefits and risks of using banked donor milk, including infectious disease, freshness, effects of pasteurization, nutrients, and growth factors.
- The requesting physician has addressed the donated human milk bank donor screening, pasteurization, milk storage, and transport of the donated milk.
- The requesting physician has provided an informed consent form that the parent or guardian has signed and dated, and indicates that the risks and benefits of using banked donor milk have been discussed with them; and
- The banked donor milk is pasteurized, donated by a screened donor, and supplied by a donated human milk bank that meets the following requirements:
  - Is screened and enrolled in Medicaid pursuant to the requirements set forth in Chapter 94 (Medicaid Provider and Supplier Screening, Enrollment, and Termination) of Title 29 DCMR.
  - Is approved by the Human Milk Bank Association of North America (HMBANA) and meets other standards as may be adopted by DHCF.
  - Adheres to guidelines set forth by HMBANA and meets other standards as may be adopted by DHCF; and
  - Transports banked donor milk in a manner that protects the milk from contamination, thawing, and refreezing.

The following documentation shall be submitted to DHCF for review and approval to determine the medical necessity of banked donor milk:

- A Donated Human Milk Request Form that is:
  - Completed and signed by the treating physician on an initial or continuing request for authorization, and specifies the quantity and time frame; and
  - Completed by the donated human milk bank and specifies the quantity and time frame.

- The following written documentation from the treating physician to support a finding that banked donor milk is medically necessary for the beneficiary:
  - A detailed explanation of why the infant cannot survive and grow as expected on any other formula (e.g., elemental, special, or routine formulas or food) or any enteral nutritional product other than donor human milk.
  - A detailed explanation of why donated human milk must be used to correct or ameliorate a documented condition or defect; and
  - Documentation that the infant participated in a clinical feeding trial of an appropriate nutritional product every one hundred eighty (180) days. If the infant is too fragile for a feeding trial, documentation must support the illness that makes the infant too fragile to test; and
- The informed consent identifies the risks and benefits for the parent or guardian of using banked donor milk.

A request for authorization for banked donor milk shall be completed, signed, and submitted to DHCF by the treating physician every ninety (90) days, and shall expire upon the infant's first birthday.

### **16.3.4 Records**

Each provider shall maintain complete and accurate records reflecting the specific lactation services ordered and provided to each beneficiary. Additionally, the ordering physician of donated human milk and the donated human milk bank shall each maintain copies of the Donated Human Milk Request form.

Each provider shall permit reviews and on-site inspections to be conducted by CMS, its agents, DHCF and its agents to determine provider compliance with all applicable laws.

Each provider shall maintain and make available upon request by authorized federal and local Medicaid personnel, complete financial records covering its operations.

All financial and treatment records and information shall be maintained for a period of at least ten (10) years following the date of treatment for which a claim for reimbursement was made or when all audits or investigations have been completed, whichever is longer.

Each provider shall comply with the terms of its Medicaid Provider Agreement with respect to the maintenance of all beneficiary and financial records.

All medical records shall be maintained in accordance with the Health Insurance Protection and Affordability Act of 1996 (HIPAA), effective August 21, 1996 (Pub. L. 104-191, 110 Stat. 1936) and the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH), enacted under Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 (ARRA) (Pub.L. 111-5).

### **16.3.5 Reimbursement**

Each provider shall comply with the requirements set forth in Chapter 14 (HealthCare Assistance Reimbursement) of Title 29 DCMR.

DHCF shall establish fees and reimbursement for only those services outlined in the above subsections. Reimbursement for lactation services shall be made according to the District of Columbia Medicaid fee schedule available online at <http://www.dc-medicaid.com>.

### **16.3.6 Audits and Reviews**

DHCF shall perform audits to ensure that Medicaid payments are consistent with efficiency, economy, and quality of care and made in accordance with federal and District rules governing Medicaid.

Each Provider shall allow access to relevant records and program documentation upon request and during an on-site audit or review by DHCF, other District of Columbia government officials and representatives of the United States Department of Health and Human Services (HHS).

### 16.3.7 Definitions

- **Breast pump** - A device used to extract breast milk from a lactating mother. The following are breast pumps for the purposes of this section:
  - **Hospital grade electric breast pump** - A breast pump with high levels of suction and pressure that are typically larger and heavier than other breast pumps.
  - **Individual electric breast pump** - A breast pump that typically runs on batteries or household current and is typically lightweight and compact.
  - **Manual breast pump** - A breast pump that does not run-on electricity and allows the user to produce the suction and control Induced lactation - The process of making milk without going through pregnancy and birth.
- **Nipple shields** - A cover which a mother places over her nipple prior to breastfeeding.
- **Pregnancy-related services** - Services that are necessary for the health of the pregnant woman and fetus, or that have become necessary because of the woman having been pregnant.
- **Re-lactation** - The process of rebuilding milk supply when it has reduced significantly or is not of sufficient quantity to sustain the baby, after weeks or months of not breastfeeding.
- **Supplemental lactation aides** - a device that allows a breastfeeding mother to supplement the infant with expressed breast milk.

## 16.4 Doula Benefit, Provider Qualifications and Enrollment, Rates and Reimbursement Standards

Effective October 1, 2022, the Department of Health Care Finance (DHCF) will reimburse for doula services and enroll doulas as providers in health programs (Medicaid, Alliance, and the Immigrant Children's Program). **Transmittal #22-34** outlines the scope of services, enrollment information, billing standards, and reimbursement rates for doulas.

### 16.4.1 Scope of Services

Doulas will provide services and supports to birthing parents enrolled in DHCF health programs. Specifically, doula services include up to twelve (12) visits for a person who is pregnant or in the six (6) months after their pregnancy ends. Doula services are separated into two (2) periods: the perinatal period (before, during, and up to six (6) weeks after delivery) and the doula postpartum period (beginning on the last day of pregnancy and extending through the end of the calendar month in which one hundred eighty (180) days after the end of the pregnancy falls). Doulas will be expected to use the initial visit with a beneficiary to develop a Care Plan for both the perinatal and postpartum periods.

- During the perinatal period, services include:
  - 1) Perinatal counseling and education, including infant care, to prevent adverse outcomes.
  - 2) Labor support and attendance at delivery, including the development of a birth plan; and
  - 3) Coordination with community-based services, to improve beneficiary outcomes.
- During the postpartum period, services include:
  - 1) Visits with the beneficiary to provide basic infant care.
  - 2) Accompanying the beneficiary to a clinician visit. Lactation support; and
  - 3) Emotional and physical support.

*Limits:* Doula services are limited to a total of twelve (12) visits per beneficiary across the perinatal and the postpartum period. Doula services are provided as preventive services in DHCF health programs and must be recommended by a physician or other licensed practitioner of the healing arts within their scope of practice under state law to prevent perinatal complications and/or promote the physical and mental health of the beneficiary.

### 16.4.2 Doula Provider Qualifications

Qualified doula providers must be at least 18 years of age, possess a high school diploma or equivalent, and possess a current certification by a doula training program or organization, approved by DHCF. For more information on eligible certifications and information that doulas will have to provide to successfully enroll in the program, refer to **Transmittal #22-34**.

### 16.4.3 Doula Enrollment

To provide doula services, doulas are required to enroll as DHCF provider. This initial enrollment makes doulas eligible to serve fee-for-service Medicaid beneficiaries and allows doulas to enroll in Medicaid managed care organizations that serve Medicaid, Alliance, and ICP clients. Refer to **Transmittal #22-34** for specific enrollment information and instructions.

DHCF MCOs must establish provider agreements with and enroll doulas, as doula services are now a covered benefit for health coverage programs administered by DHCF. The addition of doula services as a covered benefit does not invalidate existing contracts between doula service providers and MCOs nor prohibit future contracts between doula service providers and MCOs.

### 16.4.4 Doula Services Rates and Billing

Once enrolled, doulas will be able to bill DHCF for services delivered to fee-for-service Medicaid clients. The following codes and rates are being added to the DHCF Fee Schedule and are intended to be used by doulas to treat their clients.

CPT Code Description	CPT Code	Modifier	Rate
Perinatal Doula Support Visit	99600	HD	\$97.04
Doula Support at Delivery HD -Vaginal Delivery	59400	HD	\$686.23
Doula Support at Delivery HD -c-section	59514	HD	\$686.23
Doula Support at Delivery HD -V-BAC	59612	HD	\$686.23
Postpartum Doula Support-15 Minute Increment	99199	HD	\$12.13
Doula Incentive Payment for Obstetric Postpartum Visit 7 to 84 Days After Labor and Delivery	99199	HD U8	\$100.00

#### 16.4.4.1 Managed Care Rates and Utilization Management

As with other provider types, DHCF will be directing managed care organization (MCO) payment of doula services by establishing minimum reimbursement rates using the rates outlined above. Doulas enrolled with MCOs will be expected to collaborate with a beneficiary's managed care case manager and the MCO's utilization management team to coordinate doula services.

### 16.4.5 Billing Medicaid for Doula Services

#### 16.4.5.1 Fee for Service

Once enrolled in the Fee for Service Medicaid program (through DHCF), doulas can bill the DHCF after logging in through the Provider Portal at <https://www.dc-medicaid.com/dcwebportal/home>. After logging in, doulas will need to select "Claims Entry", and then "CMS 1500/Medicare Part B" with the Medicaid ID of the client and the NPI of the doula. After accessing the Claims Entry form, doulas will then need to enter the appropriate billing code and modifier. Doulas may also submit claims through software provided by their employing entity or billing specialists.

