



**Update**  
September 2010

No. 2010-83

**Affected Programs:** BadgerCare Plus, Medicaid, Wisconsin Chronic Disease Program  
**To:** Hospital Providers, Nursing Homes, HMOs and Other Managed Care Programs

## Certain Inpatient Hospital and Nursing Home Claims Processed Incorrectly

Certain inpatient hospital claims submitted since ForwardHealth interChange implementation may have been incorrectly denied due to a system error.

In addition, effective for dates of process on and after October 1, 2010, nursing home claims will be denied if covered and noncovered days and accommodation units are not indicated correctly.

This *ForwardHealth Update* outlines the denials and provides information regarding claims submission, including timely filing requests.

### Inpatient Hospital Claims May Have Been Incorrectly Denied

Certain inpatient hospital claims submitted and processed since ForwardHealth interChange implementation in November 2008 through October 1, 2010, may have been incorrectly denied due to a system error. Providers may have received denials inappropriately with either or both of the following explanation of benefits (EOB) codes:

- 0051: Sum of accommodation days is not equal to sum of covered plus noncovered days or From and To dates of service (DOS) cannot be the same.
- 1260: The sum of accommodation days is not equal to the sum of covered and noncovered days.

If the provider has verified that covered and noncovered days along with value codes and accommodation units

are indicated correctly on the claim, the provider can now resubmit the claim for processing.

The incorrect denial may have impacted inpatient hospital claims submitted for Wisconsin Medicaid, BadgerCare Plus, and Wisconsin Chronic Disease Program (WCDP) members.

### ***Value Codes, Accommodation Units, and the Statement Covers Period***

Providers are reminded of the following regarding value codes 80 and 81 and accommodation units on institutional claims:

- The sum of the days indicated by value codes 80 and 81 (indicating covered and noncovered days) must equal the number of days within the Statement Covers (From-Through) period. Patient Status (Form Locator 17) is considered when calculating this value.
- The sum of accommodation units must equal the number of days within the Statement Covers (From-Through) period. Patient Status (Form Locator 17) is considered when calculating this value.

### **Claims Submission Requests**

If an inpatient hospital provider reviews a denied claim and determines that the dates and units entered for value codes, accommodation units, and the Statement Covers

period were submitted correctly, the claim may be resubmitted for processing. ForwardHealth must receive all claims within 365 days of the DOS for Medicaid, BadgerCare Plus, WCDP Adult Cystic Fibrosis, and WCDP Hemophilia Home Care and within 730 days of the DOS for WCDP Chronic Renal Disease. Claims that are beyond the timely filing deadline for the program must be submitted to Timely Filing Appeals to be considered for reimbursement. Providers should follow all other applicable billing rules for submitting inpatient hospital claims for fee-for-service reimbursement.

### **Submitting Timely Filing Appeals Requests**

Claims that are beyond the timely filing deadline for the program must be submitted to timely filing appeals to receive consideration for an exception to the submission deadline.

Timely filing appeals requests for this issue must be received by ForwardHealth on or before **December 31, 2010**.

Providers are required to submit the following:

- A legible claim.
- A properly completed Timely Filing Appeals Request, F-13047 (10/08), for each group of affected claims.

When completing the Timely Filing Appeals Request, providers should check the “ForwardHealth Reconsideration” box and write in the blank space provided immediately above the signature/date line, “Inpatient hospital system error — Update 2010-83.” Providers need only to complete a single Timely Filing Appeals Request to serve as the cover sheet for all claims that are beyond the timely filing deadline for the program.

Providers should refer to the Claims section and Timely Filing Appeals chapter of their Online Handbook for more information about timely filing appeals.

### **Nursing Home Claims**

Effective for dates of process on and after October 1, 2010, claims submitted for nursing home services will deny if information regarding covered and noncovered days (value codes 80 and 81) and accommodation units is not indicated correctly as described above.

If a claim is denied for these reasons, the denial would be indicated with either EOB code 0051 (sum of accommodation days is not equal to sum of covered plus noncovered days or From and To DOS cannot be the same) or 1260 (the sum of accommodation days is not equal to the sum of covered and noncovered days).

Denied claims must be corrected and resubmitted for processing. In addition, certain nursing home claims that may have processed and paid with incorrect or erroneous information prior to October 1, 2010, will be denied in the future if covered and noncovered days and accommodation units are billed incorrectly.

### **Information Regarding Managed Care Organizations**

This *Update* contains fee-for-service policy and applies to services members receive on a fee-for-service basis only. For managed care policy, contact the appropriate managed care organization (MCOs). Managed care organizations are required to provide at least the same benefits as those provided under fee-for-service arrangements.

Members enrolled only in the WCDP are not enrolled in MCOs.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

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