**16.4.5.2 Managed Care**

Providers should follow instructions provided by the enrollee's MCO for billing for doula services, which will be provided during the enrollment process. MCOs are required to reimburse providers at the rates published in this transmittal. Contact the appropriate MCO for more information.

**16.5 Hepatitis C Treatment Coverage Policy**

The District Medicaid program will implement effective September 1, 2022, to expand access to Hepatitis C treatment by eliminating existing barriers to orally administered Direct Acting Antivirals (DAAs) used in the current treatment of chronic Hepatitis C infections for Fee-for-Service (FFS) and Managed Care Plan (MCP) enrolled beneficiaries.

**16.5.1 Background**

Eliminating Hepatitis C infections in the District is a goal of the Department of Health Care Finance (DHCF). Enabling access to curative treatment is a critical step in achieving equitable outcomes for Medicaid beneficiaries.

When Direct Acting Antiviral (DAA) medications first entered the market, DHCF initially applied clinical criteria and prior authorization (PA) requirements related to patients with a fibrosis score of F2 or higher or beneficiaries with comorbid disease conditions including HIV/AIDS. Later, DHCF, in consultation with the District's Drug Utilization Review (DUR) Board, made a clinical decision to expand DAA access to patients with fibrosis scores of less than F2 and comorbid conditions (Transmittal #21-10), but the PA requirements remained in place.

**16.5.2 New Policy**

DHCF is making the following changes to its Hepatitis C Treatment Coverage Policy for orally administered Direct Acting Antivirals:

For Medicaid Beneficiaries diagnosed with chronic Hepatitis C:

- No minimum fibrosis score requirement for all DAAs will be imposed
- No abstinence or urine drug screen monitoring requirement for DAAs will be imposed
- No requirement that DAAs be prescribed by or in consultation with a specialist will be imposed
- DHCF will not impose any lifetime limits on treatment. However, retreatment shall be in accordance with current American Association for the Study of Liver Diseases (AASLD) and Infectious Diseases Society of America (IDSA) Hepatitis C treatment guidelines.

**16.5.3 Prior Authorization**

- No prior authorization requirement will be imposed for DAAs preferred on the current Fee-for-Service (FFS) Medicaid Preferred Drug List and/or the respective MCPs drug formularies
- Prior authorization only applies to non-preferred DAAs for FFS or DAAs that are not on the MCP drug formularies.

For MCP Enrollees: MCPs are required to follow the policy changes published in this transmittal. Contact the appropriate MCP for more information.

Refer to **Transmittal #22-25** for additional information

## 17 COMPLETING THE CMS1500 CLAIM FORM

The Center for Medicaid and Medicare Services mandates the use of the Health Insurance Claim Form (CMS-1500). To be reimbursed for services rendered on behalf of DC Medicaid beneficiaries, clinics, DME suppliers must complete and file a CMS-1500 claim form with Conduent.

The new CMS-1500 (version 02/12) claim form is to be used to bill DC Medicaid covered services. After April 1, 2014, the District of Columbia Medicaid program will accept this CMS-1500 claim form only. No other versions of the form will be accepted after this date. These instructions describe the information that must be entered in the minimum required fields of the CMS-1500 (version 02/12) claim form.

The following instructions outline specifically the use of the form when billing for clinic-related services. These instructions may vary from the instructions included on the form to meet the specific requirements to reimburse providers for the services they have performed for DC Medicaid beneficiaries.

Field #	Field Description	Guideline
1	Health Insurance Box	Select Medicaid
1a	Insured's ID Number	Enter the patients' eight-digit DC Medicaid identification number excluding the leading zeroes.  Verify the beneficiary's Medical Assistance Card to make certain that you have the beneficiary's correct and complete DC Medicaid Identification number and that the individual is eligible for the month in which the services are being provided. You may call the Interactive Voice Response (IVR) system or visit <a href="http://www.dc-medicaid.com">www.dc-medicaid.com</a> to verify eligibility. Receipt of a prior authorization does not verify beneficiary eligibility.
2	Patient's Name	Enter the patient's last name, first name, and middle initial as it appears on their Medical Assistance card.
3	Patient's Birth Date	Enter the patient's birth date and select the appropriate gender
4	Insured's Name (Last Name, First, Name, Middle Initial)	Not required for processing
5	Patient's Address	Not required for processing
6	Patient's Relationship to Insured	Not required for processing
7	Insured's Address	Not required for processing
8	Reserved for NUCC Use	Not required for processing
9	Other Insured's Name	If the patient has other health insurance coverage, enter the name of the policyholder in last name, first name, middle initial format
9a	Other Insured's Policy or Group Number	Enter the policy number
9b	Reserved for NUCC Use	Not required for processing
9c	Reserved for NUCC Use	Not required for processing
9d	Insurance Plan Name or Program Name	Enter the name of the plan/program
10	Is Patient's Condition Related to	
10a	Employment (Current or Previous)	Select the appropriate box to indicate if the patient's condition is an employment related injury
10b	Auto Accident	Select the appropriate box to indicate if the patient's condition is related to an auto accident
10c	Other Accident	Select the appropriate box to indicate if the patient's condition is related to a different type of accident

Field #	Field Description	Guideline
10d	Claim Codes (Designated by NUCC)	Not required for processing
11	Insured Policy Group or FECA No.	Enter the policy group or FECA number
11a	Insured's Date of Birth and Sex	Not required for processing
11b	Other Claim ID	Not required for processing
11c	Insured Plan Name or Program Name	Enter the name of the insurance company or program name
11d	Is There Another Health Benefit Plan	Select the appropriate box
12	Patient's Signature	Enter the signature or "signature on file" and include the date in MMDDYY format
13	Insured's or Authorized Person's Signature	Not required for processing
14	Date of Current Illness	Not required for processing
15	Other Date	Not required for processing
16	Dates Patient Unable to Work In Current Occupation	Not required for processing
17	Name of Referring Provider or Other Source	Enter the name (First Name, Middle Initial, Last Name) of the referring provider, if applicable.
17a	ID#	If using NPI in field 17b, enter the taxonomy code in 17a and the qualifier "ZZ" in the box to the left.
17b	NPI #	Enter the referring provider's NPI.
18	Hospitalization Dates Related to Current Services	Enter the admission/discharge dates in MMDDYY format if the services are related to hospitalization
19	Additional Claim Information (Designated by NUCC)	When billing for waiver services, enter "03" special program code.
20	Outside Lab? \$Charges	Not required for processing
21	Diagnosis or Nature of Illness or Injury	Enter the 9 if billing with ICD-9 codes or 0 if billing with ICD-10 in the ICD diagnosis indicator to identify which version of ICD codes is being reported. Enter the indicator between the vertical, dotted lines in the upper right-hand portion of the field.  Enter the appropriate numeric diagnosis code.
22	Resubmission Code or Original Ref. No.	Not required for processing
23	Prior Authorization Number	Enter the 10-digit prior authorization number if applicable
24A	Shaded area	Enter the NDC qualifier "N4" and the 11-digit NDC number in the shaded (top portion) of field 24 for physician administered drugs, if applicable.
24A	Date(s) of Service	Enter the FROM and TO date of the service(s) in MMDDYY format.
24B	Place of Service	For each line, enter the one code that best describes the place of service: 01 Pharmacy 02 Telehealth 03 School 04 Homeless Shelter 05 HIS Free-Standing Facility 06 HIS Provider-Based Facility 07 Tribal 638 Free-Standing Facility 08 Tribal 638 Provider-Based Facility 09 Prison 10 Telehealth Provided in Patient's Home 11 Office 12 Home



Field #	Field Description	Guideline
		13 Assisted living facility 14 Group Home 15 Mobile Unit 16 Temporary Lodging 17 Walk-in retail Clinic 18 Worksite 19 Off Campus Outpatient Hospital 20 Urgent Care 21 Inpatient hospital 22 Outpatient Hospital 23 Emergency Room Hospital 24 Ambulatory Surgical Center 25 Birthing Center 26 Military Treatment Facility 31 Skilled Nursing Facility 32 Nursing Facility 33 Custodial Care Facility 34 Hospice 41 Ambulance Land 42 Ambulance Air or Water 49 Independent Clinic 50 FQHC 51 Inpatient Psychiatric Facility 52 Psych Facility Partial Hospital 53 Community Mental Health Center 54 Intermediate Care Facility 55 Residential Substance Abuse Treatment Center 56 Psychiatric Resident Treatment Center 57 Non-Resident Substance Abuse 60 Mass Immunization Center 61 Comprehensive IP Rehab Facility 62 Comprehensive OP Rehab Facility 65 End State Renal Disease Treatment Facility 71 State Local Public Health Clinic 72 Rural Health 81 Independent Laboratory 99 Other
24C	EMG	Not required for processing
24D	Procedures, Services, or Supplies	Enter the CPT or HCPCS code(s) and modifier (if applicable).
24E	Diagnosis Pointer	<p>Enter the diagnosis code reference letter (pointer) as shown in Item Number 21 to relate the date of service and the procedures performed to the primary diagnosis.</p> <p>When multiple services are performed, the primary reference letter for each service should be listed first, other applicable services should follow. The reference letter(s) should be A – L or multiple letters are applicable. ICD codes must be entered in Item Number 21 only. Do not enter them in 24E.</p> <p>Enter letters left justified in the field. Do not use commas between the letters (i.e., ABCD, etc.).</p>
24F	\$ Charges	Enter the usual and customary charges of the services being billed, right justified. Enter "00" in the cents area if the amount is a whole number.

Field #	Field Description	Guideline
24G	Days or Units	Enter the number of days or units.
24H	EPSDT Family Plan.	Not required for processing
24I	ID Qualifier (shaded area)	If using NPI in field 24J, enter the qualifier "ZZ".
24J	Rendering Provider ID (shaded area)	Enter the taxonomy code of the servicing FQHC if NPI was entered in 24J (white area)
24J	NPI	Enter the servicing FQHC's NPI.
25	Federal Tax ID Number	Enter the appropriate social security number or employer identification number
26	Patient's Account Number	Not required for processing
27	Accept Assignment	Not required for processing
28	Total Charge	Enter the total of column 24F.
29	Amount Paid	Enter the amount received from other healthcare plan
30	Rsvd for NUCC Use	Not required for processing
31	Signature of Physician or Supplier	Enter the signature of provider of service or supplier, or his/her representative and the 6-digit date. This is a required field; however, the claim can be processed if the following is true: if a physician, supplier, or authorized person's signature is missing, but the signature is on file; or if any authorization is attached to the claim or if the signature field has "Signature on File" and/or a computer-generated signature. Must include the date.
32	Service Facility Location Information	Not required for processing
32a	NPI	Not required for processing
32b	Other ID	Not required for processing
33	Billing Provider Info & Ph #	Enter the billing address for the pay-to-provider and include ZIP+4.
33a	Billing NPI	Enter the pay-to-provider's NPI.
33b	Billing Provider	If using NPI in field 33a, enter the taxonomy code in 33b and the qualifier "ZZ" in the box to the left.

## 17.1 Reimbursement for Services Provided by FQHCs

Reimbursement to FQHC providers is at the rate established between DHCF and the FQHC. Effective 09/01/2016 (pending CMS approval of the State Plan Amendment) and at the FQHC's election, the Alternative Payment Methodology (APM) rate will be paid for services rendered 09/01/2016 or later. If an FQHC does not elect the APM, it will be paid the PPS for every encounter, regardless of the type of encounter. New FQHC providers will be reimbursed at the PPS rate.

### 17.1.1 Billing for Encounters

The FQHC will receive a separate encounter rate for each type of FQHC service offered: primary care, behavioral health, preventive/diagnostic dental, and comprehensive dental. The FQHC will be able to bill for same day encounters and be paid one encounter per day. If a dental encounter comprises both a preventive/diagnostic service and a comprehensive dental service, the encounter will be paid as a comprehensive dental service.

FQHCs must ensure that treatment requiring multiple procedures generally provided in a single visit are billed as a single encounter *unless* multiple visits are required to complete the treatment plan. Every claim should be a complete record of all services provided from the date of service.

DHCF requires an FQHC to bill T015 with modifier SE for each valid encounter. In addition, the claim must include all applicable CPT/CDT (Current Procedural Terminology/ Current Dental Terminology) codes for each service provided during the encounter and there must be at least one payable procedure

code on each claim. The claim must be a complete record of all services provided. The additional service lines are used to validate services provided to comport with provider type submitted. Providers will be reimbursed for the encounter; there is no additional reimbursement for additional services provided.

DHCF will pay for group therapy as a percentage of the behavioral PPS rate or 1/5 of the APM rate. FQHCs must include the group therapy procedure code (90853) when submitting group therapy encounters.

### 17.1.2 Wrap Process

FQHCs will submit their wrap payment requests as they would a regular FFS claim where Medicaid is the secondary payer with the addition of procedure code T1015-SE. When the FQHC submits their wrap payment request in the new process (10/01/2016 and thereafter) it will be an 837 file that includes the MCO paid amount in the COB segment of the 837 record. DHCF will treat each claim as a wrap payment if the following occurs:

- The beneficiary is active and enrolled in an MCO.
- There is an encounter for the same NPI and date of service.
- The MCO paid amount from the encounter matches the third-party liability (COB) amount on the wrap request.

If the system does not find a match on the second two bullets, the claim will suspend for 30 days and then the request will be denied. Wrap payment related claims will be reported on the FQHCs remittance advice with an indicator to flag the wrap requests.

## 17.2 Completing the 837 Transaction

When submitting the 837 transactions, providers must submit all required data as outlined in the attached 837 Companion Guide.

Each FQHC site will bill using a distinct NPI number, along with the provider number issued for the category of service. The taxonomy code used for billing will be specific to the service type of medical, behavioral health or dental.

## 17.3 Instructions for Billing for Medicare Primary Claims

Medicare must be billed first when billing for a Medicaid patient who is also covered by Medicare. After Medicare processes the claim, submit a Medicare Crossover claim to Medicaid using the CMS-1500 claim form along with a copy of the Explanation of Benefits (EOB).

The crossover amount paid will be the difference between the amount paid by Medicare and the PPS/APM rate.

**NOTE:** When billing for Medicare Part B, you must submit a CMS-1500 claim form **with all required fields completed or the claim will be returned**. The Medicare EOMB must be attached, reflecting the amount of deductible/coinsurance. The procedure code information will allow Conduent to determine Medicaid's payment obligation in accordance with the district's state plan.

## 17.4 Request for Administrative Reconsideration of MCO Decisions on Claims for Reimbursement

A federally qualified health center (FQHC) may request administrative reconsideration from the Department of Health Care Finance (DHCF) to challenge a managed care organizations (MCO) denial,

nonpayment, or underpayment of a claim. To be eligible for DHCF's administrative reconsideration, the FQHC must:

- Exhaust the appeal process established by the MCO who issued the denial, nonpayment, or underpayment; and
- Receive a final written notice of determination (WND) from the MCO or provide documentation that the timeframe for the MCO to render a final WND has expired without decision.

Requests for an administrative reconsideration can be made to DHCF in writing by mail, email, fax, or in person to DHCF's Appeals Coordinator within thirty (30) calendar days of the date of the final WND from the MCO. If no final WND was provided, the request shall be made within thirty (30) calendar days of the date that the MCO was due to render its final WND.

For more details on this process, please review the amendment to Chapter 45 (Medicaid Reimbursement for Federally Qualified Health Centers) of Title 29 (Public Welfare) of the District of Columbia Municipal Regulations (DCMR). The following must be included with a request for administrative reconsideration:

- A copy of the final WND indicating that the FQHC has exhausted all available appeal opportunities with the MCO, or documentation indicating the deadline for the MCO to render a final WND has expired.
- An original fee-for-service equivalent claim for reimbursement which must include:
  - Date of Service.
  - Healthcare Common Procedure Coding System/Current Procedural Terminology code.
  - Payment amount at issue.
  - Medicaid ID of the enrollee; and
  - Name and Date of Birth of enrollee.
- A written statement describing why the MCO's decision should not be upheld, including any supporting documentation.

Complete requests for administrative reconsideration should be submitted to:

DHCF Appeals Coordinator  
441 4th Street, NW, 900S  
Washington, DC 20001  
Phone: (202) 442-5988  
Fax: (202) 442-4790  
[dhcfappeals@dc.gov](mailto:dhcfappeals@dc.gov)

Refer to Transmittal #17-13 at [www.dc-medicaid.com](http://www.dc-medicaid.com) > Provider Bulletins/Transmittals for additional information.

## 18 REMITTANCE ADVICE

The remittance advice is a computer-generated document that displays the status of all claims submitted to the fiscal agent, along with a detailed explanation of adjudicated claims. This document is designed to permit accurate reconciliation of claim submissions. The remittance advice, which is available weekly, can be received electronically through the Web Portal.

- Mailer Page
- Header Page
- Provider Messages
- Claim Detail Report will include the following when applicable:
- Paid/Denied Claims
- Suspended Claims
- Provider Adjustments/Legends

Figure 6: Remittance Advice Mailer Page

1022800000##### DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH CARE FINANCE (DHCF) #####PAGE: 440	
MEDICAID MANAGEMENT INFORMATION SYSTEM	
REMITTANCE ADVICE	
[1]	
PLEASE SEND INQUIRIES TO: DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH CARE FINANCE (DHCF)	
%ACS%	PROVIDER RELATIONS
P.O. BOX 34761	
WASHINGTON, DC 20043-4761	
TELEPHONE:	(202) 906-8319 OR (866) 752-9233
WEB PORTAL:	HTTP://WWW.DC-MEDICAID.COM
PHYSICIAN PRACTITIONER, M.D. [2]	
P.O. BOX 812300	
WASHINGTON, DC, 20017 [3]	

Table 3: Remittance Advice Mailer Page Table

FIELD NAME	Field #	DESCRIPTION
PLEASE SEND INQUIRES TO	1	Fiscal Agent Services Name/Address/City/State/Zip, contact phone number and the Web Portal address.
PROVIDER NAME	2	The name of the provider receiving the remittance advice
PROVIDER ADDRESS 1	3	Provider remit mailing address first address line
PROVIDER ADDRESS 2	3	Provider remit mailing address second address line

PROVIDER CITY	3	Provider Remit Mailing address city
PROVIDER STATE	3	Provider Remit Mailing address state
PROVIDER ZIP	3	Provider Remit Mailing address zip code

Figure 7: Remittance Advice Header Page

102551100000***** DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH CARE FINANCE (DHCF) *****PAGE:		441
MEDICAID MANAGEMENT INFORMATION SYSTEM		
REMITTANCE ADVICE		
PAY TO PROVIDER NUMBER:	022800000 [1]	
	PHYSICIAN PRACTITIONER, M.D [2]	
	P.O. BOX 812300	
	WASHINGTON, DC, 20017 [3]	
(FOR CHANGE OF ADDRESS, DOWNLOAD FORM FROM WEB PORTAL)		
	PLEASE SEND INQUIRIES TO: DISTRICT OF COLUMBIA - DHCF	
	ACS STATE HEALTHCARE-PROVIDER RELATIONS	
	P.O. BOX 34761	
	WASHINGTON, DC 20043-4761	
	(202) 906-8319 OR (866) 752-9233	
	TELEPHONE:	
	WEB PORTAL:	HTTP://DC-MEDICAID.COM
PAYMENT ACCOMPANIES REMITTANCE		
TOTAL ASSOCIATED PAYMENT:	\$177.31 [5]	PAYMENT DATE: 08/03/2009 [6]
PAID TO PROVIDER TAX ID:	123456789 [7]	
FOR CLAIMS PAID THROUGH:	08/03/2009 [8]	
	PHYSICIAN PRACTITIONER, M.D	
	P.O. BOX 812300	
	WASHINGTON, DC, 20017	

Table 4: Remittance Advice Header Page Table

FIELD NAME	Field #	DESCRIPTION
PAY TO PROVIDER NUMBER	1	The number of the provider or group who is to receive payment. The pay to provider is not necessarily the same as the provider who performed the service. This provider number also appears in the very top left of the header page.
PROVIDER NAME	2	The name of the provider receiving the remittance advice
PROVIDER ADDRESS 1	3	Provider remit mailing address first address line
PROVIDER ADDRESS 2	3	Provider remit mailing address second address line
PROVIDER CITY	3	Provider Remit Mailing address city
PROVIDER STATE	3	Provider Remit Mailing address state
PROVIDER ZIP	3	Provider Remit Mailing address zip code
PLEASE SEND INQUIRES TO	4	Fiscal Agent Services Name/Address/City/State/Zip, contact phone number and the Web Portal address.
TOTAL ASSOCIATED PAYMENT	5	Total amount of the cycle check/EFT
PAYMENT DATE	6	This is the payment date of the check /EFT
PAID TO PROVIDER TAX ID	7	The federal tax ID of the provider or group who is to receive payment.
FOR CLAIMS PAID THROUGH	8	CYCLE RUN DATE

### Provider Messages

The third page of the RA, as shown below, is used to display messages from DHCF and the FA to Medicaid providers. This page is used to address changes in billing procedures or program coverage. Not all RAs will contain a message. Any information listed here will be valuable in facilitating the filing of claims to Medicaid and to provide information on the Medicaid program.

### Page Header Information

The Remittance Advice will consist of three different sections: Paid/Denied Claims, Suspended Claims, and Provider Adjustments/Legends Page. The Page Header information will be similar throughout the Remittance Advice; however, the last line in the top middle section of the RA header will indicate the specific section of the RA. The similar fields are as follows:

Figure 8: Remittance Advice Provider Messages

DATE:	08/03/09	[1]	DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH CARE FINANCE (DHCF)	PAGE:	00000003	[5]
PROVIDER NO:	022222222	[2]	MEDICAID MANAGEMENT INFORMATION SYSTEM	RPT PAGE:	000000442	[6]
REMITTANCE:	00438970	[3]	REMITTANCE ADVICE	REMIT SEQ:	00000054	[7]
NPI NUMBER:	130000000	[4]	PROVIDER MESSAGES			
*****						
This is a test message.						
*****						

Table 5: Remittance Advice Provider Messages Table

FIELD NAME	Field #	DESCRIPTION
DATE	1	This is the process date used for reporting purposes
PROVIDER NO	2	The number of the provider or group who is to receive payment. The pay to provider is not necessarily the same as the provider who performed the service.
REMITTANCE	3	The remittance advice number uniquely identifies the remittance Advice prepared for this provider for a given payment cycle.
NPI NUMBER	4	The pay to provider's National Provider Identifier (NPI)
PAGE	5	Page number within each provider's report
RPT PAGE	6	Page number across all provider's reports
REMIT SEQ	7	Sequential number produced for this RA cycle

### Claim Detail Report - Paid/Denied Claims

**Paid claims** are line items passing final adjudication. Claims may be paid as submitted or at reduced amounts according to the Medicaid program's reimbursement methodology. Reduced payments will be noted on the RA with the corresponding edit code for explanation.

**Denied claims** represent those services that are unacceptable for payment. Denials may occur if the fiscal agent cannot validate claim information, if the billed service is not a program benefit, or if a line item fails the edit/audit process. Denied claims may be reconsidered for payment if a health care provider submits corrected or additional claim information. Services denied on the RA appear on one line. A

service may be reconsidered for payment if errors were made in submitting or processing the original claim.

Figure 9: Remittance Advice Paid Claims

DATE: 10/08/09      DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH CARE FINANCE (DHCF)      PAGE: 00000005  
 PROVIDER NO: [REDACTED]      MEDICAID MANAGEMENT INFORMATION SYSTEM      RPT PAGE: 000000030  
 REMITTANCE: 00438277      REMITTANCE ADVICE      REMIT SEQ: 000000006  
 NPI NUMBER: [REDACTED]      ADJUSTMENTS PAID      PRACTITIONER/PHYSICIAN

RECIPIENT NAME	MEDICAID ID	TCN	PAT ACCT NUM	MED REC NO	DATES OF SERVICE TOB	SVC PVDR	SERVICE PROVIDER NAME	SUBMITTED AMT	FEE REDUCTION AMT	PAT RESP AMT	TOT PAID AMT	STATUS
[REDACTED]	[REDACTED]	09279100010000018			09/24/09-09/24/09 11	[REDACTED]	[REDACTED]	-50.00	.00	.00	-50.00	CREDIT
REF: ORIGINAL TCN: 092681000100000147      DRG CODE:      DRG WEIGHT: 0.000000												
1	99213	HC/HCPSCS/CPT CODE			09/24/09-09/24/09	[REDACTED]	[REDACTED]	-50.00	.00	-50.00		CREDIT
[REDACTED]	[REDACTED]	09279100010000019			09/24/09-09/24/09 11	[REDACTED]	[REDACTED]	40.00	.00	.00	40.00	DEBIT
REF: ORIGINAL TCN: 092681000100000147      DRG CODE:      DRG WEIGHT: 0.000000												
1	99213	HC/HCPSCS/CPT CODE			09/24/09-09/24/09	[REDACTED]	[REDACTED]	40.00	.00	40.00		DEBIT
--- END OF ADJ PAID CLAIMS FOR PROVIDER [REDACTED] ---												

Table 6: Remittance Advice Paid Claims Table

FIELD NAME	Field #	DESCRIPTION
BENEFICIARY NAME	1	Patient name
MEDICAID ID	2	Medicaid's beneficiary ID for this patient
TCN	3	Transaction control number uniquely identifies the claim
PAT ACCT NUM	4	Patient account number as indicated on the claim by the provider
MED REC NO	5	The submitting provider's medical record number as referencing this claim. This number is printed on the RA to assist providers in identifying the patient for whom the service was rendered.
DATES OF SERV	6	First and last dates of service for this claim
TOB	7	Type of bill. Depending on the type of claim submitted, the code will either be the facility type code or place of service code.
SVC PVDR	8	Servicing provider ID
SVC PVDR NAME	9	Servicing provider name
SUBMITTED AMT	10	Total charges submitted for this TCN
FEE REDUCTION AMT	11	The difference between the submitted amount and the paid amount
PAT RESP AMT	12	Amount payable by patient
TOT PAID AMT	13	Total amount paid on this TCN. (For balancing, this should equal Submitted Charges minus Adjustments.)



FIELD NAME	Field #	DESCRIPTION
STATUS	14	Claim Status (Paid – Denied – Suspended)
LINE	15	The line-item number on the claim
PROC	16	The line-item procedure code if applicable.
TYPE/DESC	17	The type of code listed in the procedure code (PROC) field.
M1, M2, M3, M4	18	The procedure code modifiers.
REVCD	19	The line-item revenue code if applicable.
THCD	20	The tooth code if applicable.
SVC PROV	21	The line-item servicing provider ID
PROV CONTROL NO	22	The line-item control number submitted in the 837 which is utilized by the provider for tracking purposes. (REF02 qualifier 6R in 835)
DATES OF SERV	23	First and last dates of service for this line item
LINE UNITS	24	Number of units
LN SUBM AMOUNT	25	The line item submitted amount.
FEE REDUCTION AMT	26	The difference between the submitted amount and the paid amount
LN PAID AMOUNT	27	Amount paid for this line item
LN STATUS	28	The line-item status

Figure 10: Remittance Advice Adjustments

DATE: 01/01/01	DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH CARE FINANCE (DHCF)	PAGE: 00000000
PROVIDER NO: 00000000	REMITTANCE ADVISE ADJUSTMENTS	SPT PAGE: 00000000
REMITTANCE:	ADJUSTMENTS	REMIT SEQ: 00000000
REF: NUMBER:	LINE ITEM CLAIMS	
*****		
BENEFICIARY NAME	MEDICAID ID	TCN
DATES OF SERVICE TO: SVC FROM: SVC FROM NAME	SUBMITTED AMT	FEE REDUCTION AMT
LINE PROC	TYPE/DESC	ML M1 M2 M4 REVCD THCD SVC PROV PROV CONTROL NO
DATES OF SERV	LINE UNITS	LN SUBM AMOUNT
		FEE REDUCTION AMT
		LN PAID AMOUNT
		LN STATUS
*****		
01/01/01-01/01/01	XXX XXXXXXXX	999999.99 999,999.99 999,999.99 999,999.99 999,999.99 999,999.99 CREDIT
REF: ORIGINAL TCN: 9999999999999999	DRG CODE: XXXXX	DRG WEIGHT: 99,999.99999
XXX XXXXXXXXXXXXXXXXXXXX	XXX XXXXXXXX XXX XXX XXX XXX XXXXXXXX	XXX XXXXXXXX XXXXXXXX XXXXXXXXXXXXXXXXXXXX
01/01/01-01/01/01	999999.99 999,999.99 999,999.99	999,999.99 999,999.99 CREDIT
XXX XXXXXXXXXXXXXXXXXXXX	XXX XXXXXXXX XXX XXX XXX XXX XXXXXXXX	XXX XXXXXXXX XXXXXXXX XXXXXXXXXXXXXXXXXXXX
01/01/01-01/01/01	999999.99 999,999.99 999,999.99	999,999.99 999,999.99 CREDIT
XXX XXXXXXXXXXXXXXXXXXXX	XXX XXXXXXXX XXX XXX XXX XXX XXXXXXXX	XXX XXXXXXXX XXXXXXXX XXXXXXXXXXXXXXXXXXXX
01/01/01-01/01/01	999999.99 999,999.99 999,999.99	999,999.99 999,999.99 CREDIT
*****		
01/01/01-01/01/01	XXX XXXXXXXX XXXXXXXX XXXXXXXX XXX 999,999.99	999,999.99 999,999.99 999,999.99 999,999.99 DEBIT
REF: ORIGINAL TCN: 9999999999999999	DRG CODE: XXXXX	DRG WEIGHT: 99,999.99999
XXX XXXXXXXXXXXXXXXXXXXX	XXX XXXXXXXX XXX XXX XXX XXX XXXXXXXX	XXX XXXXXXXX XXXXXXXX XXXXXXXXXXXXXXXXXXXX
01/01/01-01/01/01	999999.99 999,999.99 999,999.99	999,999.99 999,999.99 DEBIT
XXX XXXXXXXXXXXXXXXXXXXX	XXX XXXXXXXX XXX XXX XXX XXX XXXXXXXX	XXX XXXXXXXX XXXXXXXX XXXXXXXXXXXXXXXXXXXX
01/01/01-01/01/01	999999.99 999,999.99 999,999.99	999,999.99 999,999.99 DEBIT
EXCEPTION CODES: XXXX XXXX XXXX XXXX XXXX XXXX XXXX		
*****		
01/01/01-01/01/01	XXX XXXXXXXX XXXXXXXX XXXXXXXX XXX 999,999.99	999,999.99 999,999.99 999,999.99 999,999.99 VOID
REF: ORIGINAL TCN: 9999999999999999	DRG CODE: XXXXX	DRG WEIGHT: 99,999.99999
XXX XXXXXXXXXXXXXXXXXXXX	XXX XXXXXXXX XXX XXX XXX XXX XXXXXXXX	XXX XXXXXXXX XXXXXXXX XXXXXXXXXXXXXXXXXXXX
01/01/01-01/01/01	999999.99 999,999.99 999,999.99	999,999.99 999,999.99 VOID

Table 7: Remittance Advice Adjustments Table

Field Name	Description
BENEFICIARY NAME	Patient name
MEDICAID ID	Medicaid's beneficiary ID for this patient
TCN	Transaction Control Number that uniquely identifies the claim
PAT ACCT NUM	Patient Account number
MED REC NO	The submitting provider's medical record number as referencing this claim
DATES OF SERV	First and last dates of service for this claim
TOB	Type of bill
SVC PVDR	Servicing provider ID
SVC PVDR NAME	Servicing provider name
SUBMITTED AMT	Total charges submitted for this TCN
FEE REDUCTION AMT	The difference between the submitted amount and the paid amount
PAT RESP AMT	Amount payable by patient
TOT PAID AMT	Total amount paid on this TCN. (For balancing, this should equal Submitted Charges minus Adjustments.)
STATUS	Claim Status (Paid – Denied – Suspended)
LINE	The line-item number on the claim
PROC	The line-item procedure code if applicable.
TYPE/DESC	The type of code listed in the PROC field.
M1, M2, M3, M4	The procedure code modifiers.
REVCD	The line-item revenue code if applicable.
THCD	The tooth code if applicable.
SVC PROV	The line-item Servicing provider ID
PROV CONTROL NO	The line-item control number submitted in the 837 which is utilized by the provider for tracking purposes. (REF02 qualifier 6R in 835)
DATES OF SERV	First and last dates of service for this line item
LINE UNITS	Number of units
LN SUBM AMOUNT	The line item submitted amount.
FEE REDUCTION AMT	The difference between the submitted amount and the paid amount
LN PAID AMOUNT	Amount paid for this line item
LN STATUS	The line-item status
REF : ORIGINAL TCN	The TCN that is being adjusted.
DRG CODE	DRG Code. (Not currently used).
DRG WEIGHT	DRG Weight. (Not currently used).
EXCEPTION CODES	The line-item exception codes
EXPLANATION OF BENEFITS CODES (EOB)	The line-item EOB codes

Figure 11: Remittance Advice Suspended Claims

*****																			
DATE: 09/07/09		DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH CARE FINANCE (DHCF)							PAGE: 00000004										
PROVIDER NO: 019999999		MEDICAID MANAGEMENT INFORMATION SYSTEM							RPT PAGE: 000001761										
REMITTANCE: 00441451		REMITTANCE ADVICE							REMIT SEQ: 00000168										
NPI NUMBER: X199999998		SUSPENDED CLAIMS			INPATIENT														
=====																			
RECIPIENT NAME		MEDICAID ID		TCN		PAT ACCT NO			MED REC NO										
DATES OF SERV		STAT DT		TOB		SVC PVDR		SVC PRV NAME		DRG CODE		DRG WEIGHT		TOTAL SUBMITTED		STATUS			
LN		DATES OF SERVICE		SVC PVDR		PROC		TYPE/DESC		M1 M2 M3 M4		REVCD		THCD		UNITS		SUBMITTED	
=====																			
RECIPIENT SAMPLE		709999999		09163800030000077															
04/10/09-04/12/09		07/01/09		111		019999999		CAPITOL D.C. NURSING CENTER		0.00000		900.00		PEND					
EXCEPTION CODES: 0182 0303 0313 0381 1334 5209 5302																			
1		04/10/09-04/12/09		019999999		NU/WUBC UB92 CODE		0121		2.00		500.00							
2		04/10/09-04/12/09		019999999		X0072		HC/HCP/CS/CPT CODE		0682		4.00		400.00					
--- END OF PENDED CLAIMS FOR PROVIDER 019999999 ---																			

Table 8: Remittance Advice Suspended Claims Table

FIELD NAME	DESCRIPTION
BENEFICIARY NAME	Patient name
MEDICAID ID	Medicaid's beneficiary ID for this patient
TCN	Transaction Control Number that uniquely identifies the claim
PAT ACCT NO	Patient account number as indicated on the claim by the provider
MED REC NO	The submitting provider's medical record number as referencing this claim
DATES OF SERV	First and last dates of service for this claim
STATUS DT	Date the claim was suspended (generally the cycle date)
TOB	Type of bill
SVC PVDR	Servicing provider ID
SVC PVDR NAME	Servicing provider name.
DRG CODE	DRG Code. (Not currently used).
DRG WEIGHT	DRG Weight. (Not currently used).
TOTAL SUBMITTED	Total charges submitted for this TCN
STATUS	The overall claim status.
LN	The line-item number on the claim
DATES OF SERVICE	First and last dates of service for this line item
SVC PVDR	The line-item servicing provider ID
PROC	The line-item procedure code if applicable
TYPE/DESC	The type of code listed in the procedure code (PROC) field
M1, M2, M3, M4	The procedure code modifiers.
REVCD	The line-item revenue code if applicable.
THCD	The tooth code if applicable.
UNITS	Number of units

FIELD NAME	DESCRIPTION
SUBMITTED	The line item submitted amount.
EXCEPTION CODES	The exception codes that are posted to the header level or the line item.

Figure 12: Remittance Advice Provider Totals/Legend

DATE: 09/07/09	DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH CARE FINANCE (DHCF)		PAGE: 00000005	
PROVIDER NO: 02700000	MEDICAID MANAGEMENT INFORMATION SYSTEM		RPT PAGE: 000000680	
REMITTANCE: 00441326	REMITTANCE ADVICE		REMIT SEQ: 00000077	
NPI NUMBER: 18000797148	PROVIDER TOTALS/LEGEND			

CLAIM TOTALS	-----STATUS-----	---COUNT---	--SUBMITTED AMT---	-----PAID AMT----
	ORIGINAL PAID	0	0.00	0.00
	CREDIT ADJUSTMENTS	1	41.00-	5.00-
	DEBIT ADJUSTMENTS	1	41.00	5.00
	VOIDS	0	0.00	0.00
	=====	=====	=====	=====
	APPROVED SUBTOTAL		0.00	0.00
	SUSPENDED	0	0.00	
	DENIED	0	0.00	
	=====	=====	=====	=====
	CLAIM PROCESSED TOTAL		0.00	0.00
	PROVIDER FINANCIALS			0.00
	=====	=====	=====	=====
	PAYMENT TOTAL			0.00

OUTSTANDING CREDIT BALANCE AS OF 09/07/2009	0.00	
TOTAL HISTORY ONLY FINANCIAL TRANSACTIONS COUNT:	0	0.00
TOTAL HISTORY ONLY CLAIMS COUNT:	0	0.00

ADJUSTMENT SUBTOTALS	-FIRST QUARTER---	-SECOND QUARTER--	--THIRD QUARTER--	-FOURTH QUARTER--
CREDIT ADJUSTMENTS 09	0.00	0.00	5.00-	0.00
DEBIT ADJUSTMENTS 09	0.00	0.00	5.00	0.00

ONOTE: FOR REMITTANCE ADVICES OVER 100 PAGES, ONLY THE FIRST PAGE AND THE PROVIDER TOTALS PAGE WILL BE MAILED. PLEASE CONTACT  
(202) 906-8319 OR (866) 752-9233 TO REQUEST A COPY OF THE ENTIRE REMITTANCE ADVICE IN A CD.

0--- END OF REMITTANCE FOR PROVIDER 027332900 ---

Table 9: Remittance Advice Provider Totals/Legend Table

FIELD NAME	DESCRIPTION
CLAIM TOTALS	Totals for all categories of the RA.
STATUS	The claim status header within claim totals
COUNT	The total claim count specific to the category
SUBMITTED AMT	The total amount submitted by the provider
PAID AMT	The total paid amount.
ORIGINAL PAID	New claims submitted for this cycle
CREDIT ADJUSTMENTS	The total amount of credit adjustments
DEBIT ADJUSTMENTS	The total amount of debit adjustments
VOIDS	Total number of voided claims
APPROVED SUBTOTAL	Subtotal of approved claims
SUSPENDED	Total number of suspended claims and charges
DENIED	Total number of denied claims and charges
CLAIM PROCESSED TOTAL	Total of submitted and paid amounts
PROVIDER FINANCIALS	
PAYMENT TOTAL	Total provider payment

FIELD NAME	DESCRIPTION
OUTSTANDING CREDIT BALANCE AS OF	The outstanding credit balance.
TOTAL HISTORY ONLY FINANCIAL TRANSACTIONS	
TOTAL HISTORY ONLY CLAIMS	
ADJUSTMENT SUBTOTALS	
CREDIT ADJUSTMENTS	
DEBIT ADJUSTMENTS	
FIRST QUARTER	The total amount of adjustments and/or voids for the first quarter (Jan – Mar) in the calendar year.
SECOND QUARTER	The total amount of adjustments and/or voids for the second quarter (Apr – June) in the calendar year.
THIRD QUARTER	The total amount of adjustments and/or voids for the third quarter (July – Sept) in the calendar year.
FOURTH QUARTER	The total amount of adjustments and/or voids for the fourth quarter (Oct – Dec) in the calendar year.
EXCEPTION LEGEND	Full description of any exception codes (denial reason codes) listed on this RA
EOB CODE LEGEND	Full description of any explanation of benefit codes listed on this RA

## 18.1 Instructions for Submitting Adjustments and Voids of Claims

An Adjustment/Void claim is submitted when the original paid claim was filed or adjudicated incorrectly. Denied claims cannot be adjusted. All adjustment claims must be filed within 365 days of the date of payment. There is no timely filing limit on submitting voids. Voids may be submitted at any time.

Adjustments and voids can be submitted by paper or electronically using the Web Portal, WINSASAP or third-party software. Refer to the Web Portal Quick Reference Guide or the WINSASAP Guide for submitting adjustment and voids online or electronically.

To indicate an adjustment or voided claim, the following information must be recorded in the top right-hand corner of the claim form:

<u>Code</u>	<u>Definition</u>
-------------	-------------------

A	Adjustment
---	------------

-or-


V	Void
---	------

-and-

**TCN** 17-digit Transaction Control Number

Using the claim form, the provider must indicate whether the claim is being adjusted by writing the letter "A" in the top right-hand corner of the form. If the claim is being voided, the provider must indicate such by writing the letter "V" in the top right-hand corner of the form. The 17-digit TCN of the current paid claim is to be included at the top right-hand corner of both adjustments and voided claim forms in addition to the appropriate 3-digit adjustment/void reason code. For example, A 23xxxxxxxxxxxxxxxx 014 or V23xxxxxxxxxxxxxxxx 014. Select the appropriate adjustment/void reason code from the list below.

Figure 13: Adjustment Example



**A 23xxxxxxxxxxxxxxxx 014**

**Sample Adjustment**


**HEALTH INSURANCE CLAIM FORM**  
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

☐ PICA PICA ☐

1. MEDICARE <input type="checkbox"/> MEDICAID <input type="checkbox"/> TRICARE <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP HEALTH PLAN <input type="checkbox"/> FECA BLK LUNG <input type="checkbox"/> OTHER <input type="checkbox"/>		1a. INSURED'S ID. NUMBER (For Program in Item 1)	
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)		4. INSURED'S NAME (Last Name, First Name, Middle Initial)	
3. PATIENT'S BIRTH DATE MM   DD   YY SEX M <input type="checkbox"/> F <input type="checkbox"/>		7. INSURED'S ADDRESS (No., Street)	
5. PATIENT'S ADDRESS (No., Street)		6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>	
CITY		CITY	
STATE		STATE	
ZIP CODE		ZIP CODE	
TELEPHONE (Include Area Code) ( )		TELEPHONE (Include Area Code) ( )	
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)		11. INSURED'S POLICY GROUP OR FECA NUMBER	
a. OTHER INSURED'S POLICY OR GROUP NUMBER		10. IS PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input type="checkbox"/> NO	
		b. INSURED'S DATE OF BIRTH MM   DD   YY SEX M <input type="checkbox"/> F <input type="checkbox"/>	

CARRIER  
INSURED INFORMATION

Figure 14: Void Example



**V 23xxxxxxxxxxxxxxxx 014**

**Sample Void**

**HEALTH INSURANCE CLAIM FORM**  
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

☐ PICA PICA ☐

1. MEDICARE <input type="checkbox"/> MEDICAID <input type="checkbox"/> TRICARE <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP HEALTH PLAN <input type="checkbox"/> FECA BLK LUNG <input type="checkbox"/> OTHER <input type="checkbox"/>		1a. INSURED'S ID. NUMBER (For Program in Item 1)	
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)		4. INSURED'S NAME (Last Name, First Name, Middle Initial)	
3. PATIENT'S BIRTH DATE MM   DD   YY SEX M <input type="checkbox"/> F <input type="checkbox"/>		7. INSURED'S ADDRESS (No., Street)	
5. PATIENT'S ADDRESS (No., Street)		6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>	
CITY		CITY	
STATE		STATE	
ZIP CODE		ZIP CODE	
TELEPHONE (Include Area Code) ( )		TELEPHONE (Include Area Code) ( )	
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)		11. INSURED'S POLICY GROUP OR FECA NUMBER	
a. OTHER INSURED'S POLICY OR GROUP NUMBER		10. IS PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input type="checkbox"/> NO	
		b. INSURED'S DATE OF BIRTH MM   DD   YY SEX M <input type="checkbox"/> F <input type="checkbox"/>	

CARRIER  
INSURED INFORMATION

Table 10: Adjustment/Void Codes

011	RETRO RATE CHG / NO CUTBACK
014	PROV CLAIM FILING CORRECTION
019	POS PROV FILE CORR/LEGAL SETT
022	FISCAL AGENT CLM PROCESS ERROR
068	PROVIDER REFUND/CLM OVERPAYMNT
069	PROV RFND/OVERPAY FISC ERROR
070	PROV REFUND FOR HEALTH INSUR
071	PROV REFUND FOR CASUALTY INS
081	PROV CLAIM CORR/CLM FILED ERR
082	CLM VOID/FISC AGENT PROC ERROR

083	CLM VD/PD IN ERROR/RCP INCORRE
084	CLM VD/PD ERROR/PROV FIL INCOR
085	CLM VD/PD ERROR/INCORRECT PROV
086	CLAIM VOID MEDICARE RECOVERY
088	REFUND - PROVIDER ERROR
089	REFUND- FISCAL AGENT ERROR
090	PROV RTRN CHK/PD FOR INC BENE
099	PROV RETURN CHK/ INCORR PROV
101	VOID PAYMENT TO PIP HOSPITAL
102	ACCOMMODATION CHARGE CORRECT
103	PATIENT PAYMENT AMT CHANGED
104	PROCEDURE SERVICE DATES FIX
105	CORRECTING DIAGNOSIS CODE
106	CORRECTING CHARGES
107	UNIT VISIT STUDIES PRCD FIX
108	RECONSIDERATION OF ALLOWANCE
109	FIX ADMIT REFER PRESC PROVIDER
110	CORRECTING TOOTH CODE
111	CORRECTING SITE CODE
112	CORRECT TRANSPORTATION DATA
113	INPATIENT DRG
114	ADJUSTING PATIENT LEVEL CARE
115	RECOVERY BASED ON PRO REVIEW
116	ADJUSTED FOR RECP BEDHOLD DAYS
117	MANUAL CAPITATION VOID CLAIMS
118	REPROCESSED CLAIMS
119	AUTO RECOUPMENT SYSTEM ERROR
120	AUTO RECOUPMENT SYSTEM CHANG
121	PCG SERVICES
132	CLM VD/PROV SELF-IDENT FRAUD
300	BENEFICIARY DECEASED

## 18.2 Submitting Claim Refunds

DHCF's preferred method for a provider to refund the program for claims paid in error is for the provider to void the claims instead of submitting a check to DHCF. Overpayments will be deducted from the available claims' payment balance. Voids may be submitted online, electronically or hardcopy. Note: Timely filing rules are not applicable for submitting voids.

**APPENDIX A: ADDRESS AND TELEPHONE NUMBER DIRECTORY**

Appeal Notification  
Conduent State Healthcare  
District Medicaid Claims Processing Fiscal Agent  
PO Box 34734  
Washington, DC 20043  
Attention: Claims Appeal

Claims Appeal – Claims past Timely Filing  
Conduent  
District Medicaid Claims Processing Fiscal Agent  
P.O. Box 34734  
Washington, DC 20043  
Attention: Timely Filing Claims Appeal

Conduent Provider Inquiry Unit  
(866) 752-9233 (outside DC metro area)  
(202) 906-8319 (inside DC metro area)

Claim Status Information/Claims Payment Information  
Conduent State Healthcare  
District Medicaid Claims Processing Fiscal Agent  
P.O. Box 34734  
Washington, DC 20043  
Attention: Provider Inquiry Unit  
Telephone Numbers:  
(866) 752-9233 (outside DC metro area)  
(202) 906-8319 (inside DC metro area)

Claim Submission Information - Mail  
For CMS-1500s:  
Conduent  
District Medicaid Claims Processing  
P. O. Box 34768  
Washington, DC 20043

For UB04s:  
Conduent  
District Medicaid Claims Processing  
P. O. Box 34693  
Washington, DC 20043

For Dental and Pharmacy Claims  
Conduent  
District Medicaid Claims Processing  
P. O. Box 34714  
Washington, DC 20043

For Adjustments and Voids:  
Conduent  
District Medicaid Claims Processing  
P. O. Box 34706  
Washington, DC 20043



For Medicare Crossover Claims  
Conduent  
District Medicaid Claims Processing  
P. O. Box 34770  
Washington, DC 20043

Telephone Inquiries  
AmeriHealth DC  
(800) 408-7511

CPT-4 Coding Information  
American Medical Association  
100 Enterprise Place  
P.O. Box 7046  
Dover, Delaware 19903-7046  
Attention: Order Department  
Telephone: (800) 621-8335

Dental Helpline  
(866) 758-6807

District of Columbia Managed Care Enrollment Broker  
Maximus  
(800) 620-7802

Durable Medical Equipment (DME)  
Comagine Health  
Prior Authorization Unit: (800) 251-8890  
Pharmacy Consultant Office – (202) 422-5988

General Program Information  
Department of Health Care Finance  
441 4<sup>th</sup> St NW  
Suite 900  
Washington, DC  
Telephone: (202) 442-5988  
[www.dhcf.dc.gov](http://www.dhcf.dc.gov)

ICD-10-CM Orders  
MEDICODE  
5225 Post Way  
Suite 500  
Salt Lake City, Utah 84116  
Telephone – (800) 999-4600

Electronic Claims Submission/Electronic RA Information  
EDI (Electronic Data Interchange) – (866) 775-8563

Eligibility Determination Information  
Economic Security Administration - (202) 724-5506  
Inquiry Recertification - (202) 727-5355  
Fax Request - (202) 724-2041

Eligibility Verification  
Interactive Voice Response System (IVR)  
(202) 906-8319

Health Services for Children with Special Needs HSCSN  
(202) 467-2737

Medicare Customer Service  
(800) 633.4227  
[www.cms.gov/Medicare/Medicare.html](http://www.cms.gov/Medicare/Medicare.html)

Medicaid Payment Schedule Information  
Conduent  
Provider Inquiry Unit  
P.O. Box 34743  
Washington, DC 200043  
Telephone Numbers  
(866) 752-9233 (outside the District of Columbia)  
(202) 906-8319 (inside the District of Columbia)

Medicaid Fraud Hotline  
(877) 632-2873

Pharmacy Consultant  
Department of Health Care Finance  
441 4<sup>th</sup> St NW  
Suite 900  
Washington, DC 20001  
Telephone Numbers  
(202) 442-9078 or (202) 442-9076

Prior Authorization Form Submission  
Comagine Health  
Prior Authorization Unit: (800) 251-8890

Provider Enrollment Information  
MAXIMUS  
Provider Enrollment Unit  
P.O. Box 34086  
Washington, DC 20043-9997  
Telephone Numbers  
(844) 218-9700  
[www.dcpdms.com](http://www.dcpdms.com)

Transportation Broker  
Medicaid Transportation Management, Inc. (MTM)  
Telephone Number - (888) 561-8747  
[www.mtm-inc.net](http://www.mtm-inc.net)

Third Party Liability  
Department of Health Care Finance  
441 4<sup>th</sup> St NW, Suite 1000S  
Washington, DC 20001  
Attention: Third Party Liability  
Telephone: (202) 698-2000

## APPENDIX B: IVR INSTRUCTIONS

The Department of Health Care Finance Medicaid Branch (DHCF) determines eligibility for the DC Medicaid Program.

Providers should verify the beneficiary's name and identification number, effective dates of eligibility, services restricted to specified providers, and whether other insurance is on file (commonly referred to as third party liability) before rendering services.

Beneficiary eligibility may be verified by calling the Interactive Voice Response System (IVR) using a touch-tone telephone and entering the beneficiary identification number found on the beneficiary's Medical Assistance ID card. The IVR is available 24 hours a day, seven days a week with unlimited number inquiries being performed per call. The IVR may be used up to 30 minutes per call. Providers should also have their DC Medicaid provider number or NPI number ready.

To access the District of Columbia Government Medicaid IVR, dial (202) 906-8319 (inside DC Metro area) or (866) 752-9233 (outside DC Metro area) from your touch-tone phone. Select one of the following options listed below and follow the prompts. The system will prompt you to enter your nine-digit Medicaid provider number or 10-digit National Provider Identifier (NPI) followed by the pound (#) key.

- Press 1 - To verify beneficiary eligibility and claims status.
- Press 2 - If you are a new provider and would like to enroll or if you are changing your provider number, contact MAXIMUS at 844.218.9700.
- Press 3 - For EDI Technical Support Services
- Press 4 - For all other questions

Once you have concluded your inquiries, record the confirmation number provided at the end of the call.

## APPENDIX C: GLOSSARY

The following terms are used throughout this manual. The definition relates to the term used in the DC Medicaid Program:

**ACA** – Affordable Care Act was signed into law by President Obama on March 23, 2010, it aims to bring comprehensive and equitable health insurance coverage to many Americans. The ACA guarantees

**ADA** – American Dental Association

**Adjustment** – A transaction that changes any information on a claim that has been paid. A successful adjustment transaction creates a credit record, which reverses the original claim payment, and a debit record that replaces the original payment with a corrected amount; a change submitted because of a billing or processing error.

**ANSI** - American National Standards Institute

**Approved** - A term that describes a claim that will be or has been paid.

**ASC** - Ambulatory Surgery Code

**Buy-In** - The process whereby DHCF authorizes payments of the monthly premiums for Medicare coverage.

**CFR** – Code of Federal Regulations

**CHAMPUS** - Civilian Health and Medical Program of the Uniformed Services

**CHIP** – Children's Health Insurance Program is a program administered by the US Department of Health and Human Services that provides matching funds to states for health insurance to families with children. CHIP provides low-cost health coverage to children in families that earn too much money to qualify for Medicaid.

**Claim** - A request for reimbursement of services that have been rendered.

**Claim Status** - The determined status of a claim: approved, denied or suspended.

**Claim Type** - A classification of claim origin or type of service provided to a beneficiary.

**CLIA** – Clinical Laboratory Improvement Amendments

**CMS** - Centers for Medicaid and Medicare Services

**CMS1500** - Claim form currently mandated by CMS, formerly known as HCFA-1500, for submission of practitioner and supplier services

**Conduent** – is the fiscal agent for the DC Medicaid Program (formerly known as Affiliated Computer Services)

**Cost Settlement** – Refers to a reimbursement method in which the reimbursement is made on actual cost information

**Covered Services** - All services which providers enrolled in the DC Medicaid program are either required to provide or are required to arrange to have provided to eligible beneficiaries.

**CPT** - Current Procedural Terminology code

**Crossover** - The process by which the Medicare intermediaries and Medicare carriers supply Medicaid with the deductible and co-insurance amounts to be paid by Medicaid.

**DCAS** – District of Columbia Access System

**DCID** - District of Columbia's eight-digit beneficiary ID number

**DCMMIS** - District of Columbia Medicaid Management Information System

**Denied** – A term that describes a claim that results in nonpayment.

**DHCF** - Department of Health Care Finance (formerly known as Medical Assistance Administration (MAA). The name of the local District agency administering the Medicaid program and performs other necessary Medicaid functions.

**DHHS** - Department of Health and Human Services

**DHR** - Department of Human Resources

**DHS** - Department of Human Services

**District** - The District of Columbia

**DME** – Durable Medical Equipment

**DMERC** - Durable Medical Equipment Regional Carrier

**DOH** - Department of Health

**DRG** - Diagnosis Related Grouper

**Dual-eligible** - individuals who are entitled to Medicare Part A and/or Part B and are eligible for some form of Medicaid benefit.

**DX** - Diagnosis Code

**EDI** – Electronic Data Interchange

**Emergency** - Sudden unexpected onset of a condition requiring medical or surgical care that may result in permanent physical injury or a threat to life if care is not secured immediately after the onset of the condition or as soon thereafter.

**Enrollment** - The initial process by which new enrollees apply for managed care or provider enrollment.

**EOMB** - Explanation of Medical Benefits

**EPSDT** – The Early and Periodic Screening, Diagnosis, and Treatment is a Medicaid initiative that provides preventative healthcare services for children.

**ESA** – Economic Security Administration (formerly known as Income Maintenance Administration), through an MOU with the Medicaid agency, has the responsibility to determine eligibility for all medical assistance programs. They also determine eligibility for SNAP, TANF, childcare subsidy, burial assistance and many more.

**FFP** – Federal Financial Participation: the Medicaid program is jointly funded by the federal government and states. The federal government pays states for a specified percentage of program expenditures.

**FQHC** – Federally Qualified Health Center

**HBX** – Health Benefits Exchange: the entity that administers and oversees the online marketplace for District residents and small businesses to enroll in private or public health insurance options. The District's Health Benefit Exchange will allow individuals and small businesses to compare health plans, to learn if they are eligible for tax credits for private insurance or health programs like DC Healthy Families/Medicaid, and to enroll in a health plan that meets their needs.

**HCFA** - Health Care Finance Administration

**HCPCS** - Healthcare Common Procedure Coding System

**ICD-CM** - International Classification of Diseases Clinical Modification

**ICP** – Immigrant Children's Program is a health program designed as a safety net for children under the age of 21 who do not meet the citizenship/immigration status requirements for Medicaid.

**IMD** – Intermediate Mental Disorder

**IVR** – The Interactive Voice Response Verification system is a system to provide verification of beneficiary eligibility, checking claim status through telephone inquiry by the provider, using the DCID number or Social Security Number (SSN)

**LTAC** - Long Term Acute Care

**MAGI** – Modified Adjusted Gross Income is a methodology for how income is counted and how household composition and family size are determined

**Managed Care Organization** - Program to improve access to primary and preventive services where eligible beneficiaries shall be required to select a primary care provider who will be responsible for coordinating the beneficiary's care. Payment for services shall be on a capitated basis for prepaid plans.

**Medicaid** - The District of Columbia's medical assistance program, provided under a state plan which has been approved by the U.S. Department of Health and Human Services under Title XIX of the Social Security Act.

**Medicaid Benefits Package** - All health services to which beneficiaries are entitled under the District of Columbia Medicaid program, except service in a skilled nursing facility, an institution for mental diseases, and other services specifically excluded in the contract.

**Medically Necessary** - Description of a medical service or supply for the prevention, diagnosis, or treatment which is (1) consistent with illness, injury, or condition of the enrollee; (2) in accordance with the approved and generally accepted medical or surgical practice prevailing in the geographical locality where, and at the time when, the service or supply is ordered.

**Medicare** – A federal program (Title XVIII of the Social Security Act) providing health insurance for individuals 65 and older or disabled. Medicare Part A covers hospitalization and is automatically provided to any qualified beneficiary. Medicare Part B covers outpatient services and is voluntary (requires a premium contribution).

**NCCI** – National Correct Coding Initiative

**NDC** - National Drug Code

**Non-Compensable Item** - Any service a provider supplies for which there is no provision for payment under Medicaid regulations.

**NPI** - National Provider Identifier is a 10-digit number that uniquely identifies a healthcare provider. Providers must apply for an NPI through NPPES.

**NPPES** – National Plan and Provider Enumeration System

**OIS** – Office of Information Systems

**Open Enrollment Period** - The 30-day period following the date the beneficiary is certified or re-certified for the District's Medicaid Program. During this period, a beneficiary eligible to be covered under the managed care program may select a provider without restriction.

**Ophthalmic Dispensing Services** - The design, verification, and delivery to the intended wearer of lenses, frames, and other specifically fabricated optical devices as prescribed by an optometrist or ophthalmologist.

**Out-of-District** – Any zip code outside of the District of Columbia.

**Parent** - A child's natural parent or legal guardian.

**PBM** – Pharmacy Benefits Management

**PID** – District of Columbia nine-digit provider ID number

**Prepayment Review** - Determination of the medical necessity of a service or item before payment is made to the provider. Prepayment review is performed after the service or item is provided and involves an examination of an invoice and related material, when appropriate. This should not be confused with prior authorization.

**Prescription (Vision)** - The written direction from a licensed ophthalmologist or optometrist for therapeutic or corrective lenses and consists of the refractive power and, when necessary, the vertex distance, the cylinder axis, and prism.

**Prior Authorization (PA)** - The approval of a service before it is provided, but it does not necessarily guarantee payment.

**Provider** - A person, business, or facility currently licensed under the law of any state and enrolled in Medicaid to practice medicine, osteopathy, dentistry, podiatry, optometry, or to provide other Medicaid approved services and has entered into an agreement with the District of Columbia's Medicaid program to provide such services.

**QHP** – Qualified Health Plan is a major medical health insurance plan that covers all the mandatory benefits of the ACA and is eligible to be purchased with a subsidy, also known as a premium tax credit.

**QIO** - Quality Improvement Organization

**QMB** – Qualified Medicare Beneficiary

**RA** – The Remittance Advice is a document sent to providers to report the status of submitted claims - paid, denied, and pending from Conduent.

**Rejected** - A term that describes an electronically submitted claim that has not met processing requirements

**RTP** - Return to Provider

**RTP Letter** - A letter that accompanies a rejected claim that is sent to providers with an explanation identifying the reason for the return

**Service Area** - The area within the city limits of the District of Columbia

**Specialist** - An enrolled Medicaid physician whose practice is limited to a particular area of medicine including one whom, by virtue of advance training, is certified by a specialty board.

**Spend-Down** - Occurs when an individual or family is ineligible for Medicaid benefits due to excess income but can receive Medicaid benefits by incurring medical expenses in the amount of the excess income.

**State Plan** - The State Plan of Medical Assistance, which describes the eligibility criteria, services covered payment methodology and/or rates and any limitations approved by the Centers for Medicaid and Medicare Services for coverage under the District of Columbia's Medicaid Program.

**TANF** - The categorical eligibility designation for individuals who are eligible for Medicaid by they are eligible for cash assistance from the Temporary Assistance for Needy Families (TANF) program.

**TCN** - The unique transaction control number that is assigned to each claim for identification.

**Third-Party Liability** - Medical insurance, other coverage, or sources, which have primary responsibility for payment of health, care services on behalf of a Medicaid- eligible beneficiary.

**Timely Filing** – A period in which a claim must be filed to be considered eligible for payment.

**UB04** – A revised version of the Universal Billing Form UB92 used by institutional providers

**Urgent Care Services** - Care necessary for an acute condition, not as serious as an emergency, yet one in which medical necessity dictates early treatment and/or a hospital environment.

**Vendor** - A provider who usually sells items such as durable medical equipment, medical supplies, or eyewear.

**VFC**- Vaccine for Children is a Centers for Disease Control (CDC) federally funded program that supplies providers with vaccines at no charge for eligible children up to age 18.

**Void** - A claim, which has been paid and is later refunded because the original reimbursement was made for an erroneous provider or beneficiary identification number; or payment was made in error.

**Waiver** - A situation where CMS allows the District to provide services that are outside the scope of the approved State Plan services, in non-traditional settings, and/or to beneficiaries not generally covered by Medicaid.

**Web Portal** – An internet gateway that provides tools and resources to help healthcare providers conduct their business electronically.

**WINSASAP** – Free software provided by Conduent that can be used to create claims in X12N format.